

Agenda

Licensing Sub-Committee

Date: **Friday 10 April 2026**

Time: **10.00 am**

Place: **Online meeting / Conference Room 2 - Herefordshire
Council, Plough Lane Offices, Hereford, HR4 0LE**

Notes: Please note the time, date and venue of the meeting.

For any further information please contact:

Matthew Evans

Tel: 01432383690

Email: matthew.evans@herefordshire.gov.uk

If you would like help to understand this document, or would like it in another format, please call Matthew Evans on 01432383690 or e-mail matthew.evans@herefordshire.gov.uk in advance of the meeting.

Agenda for the Meeting of the Licensing Sub-Committee

Membership

Councillor Polly Andrews (Chairperson)

Councillor Dave Davies
Councillor Peter Hamblin

Agenda

	Pages
PUBLIC INFORMATION	
THE NOLAN PRINCIPLES	
1. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. NAMED SUBSTITUTES (IF ANY)	
To receive any details of Members nominated to attend the meeting in place of a Member of the committee.	
3. DECLARATIONS OF INTEREST	
To receive declarations of interest in respect of items on the agenda.	
4. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	11 - 378
To consider an application for a review of a premises licence in respect of Out to Grass, Woodend Farm, Cradley, Herefordshire. WR13 5JW called by the Environmental Health as a Responsible Authority under the Licensing Act 2003.	

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO: -

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.

RECORDING OF THIS MEETING

Please note that the council will be making a recording of this public meeting. These recordings form part of the public record of the meeting and are made available for members of the public via the council's website.

To ensure that recording quality is maintained, could members and any attending members of the public speak as clearly as possible and keep background noise to a minimum while recording is in operation.

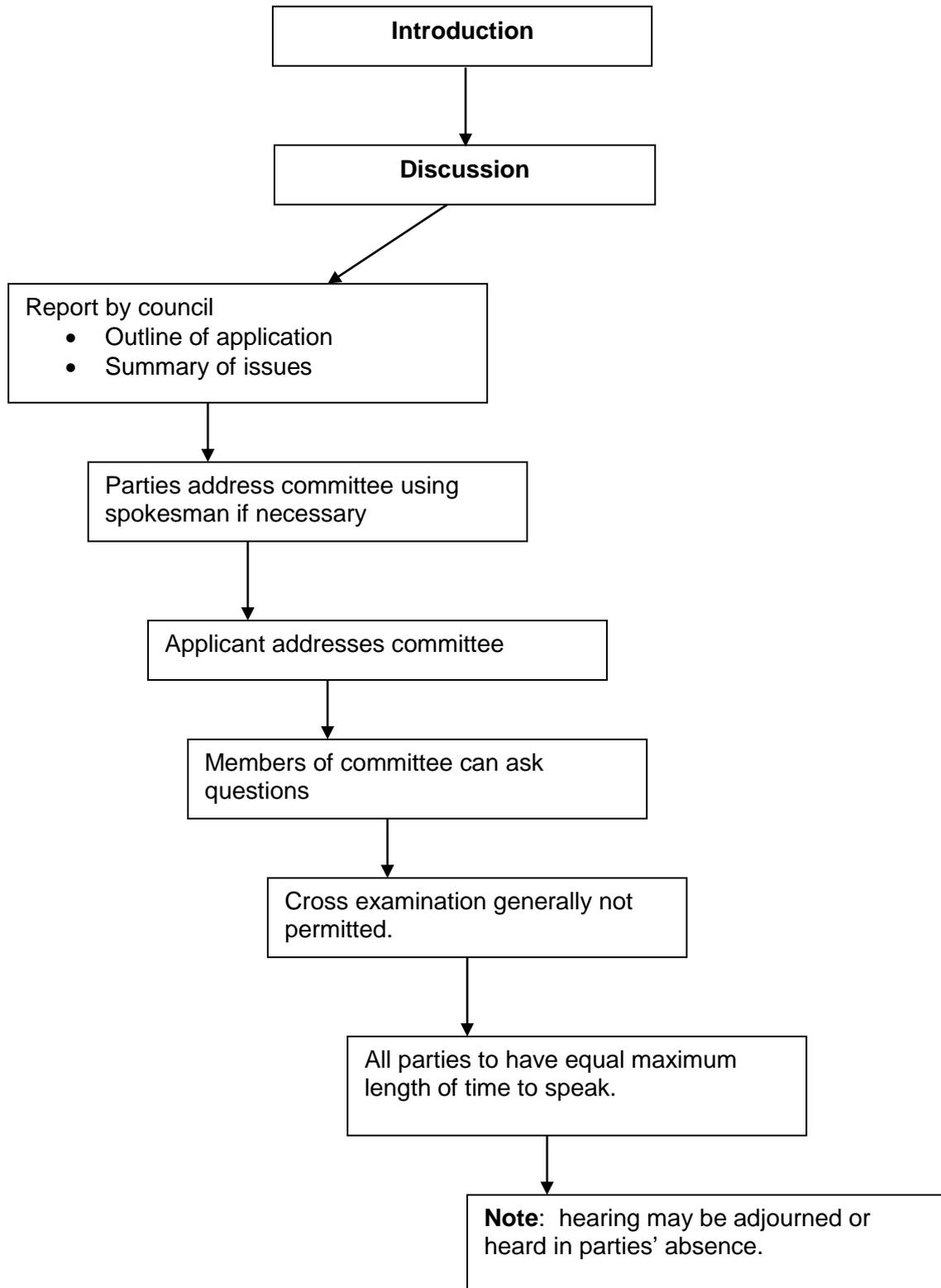
Please also note that other attendees are permitted to film, photograph and record our public meetings provided that it does not disrupt the business of the meeting.

If you do not wish to be filmed or photographed, please identify yourself so that anyone who intends to record the meeting can be made aware.

Please ensure that your mobile phones and other devices are turned to silent during the meeting.

The reporting of meetings is subject to the law and it is the responsibility of those doing the reporting to ensure that they comply.

Licensing Hearing Flowchart



**The Seven Principles of Public Life
(Nolan Principles)**

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.



Review of a premises licence in respect of: Out to Grass, Woodend Farm Cradley, Herefordshire, WR13 5JW called by Environmental Health as a Responsible Authority- Licensing Act 2003

Meeting: Licensing sub-committee

Meeting date: Friday 10 April 2026 at 10:00hrs

Report by: Senior Licensing Technical Officer

Classification

Open

Decision type

This is not an executive decision

Wards affected

Bishops Frome & Cradley

Purpose

To consider an application for a review of a premises licence in respect of Out to Grass, Woodend Farm, Cradley, Herefordshire. WR13 5JW called by the Environmental Health as a Responsible Authority under the Licensing Act 2003

Recommendation(s)

THAT:

The sub-committee determine the application with a view to promoting the licensing objectives in the overall interests of the local community. They should give appropriate weight to:

- the steps that are appropriate to promote the licensing objectives,
- the representations (including supporting information) presented by all parties,
- the guidance issued to local authorities under Section 182 of the Licensing Act 2003 (appendix 6), and
- the Herefordshire Council Statement of Licensing Policy 2020 - 2025.

Reasons for Recommendations

Ensures compliance with the Licensing Act 2003

Alternative options

1. There are a number of options open to the committee in relation to the review:
 - a) The modification of the conditions of the premises licence.
 - b) The exclusion of any licensable activities from the scope of the licence.
 - c) To refuse to specify a person in the licence as the premises supervisor.
 - d) The suspension of the licence for a period not exceeding 3 months; and
 - e) The revocation of the licence.

2. Where the licensing authority takes a step mentioned in bullet point a, b and d above it may provide that the modification, exclusion or suspension is to have effect for only such period (not exceeding three months) as it may specify.

3. Alternatively, it is open to the licensing authority to determine that no action is required to promote the licensing objectives or issue an informal warning in writing to the licence holder and/or to recommend improvement within a specified period of time.

Key considerations

The licensing authority must take into account any relevant representations made.

Relevant representations are those that:

- relate to one or more of the licensing objectives;
- have not been withdrawn; and
- are made by the premises licence holder, a responsible authority or an interested party

4. The details of the application are:

Applicant	Environmental Health as a Responsible Authority	
Solicitor/Agent	Not applicable	
Type of application: Review	Date received: 2 February 2026 28day consultation started: 3 February 2026	28 Days consultation ended 2 March 2026

Summary of Application

The application for the review is attached (appendix 1)

5. Copies of the application were sent to the premise licence holder and all responsible authorities.

6. Environmental Health’s grounds for the review are:

Environmental Heath have concerns regarding this site, noise nuisance and their current licence suitability to meet the licensing objective ‘Prevention of Public Nuisance.

Premises History

7. The premises was first licensed in January 2013.
8. Since first being licenced, the Licensing Authority has received one (1) application to Vary Designated Premises Supervisor (DPS) which was granted in January 2016.
9. On 30 July 2022, the Licensing Authority were in receipt of a letter sent by the duty officer of Environmental Health stating that on 20 July 2022 at 23:38pm their night-time noise team witnessed amplified music emanating from the premises, which was excessive in volume and that noise of that type can amount to a Statutory Nuisance, which the Environmental Protection Act 1990 legislation is designed to control. Letter found at Appendix 3.

Current Licence

10. The licence at (appendix 2) authorises the following licensable activities during the hours shown:

Live Music, Recorded Music (both indoors and outdoors),

Sunday – Thursday 12:00 – 24:00

Friday – Saturday 12:00 – 02:00

Late Night Refreshment (indoors and outdoors)

Sunday – Thursday 23:00 – 24:00

Friday – Saturday 23:00 – 02:00

Sale/Supply of Alcohol (for consumption on and off the premises)

Sunday – Thursday 12:00 – 23:00

Friday – Saturday 12:00 – 01:00

Non standards timings

An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.

An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.

From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.

An additional hour at the end of permitted hours on the day British Summertime begins

The licence is also subject to certain conditions that the premises has to comply with when open for licensable activities.

Circumstances Leading to the Review

11. The Environmental Health Department has raised concerns in respect of public nuisance relating to music events held at the premises and in particular the bass levels which are clearly audible in the general area/vicinity of the premises. Due to 'bowl' topography of the land surrounding the premises and the very quiet rural location of the premises, complaints have been received in the immediate locality and further afield especially later into the evenings.
12. The Out of Hours noise team have witnessed bass music audible outside and inside local residents' properties. These were witnessed on the 20 July 2025 at 00:40am, 26 July 2025 at 23:11pm 30 August 2025 at 23:14pm and 5 September 2025 at 23:50pm. A number of noise complaints from local residents were also reported.
13. The current license conditions were originally agreed in 2013, when it was understood the site would hold two (2) main music events one (1) in May and the other in September. The number

of music events have since intensified and increased considerably. The site is now operating as an event/festival, glamping, camping site with events taking place most weekends over the extended summer months of April to September.

14. There has been a long history of noise complaints, subsequent investigations actions and enforcement action carried out in relation to the music events held at this premises – Noise Abatement notices were served in 2001, 2015 and 2025.
15. As a result of the continued noise complaints, this review was launched.

Summary of Representations

16. No representations were received from the responsible authorities.
17. Seven (7) representations were received from members of the public that the Licensing Authority has accepted as being relevant. The representations state noise issues arising from the premises on more than one (1) occasion (appendix 4).
18. 97 letters of support for the premises were received within the consultation period. The letters of support largely relate to members of the public attending events and are surprised that there have been complaints about noise (appendix 5).
19. One (1) representation was received from a member of the public and deemed not relevant by the Licensing To be considered a relevant and complete, your representation must, include your name and address, which the member of the public failed to do and did not respond to the request within the consultation period.
20. Five (5) letters of support were received outside of the consultation period, therefore cannot be accepted but have been placed on file for future reference.

Decision of Licensing Sub-Committee 23 March 2026

21. This application was heard before the Licensing Sub-Committee on 23 March 2026, where a determination could not be made and the sub-committee decided a site visit would be required to help with their decision making.
22. The site visit will take place on 9 April 2026 at 14:30pm, with the reconvened hearing taking place 10 April 2026 at 10:00am.

Community impact

23. Any decision may have an impact on the local community.

Environmental Impact

24. This report is in relation to a premises license under the Licensing Act 2003 and as such there are minimal environmental impacts for the council, as the licensing authority.

Equality duty

25. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to –

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 26 There are no equality issues in relation to the content of this report.
- 27 This report has human rights implications for both the premises licence holder and the residents from the local neighbourhood. Any of the steps outlined in section 1 of this report may have financial implications for a licensee's business and livelihood and/or may have impact upon the day to day lives of residents living in close proximity to the premises.
- 28 Article 8(i) of the European Convention of Human Rights provides that everyone has the right to respect for his/her private and family life and his/her home (which includes business premises). This right may be interfered with by the council on a number of grounds including the protection of rights and freedoms of others. The First Protocol – Article 1 – also provides that every person is entitled to the peaceful enjoyment of his possessions and shall not be deprived of his possessions except in the public interest and conditions provided for by law. Members must accordingly make a decision which is proportionate to the hearing and endeavour to find a balance between the rights of the applicant, residents and the community as a whole.

Resource implications

- 29 This report is in relation to a premises license under the Licensing Act 2003 and as such there are minimal resource implications for the council, as the licensing authority.

Financial implications

- 30 There are unlikely to be any financial implications for the council as licensing authority at this time.

Legal implications

- 31 The licensing authority must have regard to the promotion of the four licensing objectives namely; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm in exercising its functions under the Licensing Act 2003. Further regard should be had to the statutory guidance under Section 182 of the Act and the Council's own statement of licensing policy. The options available to the licensing authority are set out in section 1 of this report.
- 32 The sub committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.
- 33 The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black. In this case it was summed up that: -
- 34 A licensing authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.

- 35 Furthermore the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that ‘real evidence’ must be presented to support the reason for imposing these conditions.
- 36 This judgement is further supported in the case of *The Queen on the Application of Bristol Council v Bristol Magistrates' Court*, CO/6920/2008 High Court of Justice Queen's Bench Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL 648859 in which it was said:
- 37 ‘Licensing authorities should only impose conditions which are necessary and proportionate for the promotion for licensing objectives’.
- 38 In addition to this it was stated that any condition attached to the licence should be an enforceable condition.

Right of Appeal

39. Schedule 5 Part 1 Paragraph 8 of the Licensing Act 2003 gives a right of appeal which states:
Review of premises licence.
- (1) This paragraph applies where an application for a review of a premises licence is decided under section 52.
- (2) An appeal may be made against that decision by
- (a) the applicant for the review
- (b) the holder of the premises licence, or
- (c) any other person who made relevant representations in relation to the application
- (3) In sub paragraph (2) “relevant representations” has the meaning given in section 52(7).
40. Appeals should be made to the Magistrates Court and must be made within 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision appealed against

Risk management

41. There is little risk associated with the decision at this time as the legislation allows a right of appeal to the Magistrates Court within a period of 21 days of being notified of the decision in writing.

Consultees

42. All responsible authorities and members of the public living within Herefordshire.

Appendices

- Appendix 1 – Application Form for Review
- Appendix 2 – Copy of Current Premises Licence
- Appendix 3 – Warning Letter
- Appendix 4 – Public Representations
- Appendix 5 – Letters of Support
- Appendix 6 – Relevant pages of the Section 182 Guidance Background papers

Annexes

- Annex 1 – Licence Holder’s Submissions – Out to Grass – circulated on 16 March 2026

Annex 2 – Information from applicant (Environmental Health) Out to Grass – circulated on 16 March 2026

Annex 3 – Further information from application (Environmental Health) – Out to Grass – circulated on 19 March 2026

Annex 4 – Sound Clips from applicant (Environmental Health) – Out to Grass – circulated on 20 March 2026

Background papers

None identified

Please include a glossary of terms, abbreviations and acronyms used in this report.

DPS – Designated Premises Supervisor

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 Richard Roberts on behalf Herefordshire Council Environmental Health Department.

(Insert name of applicant)

apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Out To Grass Woodend Farm Cradley Herefordshire WR13 5JW	
Post town Cradley	Post code (if known) WR13 5JW

Name of premises licence holder or club holding club premises certificate (if known) Out To Grass Leisure Limited Woodend Farm Cradley Herefordshire WR13 5JW

Number of premises licence or club premises certificate (if known) PR01569
--

Part 2 - Applicant details

I am

Please tick yes

1) an interested party (please complete (A) or (B) below)

a) a person living in the vicinity of the premises

- b) a body representing persons living in the vicinity of the premises
- c) a person involved in business in the vicinity of the premises
- d) a body representing persons involved in business in the vicinity of the premises
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

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

Please tick

Mr Mrs Miss Ms Other title (for example, Rev)

Surname

First names

I am 18 years old or over

Please tick yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address	
Richard Roberts Environmental Health Officer Environmental Health Herefordshire Council Plough Lane Hereford Herefordshire HR4 0LE	
Telephone number (if any)	01432 261761
E-mail address (optional)	ethelpline@herefordshire.gov.uk

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

Please tick one or more boxes

- | | |
|---|-------------------------------------|
| 1) the prevention of crime and disorder | <input type="checkbox"/> |
| 2) public safety | <input type="checkbox"/> |
| 3) the prevention of public nuisance | <input checked="" type="checkbox"/> |
| 4) the protection of children from harm | <input type="checkbox"/> |

Please state the ground(s) for review (please read guidance note 1)

Environmental health concerns regarding this site, noise nuisance and current Licence suitability to meet the Licencing objective 'Prevention of Public Nuisance are as follows:-

1. The event music and in particular the bass levels are clearly audible in the general area and due to bowl topography of the land and very quiet rural location complaints have been received in the immediate locality and further afield especially later into the evenings.
2. This year the Out of Hours noise team have witnessed bass music audible outside and inside local residents' properties. Noisy events witnessed on the 20/ 7/2025 Time: 00:40, 26/ 7/2025 Time: 23:11, 30/08/25 Time: 23:14 and 05/09/25 Time: 23:50. A number of Noise complaints from local residents,
3. The Out to Grass main entertainment structures are Geodomes (a fixed marquee style structures) with limited sound attenuation - straw bale noise barriers on one side of the structures. Additional external entertainment areas were detailed for occasional use. As such it is identified there is little to no sound attenuation properties for the music entertainment areas on site.
4. The duration of the typical music events is general over several days mainly Thursday to Sunday (current licence hours **Sunday – Thursday 12:00 – 24:00, Friday – Saturday 12:00 – 02:00**). This creates a noise impact throughout the day and late into the evenings on the general area and neighbourhood over

these days.

5. The current license conditions were originally agreed in 2013 for the site holding two main music events one in May and other September. The number of music events have since intensified considerably. The site is now operating as an event/ festival, glamping, camping commercially run site with events taking place most weekends over the extended summer months of April to September.
6. A site meeting on the 30 July 2025 by Environmental Health Elisabeth Laughland and Josh Greeves with Mr Ian Johnson the business owner, event manager Claire Kelly and sound engineer Andrew Baylass established these events / festivals were a main business activity. It was confirmed this business activity was an essential income to supplement the depleted farm income and the intention was to further develop the glamping, camping and event / festival commercial business on site. Noise management and suitability of current licence was discussed during this meeting and recommendations made for event activities to be reviewed alongside noise management controls to ensure the licensing objective 'Prevention of Public nuisance' was being met under their current license or consider proposals to vary the licence to bring this in line with current and proposed event use. Noise monitoring records for events this year was also requested. From the information provided most documents appeared to be incomplete draft documents. There did appear to be a good awareness of event music being a significant noise impact consideration to the location. However, there was little specific detail on the controls and monitoring – it appeared the client booking the events were there mainly responsible for event noise at their events. The controls on types of music did not appear to be implemented as detailed in the noise management plan 2025 – 2016 – Out to Grass - *hierarchy controls 'We require the style of music to be inoffensive and not repetitive beat music such as Gaba, techno, psytrance and Drum & Bass.'* Most of the music witnessed during the summer had a distinctive Techno, Drum & Bass sound when heard off site. The promised noise monitoring records for this year's events have not to date been received.

Please provide as much information as possible to support the application
(please read guidance note 2)

7. There has been a long history of noise complaints and subsequent investigations actions and enforcement action carried out in relation to the music events held at this premises – Noise Abatement notices being served in 2001 and 2015. Short term improvements or breaks in event (over Covid and 2024) have occurred, however noise issues have repeatedly returned with little to no changes in premises structure and noise levels. Yet there has been a noted increase in number of events and development of the site to expand into a private hire event venue, camping and glamping site. Following an assessment of all the evidence gathered from this summer’s music event activities further Abatement notices have now been served on 24/10/25 in relation to noise nuisance from music from the Out to Grass Licensable activity site.

As a result of the above information and considering the significant change and intensification of events taking place at the site over this time it is the opinion of Environmental Health service that the licensing objective ‘ Prevention of public nuisance’ is not being met with the current licence conditions. We have not received sufficient information from Out to Grass to indicate these concerns are being address and have not received any proposed variation to the premises licence. As such we are now calling for a Licensing review to request the Licensing committee consider proposed changes to the licence conditions – the aim to better protect the general area from event music causing a public noise nuisance. This would include considerations in the following areas to better reflect the location, structure and nature of events being held on the Out to Grass entertainment site:-

1. Restrict the number of large festival events e.g. two a year, with requirements for full noise management plan to be provided and approved prior to events.
2. Restrict entertainment days to a maximum of 15 days a year, and condition to ensure the events are suitably spread out over the summer period.
3. Request the Live Music Act 2012 is disapplied and require shorter time periods where amplified entertainment music can be played on site - namely during the smaller events.
4. Review the current site entertainment area to include dome tent in family camping area.

Please tick yes

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

If yes please state the date of that application

Day Month Year

--	--	--	--	--	--	--	--

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

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, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant’s solicitor or other duly authorised agent
(See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**




Date 30/1/26

Capacity Environmental Health Officer

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

**LICENSING ACT 2003
Part A - Premises Licence**

Premises licence number - PR01569 (Copy of Premises Licence 06.03.2026)

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description

**Out To Grass
Woodend Farm
Cradley
Herefordshire
WR13 5JW**

Telephone number: **01866 880099**

Where the licence is time limited the dates:

Not applicable

Licensable activities authorised by the licence

**LIVE MUSIC (indoors/outdoors)
RECORDED MUSIC (indoors/outdoors)
LATE NIGHT REFRESHMENT (indoors/outdoors)
SALE/SUPPLY OF ALCOHOL for consumption on and off the premises**

The times the licence authorises the carrying out of licensable activities

Live Music, Recorded Music,

Sunday – Thursday 12:00 – 24:00

Friday – Saturday 12:00 – 02:00

Late Night Refreshment

Sunday – Thursday 23:00 – 24:00

Friday – Saturday 23:00 – 02:00

Sale/Supply of Alcohol

Sunday – Thursday 12:00 – 23:00

Friday – Saturday 12:00 – 01:00

Non standards timings

An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.

An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.

From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.

An additional hour at the end of permitted hours on the day British Summertime begins.

The opening hours of the premises

Sunday – Thursday 12:00 – 24:00

Friday – Saturday 12:00 – 02:00

Non standards timings

An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.

An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.

From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.

An additional hour at the end of permitted hours on the day British Summertime begins.

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

For consumption on and off the premises

Part 2

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

**Out To Grass Leisure Limited
Woodend Farm
Cradley
Herefordshire
WR13 5JW**

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

Registered Number: **Not applicable**

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

Ian Dennis Johnson

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

**Licence Number – PL2659
Issuing Authority – Herefordshire Council**

Annex 1 - Mandatory conditions

Irresponsible Drinks Promotions

1. (1) 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.
- (2) 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).

Free Drinking Water

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

Age verification

3. (1) 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.
- (2) 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.
- (3) 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.

Small Measures

4. 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.

Below Cost Price

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.

Mandatory conditions where licence authorises supply of alcohol

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.

Door supervision

Each individual required to carry out a security activity must be licensed by the Security Industry Authority

Annex 2 - Conditions consistent with the operating Schedule

For Events of less than 500 people (including staff etc)

General

The dates of any Event shall be notified to the Police and the Licensing Authority at least 14 days before the day of the event.

Prevention of Crime & Disorder

An incident log must be kept at the premises and made immediately available on request to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards of Hereford Council. The log must record the following :

- (a) All of the ejections of patrons
- (b) Any incidents of disorder
- (c) Seizures of drugs or offensive weapons
- (d) Any refusal of the sale of alcohol
- (e) Failure of the CCTV system
- (f) Any visit by a relevant authority or emergency service

A copy of the incident log will be retained for a period of at least 12 months

SIA door staff will be employed on a Risk Assessed basis. A copy of the risk assessment shall be kept at the premises for 12 months and produced to the police or an authorised person (as defined by Section 13

Licensing Act 2003) or a person authorised by the SIA.

The prevention of Public Nuisance

Noise or vibration shall not emanate from the premises so as to cause a nuisance.

The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.

Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

Public Safety

A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.

First aid

A HSE Compliant Industrial High Response First Aid Kit for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:

- 1 x Guidance Leaflet
- 60 x Washproof Plasters
- 6 x Eye Pads with Bandage
- 8 x Triangular Bandages
- 12 x Safety Pins
- 16 x Assorted Sterile Dressings
- 20 Moist Wipes
- 3 Pairs Disposable Gloves

An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Electrical wiring and distribution systems

Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. Sign off certificates shall be available for inspection on demand of an authorised person (as defined by Section 13 of the Licensing Act 2003).

Structures

The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure or artistic installation have been inspected and signed off as being safe prior to the commencement of its use. Sign off certificates shall be available for inspection on demand of an authorised person (as defined by Section 13 of the Licensing Act 2003).

Protection of Children

The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.

A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).

No person under the age of 18 shall be permitted on the premises unless accompanied by an adult aged 21 or over.

FOR ANY EVENT OF 500 PEOPLE OR MORE

General

The dates of any event shall be notified in writing to the Police and Licensing Authority at least three months prior to any event.

The Premises Licence Holder or a nominated deputy (in writing) must be on this licensed premise and available to the Responsible Authorities and the Licensing Authority at all times when licensable activities are taking place.

Details of the Premises Licence Holder or his deputy who is on duty when licensable activities are undertaken shall be recorded, on this premise, at the time. These records shall be made available to the Licensing Authority or a Responsible Authority on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information post event must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.

The name and contact details of the Premises Licence Holder's deputy(s) will be provided to the Safety Advisory Group (SAG) in writing no later than 7 days prior to the event.

At all times there shall be one personal licence holder on this premises for each 2 bars which are open for the sale and supply of alcohol.

Written information shall be provided of details of the personal licence holder who is on duty and their

**Licensing Section, Herefordshire Council
Plough Lane, Hereford. HR4 0LE**

areas of responsibilities when licensable activities are undertaken on this premises. This will be made available to the Licensing Authority and or other responsible authority during the period of the event on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.

The names and contact details of the personal licence holders will be provided to the SAG no later than 7 days prior to the event each year.

An EMP must be provided to the satisfaction of the SAG. The EMP will be a working document providing details of how the Festival is to be conducted and how safety issues, identified in the event risk assessment, are to be addressed. The EMP will include an event risk assessment and provide specific details on the following areas:

- Health and Safety Responsibilities
- Venue and Site Design
- Fire Safety
- Major Incident Planning (Emergency planning)
- Communication
- Crowd Management (including steward and security numbers and their roles)
- Transport
- Management Structures
- Barriers
- Electrical Installations and Lighting
- Food and Alcohol
- Water
- Merchandising and Special Licensing
- Amusements,
- Attractions and Promotional displays
- Sanitary Facilities
- Waste Management
- Sound: Noise and Vibration
- Special Effects, Fireworks and Pyrotechnics
- Camping
- Facilities for People with disabilities
- Medical, Ambulance and First Aid Management
- Information and Welfare
- Children - including Lost Children's Policy
- Performers
- TV and Media

The event must take place in accordance with the Final EMP produced for the event following approval by the Licensing Authority.

The first draft of the Event Management Plan (EMP) will be produced 2 months (or such lesser period as agreed with the SAG) prior to the first day of any event and will be submitted to the SAG via the Licensing Authority.

The final EMP will be submitted to the SAG via the Licensing Authority at least 14 days prior to the start of the event. This must meet with the agreement of all the members of the SAG. No change shall take place to this document without the consent of the Licensing Authority.

Prevention of Crime and Disorder

West Mercia Police and the Premises Licence Holder will agree 28 days prior to the first day of the event all issues that are required to be reported immediately to them during the duration of the event. This agreement will be provided to the Licensing Authority at least 14 days prior to the first day of the event.

A special policing services request will be made by the Premises Licence Holder to West Mercia Police, this will be submitted at least 3 months prior to the first day of the event.

Security and Stewards

A Site Security and Communications Control room will be provided on site. Access will be made available to the Licensing Authority and the Police.

Numbers of Personnel

Written information shall be provided, 2 months prior to the start of the event, of the number of SIA Security personnel to be employed on site, during the period the premises is licensed for licensable activities.

Written information shall be provided, 2 months prior to the start of the event of the number of personnel to be employed as Stewards during the period the premises is licensed for licensable activities.

The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers. The register shall be made available on demand for inspection by Police, Licensing Authority or an authorised officer of the Security Industries Authority.

No person under the age of 18 years will be employed as stewarding personnel.

No person under the age of 21 years will be employed as SIA badged staff.

No security staff or stewards are to consume or be under the influence of alcohol or drugs whilst working. They shall be fit to carry out the duties required of them.

Security Uniforms and Security Logs

All security and stewarding personnel will be readily identifiable by means of a tabard bearing a job title and a conspicuous unique personal identification number. This identification number will be displayed prominently on the front and rear and will be at least 30mm high and the width of the written number shall be at least 10 mm.

No person shall perform the role of stewarding personnel without wearing a tabard.

No person shall perform the role of security personnel without wearing a tabard.

An incident log must be kept at the premises, and made immediately available on request to an authorised officer of the Council or the Police, which must record the following

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received
- (d) any incidents of disorder
- (e) seizures of drugs or offensive weapons
- (g) any visit by a relevant authority or emergency service

Secure and safe systems are to be in place for the storage of items seized. These systems are to include secure methods of storing any drugs or weapons seized or found and procedures for handing the items over to the responsible authority where required. In addition records of seizure are to be kept in the incident book and made available to the Licensing Authority on demand or to the police on authority of the operational commander during the duration of the event or to any authorised person of West Mercia Police post event.

Transport

A Traffic Management Plan (TMP) will be drawn up for the event and will be provided to SAG no later than 28 days prior to any event. Such plan shall be agreed by the Safety Advisory Group. The TMP will cover all aspects of vehicle and pedestrian access to and egress from the site during the 'load in and load out' as well as for the event itself.

Public Safety

A selection of soft drinks will be available to buy, along with an ample supply of free drinking water at clearly signed locations throughout the Licensed Premises.

Each bar will be run by a bar manager and this person under the direction of the Designated Premises Supervisor will be fully in control of the sale of alcohol from that bar.

All staff shall be trained prior to undertaking any sale of alcohol on the premises. The training shall include:

- Drugs Awareness
- Conflict resolution
- Selling to under age person
- Selling to drunks

Such training will be recorded and records shall be kept at the premises which will be produced to an authorised officer the licensing authority or the police on demand.

The Premises Licence Holder will appoint an Event Safety Co-ordinator who will be able to authorise and supervise safety measures.

The Event Safety Co-ordinator will be responsible for:

- Monitoring of contractors
- Liaison with contractors
- Checking of method statements and risk assessments
- Preparation and monitoring of site rules

**Licensing Section, Herefordshire Council
Plough Lane, Hereford. HR4 0LE**

- Safety inspections and audits
- Collection and checking of completion certificates
- Communication of safety information to contractors
- Communication of safety information to employees
- Monitoring and coordinating safety performance
- Coordinating safety in response to a Major Incident
- Liaison with nominated officers from Herefordshire Council.

Electrical wiring and distribution systems

Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to any licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.

Any additional electrical work required after the event has commenced shall be signed off by a competent person. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be made immediately available to an authorised person (as defined by Section 13 of the Licensing Act 2003).

Structures

The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure or artistic installation have been inspected and signed off as being safe prior to the commencement of its use.

A copy of each safety sign off certificate shall be kept on site and shall be made immediately available to an authorised person (as defined by Section 13 of the Licensing Act 2003).

The maximum permitted numbers in each enclosed structure where regulated entertainment activities are to be provided will be submitted and agreed by the Responsible Authorities prior to the commencement of the festival. The premises licence holder must submit arrangements to the satisfaction of the Responsible Authorities on how such maximum occupancy capacities will be managed. In this licence "enclosed structures" are classed as a structure whether tented or not, which has less than 25% of its sides open to the atmosphere (excluding entrances and exits) and which are accessible to the public when regulated entertainment is provided.

A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.

First aid

A HSE Compliant Industrial High Response First Aid Kit for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:

- 1 x Guidance Leaflet
- 60 x Washproof Plasters
- 6 x Eye Pads with Bandage
- 8 x Triangular Bandages

**Licensing Section, Herefordshire Council
Plough Lane, Hereford. HR4 0LE**

12 x Safety Pins
16 x Assorted Sterile Dressings
20 Moist Wipes
3 Pairs Disposable Gloves

An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Special Effects

The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke/foam producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. A detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the above equipment is to be used.

Water

A Water Management Strategy for the provision of drinking water will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 28 days prior to commencement of each Festival. Once agreed, the strategy will be followed throughout the Festival. No significant changes will be made without consultation with Herefordshire Council.

Prevention of Public Nuisance

The applicant must provide a Noise Management Plan to the Environmental Health Department at Herefordshire Council prior to the event taking place. Noise limits and background levels to be used must be agreed with Environmental Health Officers and incorporated into the plan.

The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.

Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

Protection of Children

Under 16s

Any unaccompanied person under the age of 16 years found on the Licensed Premises will be accompanied to the Welfare Tent. This task will be undertaken by at least 2 members of staff.

No unaccompanied person under the age of 16 years shall be permitted on the Licensed Premises.

Criminal Records Bureau (CRB) Check

Licensing Section, Herefordshire Council
Plough Lane, Hereford. HR4 0LE

Any personnel whose role involves the looking after of children or vulnerable adults shall have a current CRB (dated within the 9 month period proceeding the first day of the Festival).

No person shall be involved in this role unless the CRB shows 'None Recorded' against the following categories:

Police Record of Convictions, Cautions, Reprimands and Warning

- 1 Information from the list held under Section 142 of the Education Act 2002
- 2 ISA Children's Barred List Information
- 3 ISA Vulnerable Adults Barred List Information
- 4 Other relevant information disclosed at the Chief Police Officer(s) discretion

The name, date of birth and address together with a copy of the CRB shall be supplied to the Licensing Authority 2 weeks prior to the first day of the event.

Lost Children Policy

The goal of the Lost Children Policy is to reunite each lost child with its parents or guardians. However if there is any evidence or suspicion of abuse or neglect of children, then this must be reported to the appropriate authority

Age Verification

The premises shall operate a Challenge 21 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Licensing Authority or Police. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least once every 5 metres behind any bar advertising the scheme operated.

In conjunction with the above, proof of the attainment of 18 years of age will be required through production of a full or provisional photo card driving licence, by a passport or by a national identity card with a hologram photo prior to any alcohol sale taking place or entry to age restricted areas.

Bar staff must ask for proof of age ID whenever the customer appears to be under 18. If there is any doubt as to the age of the customer they will be refused service.

Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed stating that: It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 - Section 149 Licensing Act 2003.

A register of refusals will be kept by each bar with the names of people who have been unable to provide required Identification to prove their age. These records will be made available to the Licensing Authority on request.

The Designated Premises Supervisor will brief bar security staff in the arena and the campsites bars that they should take reasonable steps to monitor the final destination of the drinks and where it would appear that supply is being made to a person under the age of 18 years take steps to prevent the consumption by that person.

No bar servers will be under 18.

The Designated Premises Supervisor, the bar manager and other bar supervisors will monitor the performance of the serving staff to ensure adherence to the licensing laws.

Any underage persons who are found arriving at or on the Licensed Premises with alcohol will have the alcohol confiscated by security.

Staff will be trained to ensure that all customers who appear to be under the age of 21 will be asked to produce identification. The only acceptable identification will be a passport, a photo driving licence or a card bearing the official PASS hologram. Alcohol will only be sold to individuals who are able to prove their age through the production of any of the above when challenged.

All bar staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any other training recognised and agreed with Herefordshire Council Trading Standards prior to selling alcohol. Training records shall be kept on the premises and shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

**Annex 3 - Conditions attached after a hearing by the licensing authority
Not applicable**

Annex 4 - Plans
As attached

**LICENSING ACT 2003
Part B - Premises licence summary**

Premises licence number - PR01569 (Copy of Premises Licence 06.03.2026)

Premises details

Postal address of premises, or if none, ordnance survey map reference or description

**Out To Grass
Woodend Farm
Cradley
Herefordshire
WR13 5JW**

Telephone number: **01866 880099**

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence

The times the licence authorises the carrying out of licensable activities

Live Music, Recorded Music,

**Sunday – Thursday 12:00 – 24:00
Friday – Saturday 12:00 – 02:00**

Late Night Refreshment

**Sunday – Thursday 23:00 – 24:00
Friday – Saturday 23:00 – 02:00**

Sale/Supply of Alcohol

**Sunday – Thursday 12:00 – 23:00
Friday – Saturday 12:00 – 01:00**

Non standards timings

An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.

An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.

From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.

An additional hour at the end of permitted hours on the day British Summertime begins.

The opening hours of the premises

Sunday – Thursday 12:00 – 24:00

Friday – Saturday 12:00 – 02:00

Non standards timings

An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.

An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.

From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.

An additional hour at the end of permitted hours on the day British Summertime begins.

Name, (registered) address of holder of premises licence

Out To Grass Leisure Limited

Woodend Farm

Cradley

Herefordshire

WR13 5JW

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

For consumption on and off the premises

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

Registered Number: **Not applicable**

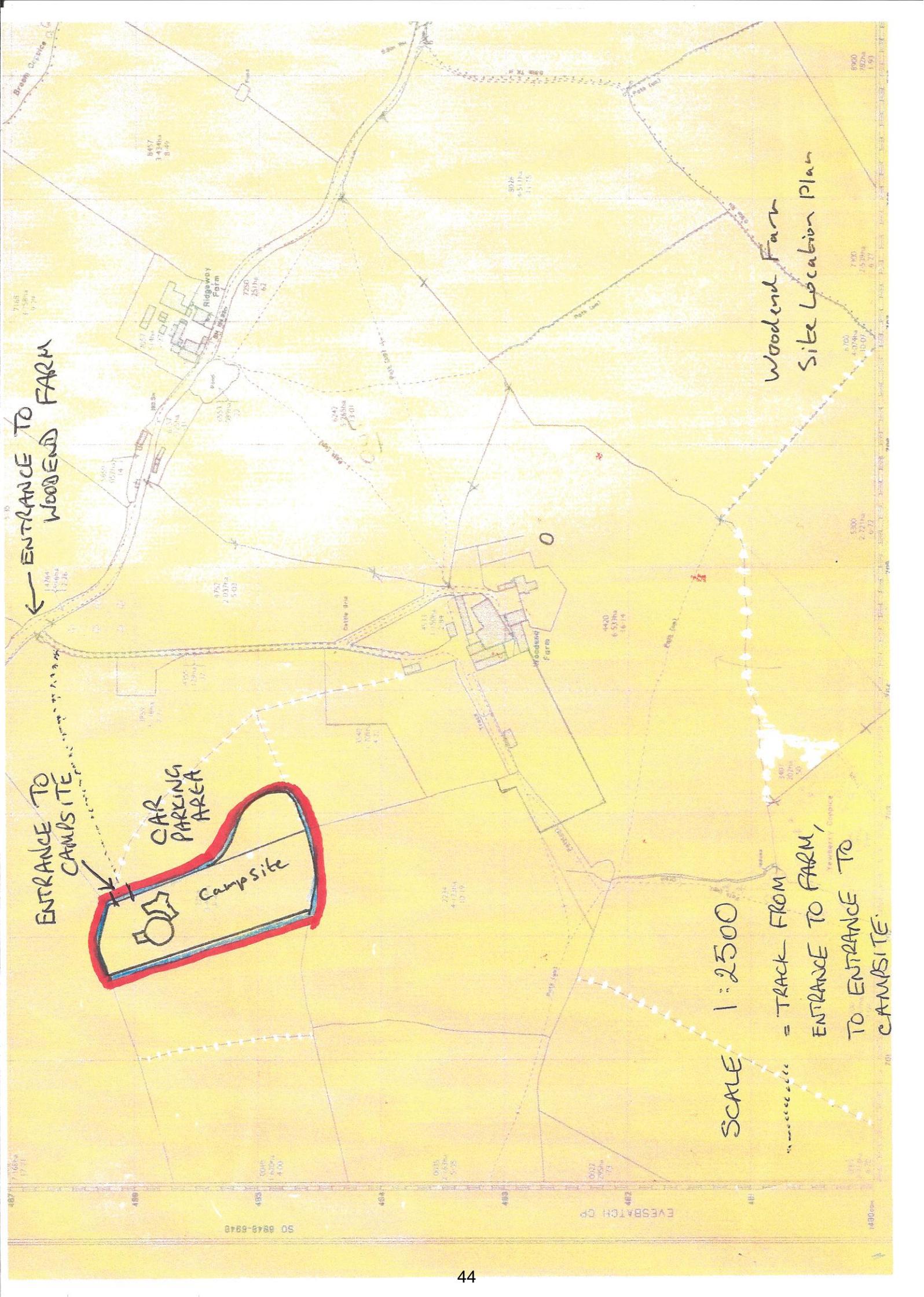
Name of designated premises supervisor where the premises licence authorises the supply of alcohol

Ian Dennis Johnson

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

The premises shall operate a Challenge 25 Policy

No adult entertainment or services or activities must take place at the premises.



ENTRANCE TO WOODEND FARM

ENTRANCE TO CAMPSITE



Woodend Farm
Site Location Plan

SCALE 1:2500

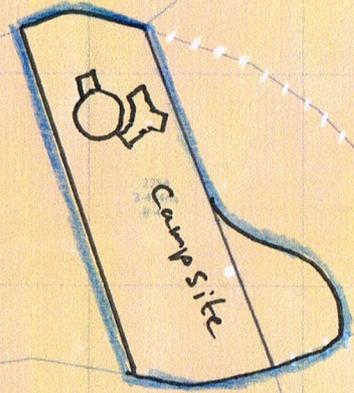
----- = TRACK FROM ENTRANCE TO FARM, TO ENTRANCE TO CAMPSITE

45

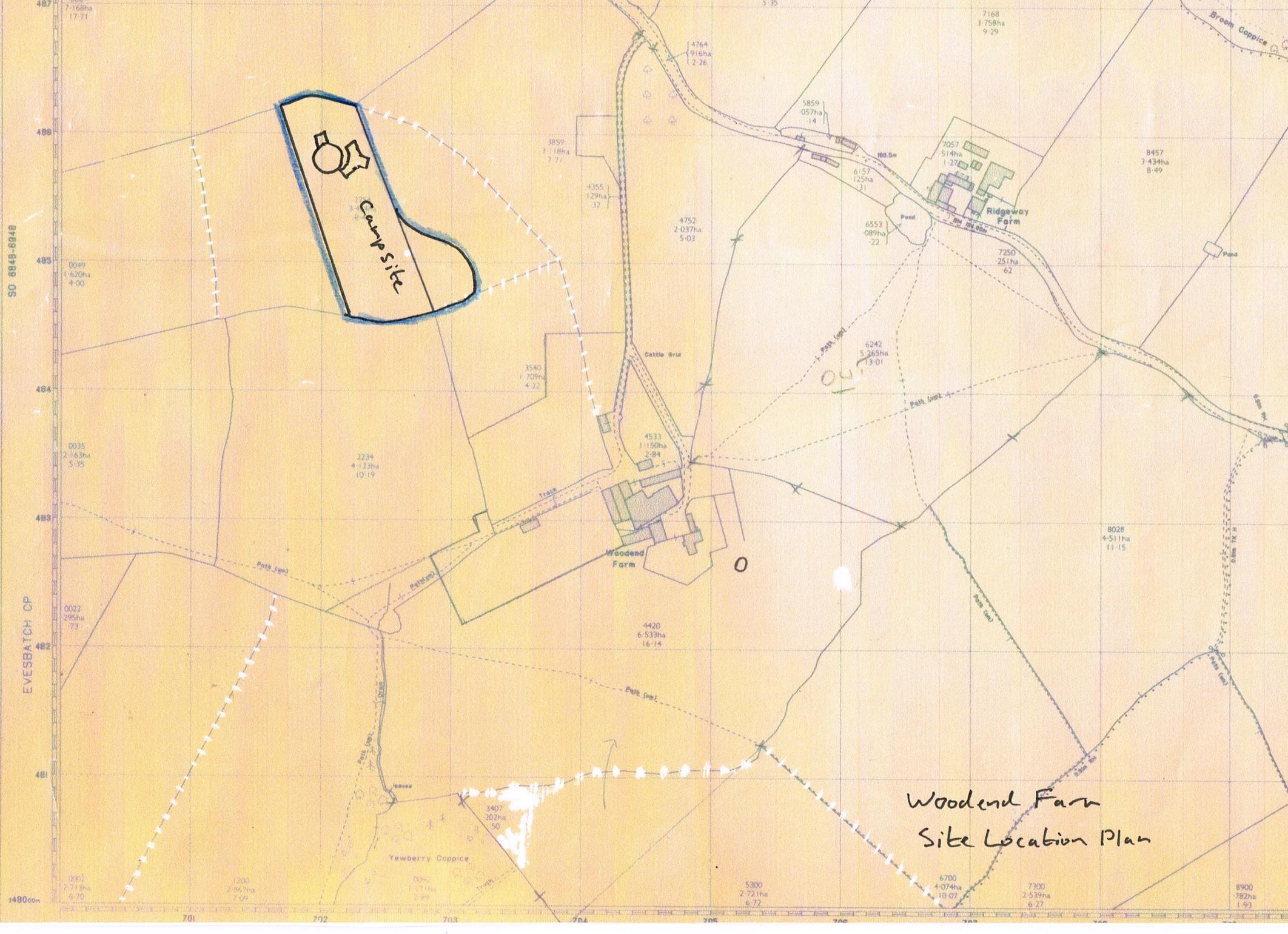
0809-0869 OS

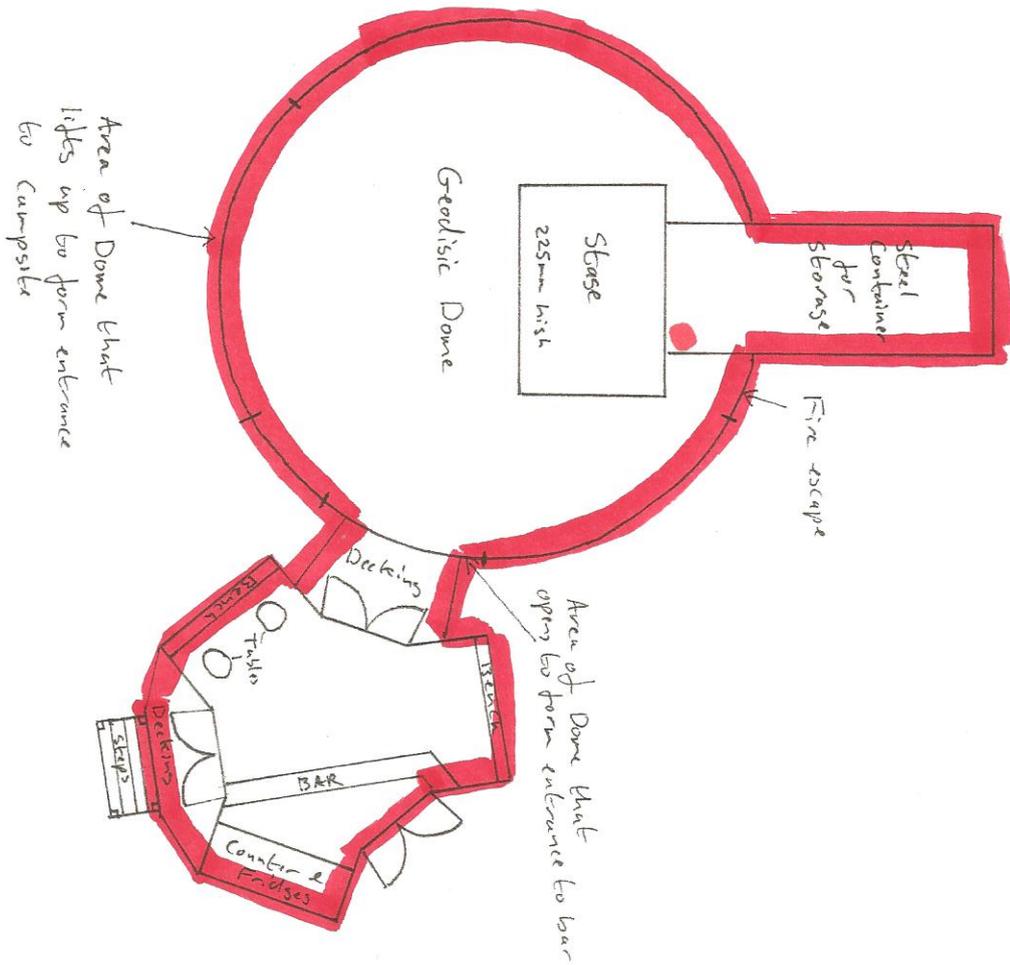
EVEBATCH CP

24800m



Woodend Farm
Site Location Plan





● = Fire extinguisher and first aid kits
 (Four Fire Extinguishers)

1:100 Plan of Out to Grass Campsite, Geodesic Dome and bar/reception



Directorate/Division: Economy and Environment
 Team: Environmental Protection
 Please ask for: Duty Officer
 Our Ref: OOHFSP/359742
 Direct line: 01432 261761
 Email: EnvironmentalProtection@herefordshire.gov.uk
 Date: 30 July 2022

Out To Grass
 Out To Grass, Woodend Farm
 Bromyard Road
 Cradley
 Malvern
 WR13 5JW

Dear Mr Ian Dennis Johnson

**ENVIRONMENTAL PROTECTION ACT 1990
 WARNING LETTER- OFFICERS WITNESSED LOUD AMPLIFIED MUSIC
 OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY, MALVERN, WR13 5JW**

I write to inform you that on the 20/07/2022 at 23:38 our night-time noise team witnessed amplified music emanating from your premises, which was excessive in volume.

My purpose in writing to you at this stage is to make you aware that noise of this type can amount to a Statutory Nuisance, which the above legislation is designed to control. As the *manager / license* holder of the property you have a duty to ensure that residents of neighbouring premises do not suffer nuisance from any activity at your premises. Therefore, I would advise you to review and monitor the noise issue and take appropriate action to ensure noise shall not emanate from the premises so as to cause a nuisance.

Our night-time noise team will continue to monitor your premises when they are in the area. This may involve carrying out noise monitoring using one or more of the following methods; personal observations, noise level measurements and sound recordings. If a Statutory Nuisance is identified then formal action through the service of an abatement notice, under the above legislation, will be considered.

Furthermore, I would remind you that under Section 136 of the Licensing Act 2003 it is an offence to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation (Premises Licence or a Temporary Event Notice). The Council's Licensing team have been made aware of this incident. The Council's licensing team may consider further action should there be any breach of the licence conditions.

I thank you in anticipation of your co-operation in this matter. Should you have any queries or wish to discuss the contents of this letter further, please do not hesitate to contact the Environmental Protection team or Licensing team on the number shown above. Our reference number is detailed at the top right of this letter and should be quoted when contacting us.

Yours sincerely

DUTY OFFICER

[REDACTED]
Cradley
Malvern
[REDACTED]

Saturday 28th February 2026

Dear Herefordshire Licensing Authority,

We are writing to respectfully submit our observations in relation to the review of the premises licence for 'Out to Grass'. We are limiting our comments specifically to the issue of amplified music, as this is the aspect that directly impacts us.

We have lived in the area for three and a half years. During our first two summers here, we were aware of music being played on occasional evenings, primarily around bank holidays. While it was audible if we were outside late at night, we considered the level and frequency to be limited and broadly acceptable within a rural community setting. As such, we did not feel it necessary to raise any concerns at that time.

However, during the past year we have become increasingly aware of a noticeable change. The music has appeared louder, has continued for longer periods, and has occurred on more evenings throughout the year. On one Sunday afternoon in particular, the bass frequencies were so intrusive and persistent that they were clearly audible inside our home with all windows closed. The low-frequency vibration was especially difficult to ignore. We contacted the venue directly, and to their credit they responded and reduced the bass levels. Nonetheless, the music remained intrusive within our property.

We live approximately half a mile, as the crow flies, from the venue, with a hill between our property and the site. Given this distance and natural topography, we are concerned about the impact on residents who live significantly closer. In this rural location, sound appears to travel freely with little containment or mitigation. Open-air events with amplified music for several consecutive hours—particularly into late evening or early morning—raise serious concerns about the suitability of the site for this type and scale of activity.

If disturbance were limited to a small number of bank holiday weekends each year, that would be one matter. However, the prospect of expansion, with events taking place on multiple nights each week throughout the summer months, is deeply concerning. The cumulative and ongoing impact on residents' ability to enjoy peace and quiet in their homes, risks undermining the licensing objective of the Prevention of Public Nuisance.

We fully appreciate the economic pressures faced by rural landowners and understand the need for diversification. Uses such as a campsite, small business units, or storage facilities would likely have minimal impact on neighbouring properties. It is specifically the playing of amplified music at significant volume over extended periods that creates disturbance and, in our view, amounts to a public nuisance.

We respectfully ask that careful consideration be given to whether the current licence conditions are adequate to protect nearby residents, and whether further controls, limitations on frequency, hours, and sound levels, or other mitigation measures are necessary.

Thank you for taking our comments into account.

Kind regards,
[REDACTED]

From: Website <no-reply@herefordshire.gov.uk>
Sent: 11 February 2026 21:10
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Online form received: Comment on licensing application

Licensing - Comment on a licensing application FS797824189

Contact details

Name:

[REDACTED]

Address:

[REDACTED], Fromes Hill, [REDACTED]

What is your interest in the premises you are making a representation about:
Local resident

Name and address of premises you are making representation about:
Out To Grass, Woodend Farm, Cradley

Prevention of crime and disorder

Give details of your objection or support for the application:

Suggest any conditions:

Public safety

Give details of your objection or support for the application:

Suggest any conditions:

Public nuisance

Give details of your objection or support for the application:

I object to the application because of the level of noise nuisance that emanates from this venue every time they have an event. I live across the valley from Woodend Farm and the sound, particularly the base, travels easily. 2am is a ridiculously late finish time and it is a nightmare when they have their weekend events as it means that the whole weekend is disrupted. On occasion this means 3 consecutive nights.

Suggest any conditions:

Protection of children from harm

Give details of your objection or support for the application:

Suggest any conditions:

Supporting evidence

What evidence do you have to support this information:

I have previously complained about possible breaches of their permissions and the high noise level

From: [REDACTED]
Sent: 20 February 2026 11:24
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass, Review of Premises Licence PR01569

Dear Mr Roberts,

I am writing in response to your letter of 13th February regarding the review of the premises licence for Out To Grass.

I live across the valley from Out To Grass, and every event that they hold affects us, the noise travels across and we are disturbed/kept awake until they finish. 2am is a very late finish time, my son who lives with me is a paramedic and when he has early shifts is up at 5.30, and as you can imagine finds this very difficult to cope with.

The level of noise might be less of an issue if it happened occasionally/once or twice but with their weekend events it means that both Friday and Saturday nights are affected, and we can also hear them during the day, although this is still irritating it doesn't have so much of an impact. I see from their website that they are currently advertising 3 weekend events for 2026, so that's a week's worth of disturbance for their neighbours.

I had cause to report them several years ago for noise over four consecutive nights and that hasn't happened again, but as I say, the weekend disturbance is still intrusive.

Yours sincerely,

[REDACTED]

[REDACTED]
Fromes Hill
Ledbury

[REDACTED]

From: [REDACTED]
Sent: 09 February 2026 20:37
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Representation regarding Out to Grass /Woodend Farm licence review

I wish to make a representation regarding the premises licence review for events held at Woodend Farm, operated by Mr Ian Johnson.

My family and I have lived immediately below this site for the past 17 years. Since Mr Johnson began operating festivals, weddings, and other events at Woodend Farm, we have experienced persistent and unacceptable levels of noise disturbance.

These events frequently run from Thursday lunchtime through to Monday morning. The music is quite often playing long after 2am, despite the licensed hours. The music sets are often advertised by the festival on their social media pages and a timetable of DJs regularly exceeds the permitted hours.

The volume of music is excessive, with bass levels so intense that our windows regularly shake. The noise is intrusive and continuous, significantly affecting our ability to enjoy our home and disrupting family life over entire weekends.

We have repeatedly contacted Mr Johnson to raise concerns and request that noise levels be reduced. On the occasions he responds, he often states that the event is not his responsibility and that he will speak to the organisers. In practice, this has resulted in little to no improvement.

In addition to noise issues, we farm the adjoining land and have ongoing problems with trespass from the event site. Dogs are permitted at events, and attendees are encouraged to walk in the surrounding fields. This has resulted in dogs being walked off leads through our farmland, creating serious risks to our livestock.

Overall, there appears to be a lack of effective management and control of the site. The operation seems to rely heavily on friends or informal assistance rather than appropriate professional oversight, which contributes to the ongoing problems.

We have previously raised complaints with Herefordshire Council regarding these matters, but the issues persist.

Given the sustained nature of these disturbances and the lack of effective mitigation, we strongly support the review of this licence and ask that the council gives full consideration to the impact on neighbouring residents and businesses.

Yours faithfully,

[REDACTED]

[REDACTED]

Acton Beauchamp

[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 17:06
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass Licencing Review

I refer to your letter dated 13.2.26 and the published premises review and wish to place on record our feelings and observations in the below impact statement::

My wife and I have lived at [REDACTED], Acton Beauchamp [REDACTED] since late 2009. We are on our 17th year this year and can safely and truthfully say that we have had issues with noise since that time.

Our property lies adjacent to the Out to Grass site and we get a large amount of noise nuisance from Out to Grass.

When we moved to the property this was our dream home slap bang in the middle of some lovely country side, little did we realise (and certainly weren't told) that we had moved next to Herefordshire's answer to Glastonbury.

We have experienced various amounts of noise over the years the absolute worst being when our house walls were shaking from the noise levels and we reverted to sleeping downstairs to lessen the impact and try to get some sleep.

We have tried to get resolutions to these issues by talking to the leaseholder Mr Ian Johnson but while he pays lip service to us and tells us how he cares and that he will do things to lessen the noise I'm afraid these are hollow promises and nothing happens. He is quite clearly someone who cannot control things on his site.

The noise generated from the site is often experienced as loud drum and bass and these penetrate into your body and mind. Even when the drum and bass is not happening it invades your mind and you are still hearing these tones even when the noise is not happening. **Its torture.**

Often when returning to our house we see the large amount of vehicles parked on the Out To Grass upper field and we realise we are in for an absolute terrible weekend when we are unlikely to use our outside garden our patio due to the thump thump thump all through the weekend.

This has affected our **Mental Health** and is still an issue today.

We have made many complaints to Herefordshire's Environmental Health team who have made numerous visits to us and have recorded and witnessed the goings on at this site and I'm sure these are available for information.

The licencing hours of this site allows it to play music from noon until 2am the following morning on Fridays, Saturdays and until midnight on a Sunday, I still cannot believe that someone at the council thought this was a good idea for a site in the middle of the countryside with close residential neighbours.

This site is clearly unsuitable for the type of Music Festivals and other musical events that are often carried out by Mr Johnson. We are living in the countryside and not in a built city area where these type of activities might be considered suitable.

I urge the council to remove the concession allowing live and recorded music to be played at this site.

We know there are other neighbours of ours who also object to the noise from this site and I will send separately a list of other neighbouring properties who agree that the site is wholly unsuitable for music events to be carried out.

Yours

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 01 March 2026 20:29
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass extended licensing hours.

I live close to this venue and had no knowledge of the application to extend licensing hours and opening hours.

I was not sent a letter about this but my neighbours were and had I not spoken to one of them today I would have had no idea at all.

We are already affected by the noise coming from the site and I have to say last year there seemed to be a lot of use of the site over several weekends. The music did not stop until the early hours and was constant through the days.

I am concerned that if usage is allowed to be increased our lives will be affected by more noise on more days of the week, later end to the noise again on more days of the week. More traffic along the road between houses and the fear of too much traffic that would affect local residents and their day to day activities (there are many horses in the area) I fear that the area will not be respected by people attending the site and will generally cause issues.

I am not against periodic usage of the site but to increase usage would affect the lives of all local residents.

Hope this message gets to the correct person so my thoughts can be considered along with any other residents comments.

Regards,

[REDACTED], Bromyard Road)

(I did try and put comments on the licensing site but was unable to do this as although I completed everything I could not put a dot into two yes / no boxes.

Hope this message will suffice.)

Sent from my iPhone

From: [REDACTED]
Sent: 02 March 2026 20:00
To: Licensing <licensing@herefordshire.gov.uk>
Subject: out to grass licensing review

We strongly object to this application on the grounds of utterly excessive noise in an inappropriate location. We live approx. 1 mile from the venue and the noise levels at the weekends are such that even indoors we hear the constant thudding of the music until after midnight on occasions. The non stop noise from Fridays to Sundays makes life outdoors very difficult. This is a quiet area and we should not have to put up with this.

--

[REDACTED]

Cradley
Malvern

[REDACTED]

From: [REDACTED]
Sent: 18 February 2026 16:50
To: Licensing@herefordshire.co.uk
Cc: [REDACTED] SAP Environment Protection <ehtssapenvironment@herefordshire.gov.uk>
Subject: Re: Licensing Review from Environmental Health re: Out to Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, WR13 5JW License No. PRO 1569

Sent from my iPad

On 18 Feb 2026, at 16:35, Mike Moorhead wrote:

Dear Licensing Team

Re: License Review from Environmental Health re: Out to Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, WR13 5JW License No. PRO 1569

My address and contact details are as follows:

[REDACTED]
Bromyard Road
Cradley

Thank you for giving us the opportunity to comment on the review that the Environmental Health Department has requested for the Out to Grass License.

I refer to my two previous complaints, which I have also noted below for your information, the first being in September 2023 and the second in July 2025. Please see footnote for copies.

I would now like to reiterate my concerns regarding the license and am pleased that the Council and EH have taken action to review the License under the Licensing Objective of "Prevention of Public Nuisance". I have looked at the review and the proposed changes, and would ask what EH are advising to the Licensing Committee to take place at the Hearing? Are they asking for revocation, suspension, conditions? Obviously revocation would be our preferred choice and/or suspension for a considerable amount of time, but am concerned that conditions will be placed on the License that will not go far enough to mitigate the threat of public nuisance, particularly as the changes to the amended License available on your website are not that considerable. I therefore note my comments below and suggest what could and hopefully be considered.

My comments would be as follows:

The hours that the music is played is excessive, not only from a time point of view but also from a frequency view, it is almost every weekend, all weekend. Music has been heard as late as 2am with a small break of a few hours and only to begin again at midday the day after and continues until the late hours again. The impact on myself and family is tantamount to torture as regardless of living in a well-insulated property, we can still hear the music/bass with the windows shut.

I would also like to add the issue of litter as it has become apparent that attendees are in the habit of throwing their litter on the way out, with no one to clear it up.

If conditions are placed on the License I would suggest the following and hope you would consider these:

1. The type of music events are limited as the events have turned into music festivals and 'rave' (for want of a better word) weekends rather than the camping events that were originally taking place.
2. Frequency of events are reduced to one weekend per month from April to September, this will include a Saturday and/or Sunday. Or something similar.
3. Time of events to be limited to reduce the negative impact on neighbouring properties e.g. finish at 10pm and not start until 3pm just as an example.
4. Limited attendance of ticketed guests. I am not sure what current numbers are, but the License states on the website it has capacity for 20,000. **This is very worrying.**
5. Litter patrols undertaken by the event organiser and/or landowner regularly throughout the event and immediately after the event and the following day.
6. Maximum Noise Frequency limits to be put on the License and proactive noise assessments shall be undertaken by a responsible member of staff from either the event organiser or landowners outside the premises at the boundary of the nearest residential property at least once an hour during the provision of regulated entertainment and take any necessary remedial action to ensure compliance of the condition. These reports to then be submitted to the Council within 14 days of the event and are available for inspection on request by other Responsible Authorities.
7. Notices shall be placed on the premises and at all exits reminding customers to respect neighbours and to use the area quietly.
8. Event organiser staff or landowner staff shall ensure, as far as reasonably practicable, that patrons in external areas behave in an orderly and neighbourly fashion.
9. The licensee shall maintain and make available for inspection by the police or authorised local authority officers a log of all complaints received from local residents concerning the operation of the premises.
10. A complaint hotline be set up and advertised via social media and other means for residents to call and log their complaints with a view to action being taken immediately.

I look forward to being invited to the Hearing to take place on 17th March 2026.
With many thanks in advance of your consideration of my comments.

Mike Moorhead

FOOTNOTE:

My first complaint dated 24 September 2023:

From: [REDACTED]
Date: 24 September 2023 at 15:17:34 BST
To: ethelpline@herefordshire.gov.uk
Subject: loud music complaint

Dear sir or Madam

Over this weekend we are being keep awake until 2am on Friday and Saturday night.

Friday 22nd night it was extremely loud with heavy bass pounding out nonstop until 2am, the next morning, this while we are indoors with all windows shut

With the same repeated exposure on Saturday 23rd

I'm currently now sat indoors on Sunday 24th @ 1pm midday and yet again we are being forced to listen to this noise.

This is not the first time we have heard excessively loud music but I feel this is becoming a real problem, with the constant noise, my wife and I find it difficult to sleep and as we have livestock we have to attend too, we normally have to get up fairly early in the mornings.

It's not pleasant to be outside working or trying to relax outdoors or indoors when this noise comes at you Constantly.

Our address is

[REDACTED]
Bromyard Road
Cradley
Herefordshire

The loud music/ noise, comes from, Out To Grass, a camping and business entertainment business.

We have no problem with this type of business but we would expect the music to stop at a realistic time at night and that the noise level is not intrusive to our lives.

This weekend we have spent as much time as we could away from our home and animals to escape this ongoing noise nightmare, even now as I sit typing this out indoors all we can hear is the bass sound thumping out from out to grass.

I can't believe I'm the only person who has complained about this venue and the noise from it at what is a very unsociable level and most definitely way to late and night and the early hours of the morning.

While I started writing this complaint at mid day I thought, let's just see if it stops soon, it's now 3:15 pm and the noise is still ongoing.

I'm told the event being held at Out to grass is titled something different, well it certainly is.

Yours sincerely

[REDACTED]

My second complaint dated 27 July 2025:

From: [REDACTED]

Date: 27 July 2025 at 17:35:46 BST

To: ethelpline@herefordshire.gov.uk

Subject: Ongoing Noise complaint from Out To Grass WR13 5JW

Dear Sir or Madam

I last raised this issue regarding the above site with yourselves some eighteen months ago and I thought it was resolved, as we had a normal peaceful previous twelve months until now.

We have endured five full weekends of music out of six consecutive weekends.

These usually starting mid-day on Fridays and continuing up to Sunday midday, and finishing in the early hours of the morning.

This weekend the music started on Friday lunchtime and did not stop until 2.00am on the Saturday morning and again starting on Saturday lunchtime and continuing until after 1.00am on Sunday morning.

For this latest event, Out To Grass, appear to have teamed up with an organisation called ALLSORTS, their website is called (allsortsoftunes.com)

They appear to be promoting what is called (unsanctioned sounds)

It was allsorts web site promoting the latest weekend event and tickets

I have to raise this matter again as it's affecting my wife who suffers with tinnitus as I have reported this issue before, but surely we are all entitled to weekends free from this kind of behaviour.

I would find it hard to believe we are the only people who are complaining about this issue.

We live in a well insulated house with full double glazing, with all doors and windows closed we can clearly hear the sound from out to grass.

I have listed the dates below of the events:

Month of June

Fri 20th

Sat 21st

Sun 22nd

Sat 28th

Sun 29th. This was the hottest weekend of the year and we had to keep doors and windows closed

Month of July

Fri 4th

Sat 5th

Sun 6th

Fri18th
Sat19th
Sun20th

Fri25th (finishing 2am on Saturday morning)
Sat 26th (finishing after 1.00am on Sunday morning)

A one off day of music can be acceptable, but the continual weekly noise bombardment is not.

Like most country people we normally go to bed early and rise early as there's lots to be done, but with this noise we are not enjoying our social time, it's also not very easy to get to sleep, we are reluctant to be in our own garden with this constant noise streaming from out to grass as it's not in any way enjoyable for us.

I have no issues with Out To Grass having a camping site but this continuous music is affecting our wellbeing, and is not right for us or this rural community.

Yours faithfully


27th July 2025

Sent from my iPad

END

From: [REDACTED]
Sent: 11 February 2026 21:29
To: Licensing <licensing@herefordshire.gov.uk>
Subject: "Out To Grass" Woodend Farm - license review.

Dear sir or madam,

I have attended a number of events at Out To Grass over the last ten years or so, and I am surprised to hear that there have been complaints about noise from this venue. Quite frankly, I find the idea that this venue can be causing a noise nuisance to be quite preposterous. At every event I have attended, noise levels have been quite moderate, and the venue has always stuck strictly to the licensing hours, with music ceasing at the required times, without exception. I am, in fact, quite impressed with how quiet this venue actually is. On several occasions I have retired to my camp early, while the music was still playing, and I found that noise levels in the camping field were low enough for me to get off to sleep quite easily while the event was still under way. Thus it is hard to understand how a nuisance could be perceived from further away. I know that Mr. Johnson, who runs the venue, takes the issue of noise levels very seriously, and I would suggest that with the current re-wilding project that he has underway, involving the planting of numerous trees, any noise from the venue can only decrease with time. Mr. Johnson has invested a great deal of time and money into creating a beautiful and unique environment for a large variety of different events, with consideration for his neighbours as a prime concern, and I would also venture to suggest that the attendees to these events contribute to the local economy in no small measure. I would therefore ask you to allow the license for Out To Grass to continue on its current terms. I believe that as a Council, you should be encouraging this venue to flourish.

Yours faithfully,
[REDACTED].
(retired)
Glanamman
Carmarthenshire.

From: [REDACTED]
Sent: Thursday, February 26, 2026 12:32:17 PM
To: licensing@herefordshire.gov.uk <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com <infoouttograss@gmail.com>
Subject: Out to grass licence review

I'd like to express my support for the renewal. We had a really lovely Bank Holiday family fun festival there, and it's a place that now means a great deal to us as a family — our son even learned to walk there. It's a space that brings the community together, and I hope it can continue to do so.

Many thanks

██████████
██████████
██████████████████
Worcester
██████████

From: ██████████
Sent: 26 February 2026 12:41
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Why OUT TO GRASS Festival Site Matters

Good afternoon,

For many years, *OUT TO GRASS* has been more than just a festival site to me and to countless others — it has been a cultural hub, a community anchor, and a vital space for creativity, connection and wellbeing. I first visited *OUT TO GRASS* years ago with friends; since then, I've returned time and again, watched friends host events there, and have been privileged to DJ at the site myself. The energy, sense of belonging, and sheer joy that emanates from this space are incredibly rare and deeply valued by all who experience it.

Importantly, *OUT TO GRASS* is one of the only remaining **festival sites in Worcestershire**. Across the UK, grassroots music spaces and independent event sites are under sustained pressure, with closures continuing year-on-year. These venues and sites — whether they are stages in city venues, small clubs or open-air fields like *OUT TO GRASS* — are the **incubators of local culture and creativity**. They provide affordable, accessible opportunities for local talent to perform, for friends and families to gather, and for communities to thrive.

The broader UK music industry demonstrates the value of live music and festivals not just socially, but economically:

- The UK music industry's total contribution to the economy hit a record **£8 billion in 2024** with employment at a record **220,000 jobs** — figures that reflect music's role as a powerful economic driver.
- Live music and festivals draw audiences at scale; in 2024 a record **23.5 million music tourists** attended concerts and festivals across the UK, up 23% on the previous year.
- Grassroots music venues and independent outdoor sites support community participation in arts and culture, but many struggle financially; more than half (approximately **53–54 %**) of grassroots venues in the UK reported making no profit in 2025, reflecting how precarious these spaces are without ongoing support.

While major arenas and commercial festivals naturally capture headlines, the **grassroots sector fuels that success**. Small venues and sites like *OUT TO*

GRASS are where artists cut their teeth, where local DJs and musicians gain experience, and where music lovers make memories that keep them engaged with culture throughout their lives. These spaces also deliver **tangible economic benefits** to rural and regional economies through visitor spending on food, accommodation and local services.

The loss of similar festival sites and grassroots spaces across the UK underscores a wider trend: venues and event sites are closing because of rising costs, regulatory pressures and limited protection, leaving fewer places for people to come together through music. For residents of Herefordshire and Worcestershire, *OUT TO GRASS* represents not just a location on a map, but a **keystone cultural asset** that deserves recognition and safeguarding.

For the wellbeing of the local community, the continued vibrancy of the local music ecosystem, and the economic life of the region, spaces like *OUT TO GRASS* should be supported and protected. Losing these sites diminishes not only local culture but diminishes the opportunities for future artists, creatives and community leaders to emerge.

Kind regards

[Redacted]

[Redacted]

From: [Redacted]
Sent: 26 February 2026 13:10
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Hello, I discovered Out To Grass only last year, and was fortunate enough to visit the site for 4 different events. From Punter to Photographer, I am in awe of the site, its management and what the events deliver.

It really is lovely to find such a unique and supportive crowd (across all events), Special Mentions to Clare and Ian for putting so much love into every event they run.

The team puts a lot of effort into running events, making them safe for all, and the pride taken to reduce any noise doesn't go unnoticed. The team really worked on the final event, moving stages, using hay bales and constant monitoring of systems.

Having endured one of the biggest festivals in the UK (Glastonbury), Out To Grass is a welcome break, and small intimate venue that offers companionship, community and

contributes a huge part in the entertainment ecosystem, allowing a variety of musicians and entertainers to perform.

It would be amazing to see it continue, I'd love to be given the opportunity to dance in a field once more.



From: [REDACTED]
Sent: 26 February 2026 13:14
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

OUT TO GRASS

I know Darren & Ian really well and I helped AudioAddictz Family with Something Different in September. I have also offered my help to Darren as I have a lot of skills and qualifications

Out to Grass is a very magical place for me ... one of my my beautiful best friends Edd Black who passed away a couple of years Out to Grass as he rescue and haven place and his passport is there so being there brings me closer to him

OMG I have fallen in Love with Out To Grass... the site is amazing the crew are unbelievable and what they do it outstanding

I am involved in one of the biggest one day free volunteer run event in Cambridge - Strawberry Fair which i have been doing for over 20 years. I am also SIA, DBS, DPS, Personal Licence holders, Stage managing ... Freelance tutor helping Adult back into work so NVQ Assessor PTTLs and IQA qualified... I currently work Bars and Kitchen and Door Security at the moment

So if I can help in anyway please let me know

Many thanks [REDACTED] 

From: [REDACTED]
Sent: 26 February 2026 13:16
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out to Grass <infoouttograss@gmail.com>
Subject: Out To Grass Licence Review

Dear Licensing Team,

I am writing as an interested party in strong support of Out To Grass retaining its premises licence. As a long-time patron of their events, I have attended numerous gatherings at the site over the years, and last summer, they graciously allowed me and my friends to host our own mini festival there. This event brought together over a hundred people from diverse backgrounds, hailing from all over the country and beyond; fostering a vibrant community spirit - bonded and united by music, nature, and shared experiences in the beautifully rewilded landscape that only Out To Grass provides.

This site means the world to me and my community. It is a sanctuary, a rare haven where families, artists, animals and nature enthusiasts can connect sustainably, away from urban chaos. The site's transformation from industrial farming to a thriving, eco-friendly space has inspired many, including myself, to promote and prioritize environmental stewardship.

In all my visits, I have never found the music or any activities to be excessive or offensive; levels have always been managed thoughtfully, respecting the surroundings and neighbours. Instead, my experiences have been overwhelmingly positive - joyful celebrations, meaningful connections, and a deep appreciation for the Johnson family's dedication over three generations and the assistance provided by the site management team.

Revoking this licence would devastate a cherished community asset. I urge you to consider the overwhelming support and positive impact Out To Grass provides.

Please don't hesitate to contact me if I can assist in this endeavour in any way.

Thank you for your consideration.

Sincerely,

████████████████████ Newark-on-Trent Nottinghamshire ██████████

From: ██████████
Sent: 26 February 2026 13:17
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to Grass licensing review

Dear Sir/Madam,

I am writing in support of Out to Grass at Woodend Farm, Cradley, regarding the current review of its licence.

I have attended this site for a number of years and have always found it to be a well-run, respectful, and positive environment. The owner maintains the land to a very high standard, with excellent upkeep of the grounds, facilities, and surrounding natural space. It is clear a great deal of care and responsibility goes into managing the site.

As a Nurse within the NHS and also someone who supports wellbeing practices, I have personally witnessed the positive impact this place has on people's mental health, social connection, and overall wellbeing. Many attendees come not only for music, but for a safe, calm environment where they can relax, reduce stress, and build supportive community relationships.

In my experience, events are small-scale, well organised, and mindful of safety and respect for the surrounding area. The site provides a valuable community resource that promotes wellbeing, nature connection, and responsible recreation. This Place is very quiet and they also stick with license hrs.

I hope the council will consider the significant social and wellbeing benefits this venue provides when making its decision.

Yours faithfully,

[REDACTED]

Will this be ok do you think 🙏

From: [REDACTED]
Sent: 26 February 2026 13:44
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

To the Licensing Committee,

I was saddened to learn that Out To Grass is under licensing review. It appears this review may be driven by a minority of voices who perhaps do not fully appreciate the sustainable and adaptive ethos the Johnson family has implemented to preserve the working community and ecological integrity of their grounds.

As UK agriculture faces continued adversity, the Johnsons have proactively moved away from industrial farming toward an ecologically minded setup. They have fostered a dedicated community to manage the space, as well as developing a unique venue, which they have been kind enough to offer for camping and events that prioritises the land over profit.

I first visited Out To Grass nearly five years ago for a family-friendly micro-festival. Having grown up in rural Staffordshire, I was immediately struck by the site's natural beauty and the diligent, compassionate management of the team, balancing both professionalism and a warm welcoming approach, to oversee the day to day operations and event management.

Over the last decade, my professional career has involved producing commercial fetish

events in central London, Europe, and the US. Given my background in high-stakes event production, I am particularly aware of venue standards and risk management. Over the years visiting, I have transitioned from a guest, to a volunteer helping to run our micro-festival at OTG, specifically because of their rigorous ethical and production standards. The team have genuinely been a joy to work with, as their commitment to safety and site management allows me to contribute my time without the concerns regarding venue mismanagement that often occur with events.

Regarding previous concerns over noise levels: in my professional experience, OTG has been exemplary. I have witnessed more proactive decibel monitoring and guidance from the OTG team than I have at established urban venues, such as Electrowerkz in London, or Folsom Street in San Francisco, both of which operate in much closer proximity to residential areas.

The Johnsons have cultivated a nurturing, sincere approach to their business, their land, and their community. To jeopardise their livelihood and this restorative space would be a significant loss to the many people who rely on it to reconnect with the environment, and see the Johnson's and team as part of their extended family of friends.

I fully support the continuation of their license and hope the committee recognises the unique, holistic value they bring to the community through their dedicated work.

Yours Sincerely,

[Redacted signature]

-----Original Message-----

From: [Redacted]
Sent: 26 February 2026 13:52
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Reveiw

Dear Sir/Madame,

I am a local individual to the site who was welcomed in to the wonderful community here a couple of years ago to showcase my art at one of the events here, 'something different'.

As an independant artist with just a small following of my own, being given the oppurtunity to be involved at Out To Grass has been life changing. It has not only has done wonders for getting my art out into the world but has also continously boosted my confidence and happiness throughout times of struggling.

From personal experience, coming to any event not knowing anyone can be daunting. However i have never been to any events that show such a beautiful sence of community and respect for one another and

the land. Out To Grass truly is like no other venue in all the best ways possible and brings people down from all over the country due to this.

Out To Grass is also a wonderful place to help give musicians a stage and help them thrive in a world where opportunities these days are much harder to come by.

Music throughout the events is also very strictly monitored, never going overtime in the evening out of respect for neighbours. The implementation of silent discos here has been a wonderful addition to the site to help this even further! They also have a wonderful team of staff and volunteers that are there to help everyone too!

In conclusion, Out To Grass is a local treasure. The way they are able to continuously help local musicians and artists to showcase their work is held dear by many. The venue also welcomes the most wonderfully respectful community I have ever come across attending any event throughout the country. Please make sure their licence is renewed.

Yours Sincerely,

██████████

From: ██████████
Sent: 26 February 2026 14:11
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Hello,

I'm writing to you to convey my honest opinion of the venue "Out To Grass."

Having attended a few weekend camping music events here I can comfortably say that it is an outstanding venue with an important part to play in the UK's rich musical culture.

It is well run, well equipped and well located. I always felt safe there, the important amenities were all provided, and the staff were all friendly, responsible and helpful. Sound levels were always carefully monitored and never seemed excessive. Attendees were always looked after, with responsible bar staff ensuring nothing got out of hand and that drinking never got too excessive.

It is smaller venues exactly like this that are the lifeblood of the UK's music culture, and they are absolutely necessary for artists beginning their journey to grow and prosper.

Many thanks

██████████

From: ██████████
Sent: 26 February 2026 14:25

To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass ; Advocate

Hello

My name is [REDACTED] & I have an extensive history with Out to Grass site, participating in seven weekend events in the past 8 years.

I have both been an event organiser & attender at this site.

Out to Grass is a fantastic facility for the local community & attracts people from afar due to its natural beauty & inclusive service.

I kept attending the venue due to its strong sense of community & its fantastic & accessible contributions to the arts, including music, theatre & family orientated activities.

I have attended whilst looking after under 3s, was always able to get to sleep at a reasonable hour due to the respectable music volume & really value a space where I know my children are safe & well, thanks to the venues health & safety, safeguarding policies & also excellent eating & washing facilities.

Their rewilding approach is educational & admirable.

Being an event organiser, I honestly don't know where else we'd receive the support, beauty, safeguarding & respect in all one package for our specific needs.

OTG provides an essential community & arts space & we would be devastated to lose it, unsure of where our community of friends & family would go next.

Thank you for your time.

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 14:38
To: Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com
Subject: Out To Grass

I have spent many wonderful days at Out To Grass, Woodend Farm.
It's a beautiful site in an ancient part of the Country, views of Malvern Hills and stunning sunsets create a memorable backdrop for magical community events where I've met hundreds of peaceful, empathetic People sharing excellent times.

From: [REDACTED]
Sent: 26 February 2026 14:38
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out to Grass <infoouttograss@gmail.com>
Subject: Positive Feedback of Out to Grass

Dear Licensing,

As an occasional wholesale supplier of seasonal rum liqueurs to Out to Grass, and collaborator on multiple live music events there, I have caught wind of a noise complaint against the site.

Having personally delivered products to the bar for many events, I can safely say that I have witnessed and experienced only the most professional conduct in the matters of licensing and entertainment.

From conversations with the bar staff and sound team, there are multiple protections in place to prevent noise rising above the levels set out in the site's licensing objectives, including limiters on the mixing desk, decibel meter checks, and firm management of expectations of the musical performers regarding both volume and timings. All such noise controls have been highlighted to me as part of the stage management team for the Not A Cult events on site.

The site's social & sustainable premise is of immense value to the local and wider area, providing a cultural hub for various communities, bringing economic benefits to dozens of industries, and in direct support of the very land itself.

Kind regards,

[REDACTED]
[REDACTED]

[REDACTED], Salford, [REDACTED]

From: [REDACTED]
Sent: 26 February 2026 14:43
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Letter of Support – Out To Grass
Importance: High

Dear Licensing Team,

I'm writing to offer my support for Out To Grass.

I've attended an event at the site and was genuinely struck by how well cared for and thoughtfully run it is. The land is beautiful, facilities were well managed and the overall atmosphere felt respectful, safe and community-focused.

It didn't feel chaotic or disruptive; it felt intentional.

At no point did I experience the music as excessive or offensive. What stood out to me was the care taken to create a positive environment that balances creativity, nature and responsibility.

Spaces like Out To Grass are increasingly rare and they provide real cultural and social value as an independent, grassroots venue that prioritises environmental stewardship and community connection. From my experience, this is not a public nuisance but a place that brings people together in a considered and meaningful way.

I hope you will take this into account during the consultation and allow Out To Grass to continue to operate and thrive.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 14:46
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass license review

I first visited Out to Grass over 10 years ago and immediately knew it was a very special place. I have attended many small parties and festivals over the years where I have met many wonderful people from all over the UK I simply wouldn't have met otherwise.

I see all the hard work that needs to happen to run these events responsibly and have seen firsthand how hard the team work to keep nuisance to the community at a minimum. Music is always turned off or down at the time specified and I find the camping area very quiet at night.

It would be a real loss to many if OTG were to lose its licence and were therefore not able to run these events. I implore the council to allow them to retain their licence and feel certain that Ian and the team could come to some agreement that works for everyone

Best wishes [REDACTED]

From: [REDACTED]
Sent: 02 March 2026 21:17
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass - License Review Application

To whom it may concern,

I am writing to express my support for Out to Grass, in relation to the recent license review application.

I have resided in the immediate local area for two years, in this time i have not once felt disturbed or inconvenienced by the business operations carried out at Out to Grass. The events held at the venue have always felt well-managed and considerate of the surrounding community.

Out to Grass provides a unique space, showcasing small artists and bands and providing a place where both the local community and those from further afield can come together to enjoy.

I hope my experience can be taken into account as I truly believe the venue adds value to our area and reflects the spirit of the community. I hope it can continue to operate and provide the positive experiences it has consistently offered over many years.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 21:06
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Malvern Hills, Out to Grass, Camping venue - a unique and special place

Hello

Out to Grass is a special place where friends come together in a wonderful setting outdoors, music, laughter, joy. It's a little treasure i'm lucky enough to been going for 5 years. It now supports a community, with whole families attending for some events. It's so important that Out to Grass continues to have its licence to host these summer events, its truly what British summers are all about. It delivers what other camp sites venues just can't, the people and the vibe, it's what makes the place so special. This love must continue.

Thanks

[REDACTED]

FRIENDS OF OUT TO GRASS

Sent from [Outlook for Android](#)

From: [REDACTED]
Sent: 02 March 2026 20:56
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Re: OTG

Good afternoon

[REDACTED], Loughborough [REDACTED]

I've been going out to grass for over 5 years and it is my favourite UK spot. One of the highlights of my year.

I DJ for 2 events run there and have gained so much from getting to play there and has helped my DJ progression hugely.

I also met my now partner of 5 years there and met so many good friends on the site. I'm very grateful of this. My life would be very different if I had not found out to grass!

I have never found the music too loud or offensive. I never have to use my trusty ear plugs in the dome or to sleep when I'm on site and I'm a light sleeper and use them at all other events and festivals.

It's a safe, clean and beautiful site, ran by fantastic friendly team and couldn't imagine a life without it!

Grass route events/ festival are pivotal to our scene especially with other festivals being so costly and busy. If we lose this community it would be heartbreaking.

They don't host all year so counting down to Deevstock in May for my birthday weekend with all my fabulous friends!

Kind regards

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 20:41
To: Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com
Subject: Out To Grass License Review

To whom it may concern,

I am writing this letter in support of Ian Johnson and his venue, Out To Grass (OTG), in light of the recent licensing review announced by Herefordshire County Council (HCC).

I am the founder of a small grassroots not-for-profit event called "Not a Cult" (NAC) at OTG. We are a small, family friendly, music and participatory arts festival, and have been running our event at this site since 2017.

I have divided my support into three sections: Noise, Cultural Amenity, and Economic benefits.

Noise

On my first telephone enquiry in 2016 regarding booking the site for an event, OTG made me aware that noise sensitivity was a top priority of the site. During this very first enquiry, I was made aware that:

-
-
- Active noise monitoring was in place
- by OTG so as not to disturb neighbours.
-
-
-
- Our sound engineers would have to
- operate under sound limiting equipment (at our cost).
-
-
-
- We would be seriously restricted
- in our choice of equipment, specifically in our choice of speakers and amplifiers for low bass frequencies.
-
-
-
- Any additional sound equipment would
- have to be signed off by OTG.
-
-
-
- OTG reserved the right to pull the
- plug on sound equipment without notice if they deemed it necessary to prevent disturbance to the local area.
-
-
-
- We would have to pay for, out of
- our own pockets, a sound engineer appointed by OTG, to monitor our sound at all times.
-

On site, the events manager at the time did indeed clearly and firmly enforced all of these rules.

We have now been running the event for almost 10 years. Noise mitigation work is a continuing, and ongoing process, and we have each year noted:

-

-
- Improvements to stage design and layout to better mitigate the escape of sound
-
-
-
- Large walls of straw bales have been constructed around certain areas to contain noise
-
-
-
- Stricter decibel limits
-
-
-
- Increasing noise monitoring
-

Any suggestion that serious work to mitigate the escape of sound from the site is, bluntly, a falsehood. Much of the cost of this is borne by OTG, but our host, Ian Johnson, has been deathly serious about this, and I would estimate the cost borne our event of the sound mitigation we put in place as many thousands of pounds over the years, including, but not limited to:

-
-
- Doubling up sound engineer rotas
-
-
-
- Hire of noise limiting equipment
-
-
-
- Hire of speakers with active noise cancellation at OTG's specification
-
-
-
- Placement of straw bale walls during the event
-

As an example of how seriously we have been made to take the limiting of sound emission from the site: we have at times been asked to run a silent disco to limit volume after 11pm. From our very first year, **Ian has made a specific note that we are to not play songs with a 'sing-along' quality**, so as to limit the travel of human voices, even when there is no audible noise from music. I believe this example demonstrates that OTG are extraordinarily serious about their responsibility to not disturb their neighbours, and to meet the conditions of their licensing.

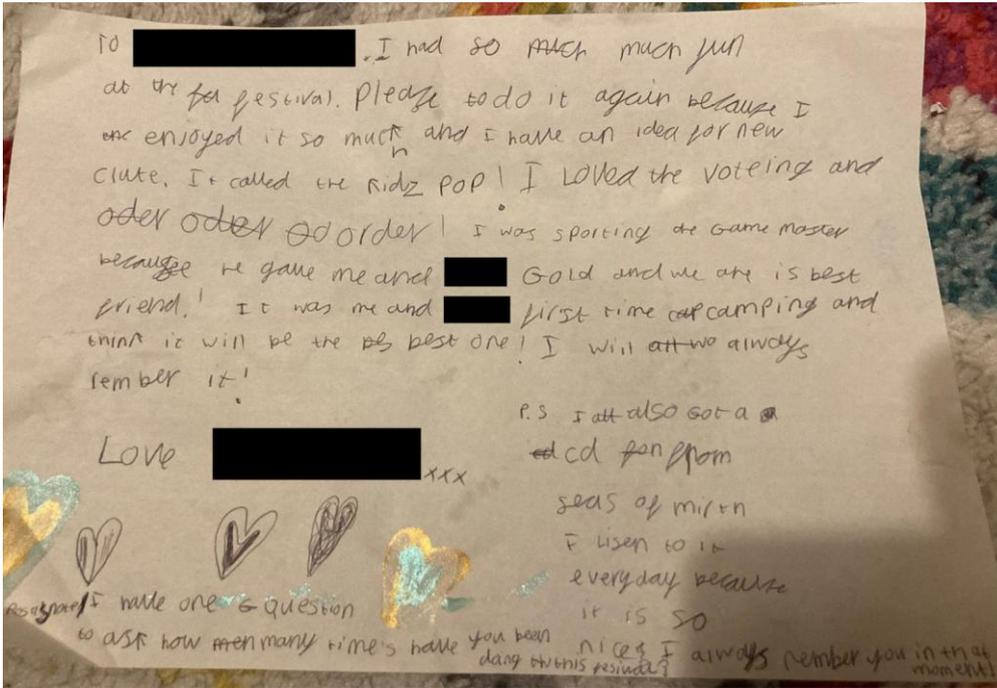
Finally, I'd like to note that, like all of us, I'm getting older. I have no interest in running a "rave" or anything of the sort, and I needed a nap on a few occasions during our event (there's lots to do!). Staying at the farmhouse on site, around 200m from the nearest stage, the event was completely, 100% inaudible.

As such, I sincerely question the veracity of the complaints, and question: are these from the wider area, or are they specifically from a small number of complainants? It is the legal duty of HCC to take into account the sensitivity of complainants, and I question if this has indeed happened.

Cultural amenity

NAC is a significant part of most of its attendees' social calendar. We are a child friendly event, and our "cult" theme is primarily a vessel for participants to dress up in competing themes each year. The level of effort and engagement we have in this is, frankly, extraordinary.



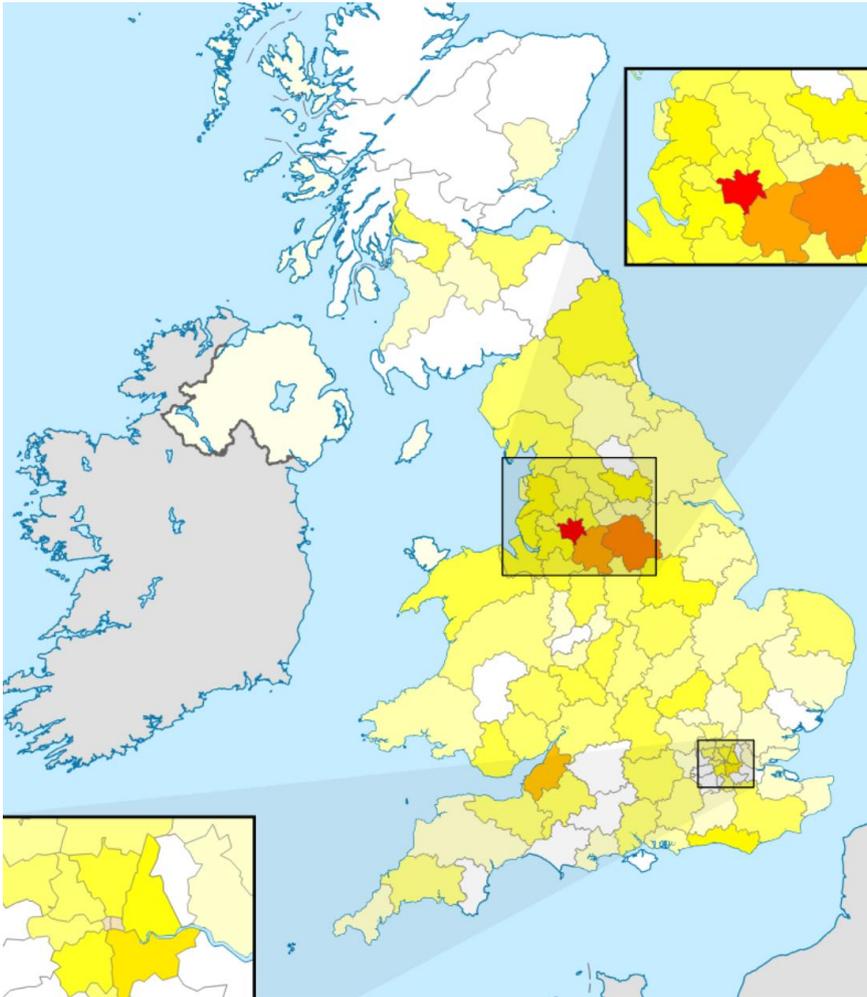


This year, we are also celebrating a wedding at our event, and not for the first time. The happy couple’s first event music festival (independently!) was NAC, and we have been specifically requested to host their celebration after they do the legals in Malvern on the Friday the event starts.

The British Summer Music Festival is a cultural institution, and this has both moral and legal standing. Having a midsummer celebration is a cultural practice that vastly pre-dates the industrial farming that the area is characterised by. To claim that a summer celebration is not “in keeping” with the local area is again a very particular interpretation of the character of the local area.

Economic benefits

People travel to NAC from all over the UK. Each year, a few hundred people travel to the Malvern area; the below heatmap shows our last 4 years of ticket sales:



We attempt wherever possible to buy anything we need from local suppliers, hire services from local companies, and are aware that OTG's bar primarily sells beer and cider from the immediate vicinity. I have no doubt in my mind that our event, and OTG's other events are a significant boon to the local economy.

It seems right for HCC to bear in mind that any curtailment of NAC's licensed activities will negatively affect the local area's economy. Each highlighted area on the above map represents people travelling from outside of the local area to spend money locally; this would simply not be happening if not for our event, and this applies to all of the other events on site as well.

Finally

Please take into account the comprehensive nature of this letter in assessing how seriously I support OTG in this license review. I have put many thousands of unpaid hours of work into making our event work and thrive.

I live in a semi-detached house, and my neighbour's daughter is learning the trumpet. She practices her new instrument often. I am utterly convinced that this is of a higher volume,

regularity, and of a more jarring nature than our event has ever subjected OTG's neighbours to. I am, in fact, highly supportive of her learning her instrument and compliment her playing every time I see her.

I'm sure that HCC's environmental teams have faced outrageous complaints about children's playgrounds, farm equipment and the like; some people are always going to find something to complain about. From a decade of dealing with OTG, I strongly object to the notion that their events business is any sort of "nuisance", statutory or otherwise. The site is not noisy, but I accept that under the right conditions, it might sometimes not be inaudible to a few local addresses. This does not meet the conditions of a statutory nuisance, nor does it merit a review of the license which has been in place for many years and is impeccably enforced.

It is the duty of a local authority to do their due diligence, and I would request that the facts presented in this letter are regarded in the same honest regard that those making complaints are treated.

Best Regards,

██████████
Director
NAC

-----Original Message-----

From: ██████████
Sent: 02 March 2026 20:11
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass License Review

Dear Licensing Team,

I write in relation to the licensing review of the Out to Grass venue (OTG).

I attended OTG in July 2025 with my wife and two young daughters (aged 5 and 8 at the time) for a three day festival (my daughters first) and I want to put into writing what a positive experience the venue and in particular it's management had on my family.

Firstly, I can confirm that the venue provided an exceptional experience for me and my children, with all stages closing at the advertised times, ensuring no unexpected late-night disturbances (which would have significantly impacted on our young family). The site was kept exceptionally clean and was well-managed, demonstrating a high level of responsible organisation. I have been to numerous festivals venues for more than 20 years including Glastonbury, Reading, Green Man, End of the Road, All Tomorrows Parties and can honestly say I have never before been to a venue which has demonstrated an ability to truly welcome all ages of people in an inclusive manner (clean showers and toilets, plenty of accessible water supplies, a commitment to the environment and being responsible neighbours).

The noise levels were appropriate throughout and whilst my children did wear ear defenders this was due to their age and not due to excessive noise.

Both my children have talked about the experience regularly and in particular the views from the campsite and the music that they got to hear.

OTG provided something which is increasingly rare which is an affordable, family friendly, responsible festival experience.

I would only want to take my children to festivals at OTG in the future as I have full confidence that they will continue to provide a safe and respectful environment for them. What is incredibly impressive is that the site remained litter free throughout, no-one was disposing of rubbish irresponsibly, people were respectful of the environment and I believe this comes from a genuine respect of the wonderful location in which the venue is set.

Literally my only issue is that the bar could have done with selling more Herefordshire cider (probably not a common complaint to the licensing committee).

The venue is not only an asset to Herefordshire but also to the entire country and I respectfully ask that the licensing committee take the above into consideration when deliberating this issue.

Kind regards,

[REDACTED]

[REDACTED], Leeds, [REDACTED]

Sent from my iPhone

From: [REDACTED]
Sent: 02 March 2026 19:56
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass license review

To whom it may concern

I have lived a stones throw from Out to Grass for 3 years now and have never once had any noise pollution from any of the events hosted there.

On festival weekends we are lucky to be able to walk the dog over to the farm and watch some talented local musicians and artists, while drinking a locally brewed beer and eating some delicious food from a local vendor or the camp site cafe.

A whole community of people along with their families rely on income from Out to grass and would be a shame to see this come to an end.

Yours sincerely

[REDACTED]

[REDACTED]

Cradley
Herefordshire

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 19:52
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Subject: Out to Grass Licence Review

02/03/2026

Dear Sir / Madam

I'm emailing in reference to the Out to Grass licence review.

I have had the pleasure to be able to have gone to many wonderful events over the past 4 years, both as a guest and as an artist.

I think it very rare to find a place that is full of creativity , respect and friendship. It is a place where new talent can thrive under the guidance of mentors, a place that brings together and empowers communities and a place that respect and cares for nature .

I am sad, that Out to Grass , an organisation that respects the community and land around it should have its licence reviewed.

I have worked with many different organisations and settings that play music and put on arts events across the country, and I feel Out to Grass is a wonderful example of how these events are done correctly and with consideration to others.

I do not feel that that the sound levels were not controlled or that any time during many of the events i have attended but overly loud or ant social.

Music was always stopped a reasonable time , so that families and groups that attended could get a good nights sleep and in respect for the surrounding homes and businesses,

The Out to Grass site is a clean, well maintained space, it is family-friendly , and the staff are kind, respectful and passionate.

I would kindly ask you to consider these comments when carrying out this review.

Best wishes

[REDACTED]
[REDACTED]
Nottingham
[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 19:16
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Representation in Support of Out To Grass – Licensing Review

Dear Sir/Madam,

My name is [REDACTED]
[REDACTED].

I am writing to formally support Out To Grass in relation to the current premises licence review.

A few years ago, Out To Grass generously provided their venue free of charge for Psycare UK to deliver a full weekend volunteer training. We hosted 130 participants over the course of that weekend. Psycare UK is, and remains, a small charity with limited resources. The opportunity to use the space without financial burden made it possible for us to deliver essential welfare and harm reduction training to volunteers working in festival and nightlife environments.

Their support was not limited to simply offering the space. The Out To Grass team were consistently helpful, attentive, and caring throughout the entire process. Their professionalism and collaborative spirit created an environment where the training could run smoothly, safely, and with a strong sense of community responsibility.

In my direct experience, Out To Grass operates with clear structure, responsibility, and awareness of its obligations. I observed a venue that takes its duties seriously, engages constructively, and demonstrates genuine care for both its partners and its surroundings.

Independent venues such as Out To Grass are vital infrastructure within the cultural and economic landscape of the region. They enable charitable organisations, artists, freelancers, educators, technicians, and small local businesses to function and thrive. For small organisations like ours, access to supportive venues can determine whether community-benefit projects are possible at all.

Any significant operational restrictions would have ripple effects far beyond the venue itself, affecting the broader network of people and organisations who rely on its continued viability.

Based on my direct professional experience, I respectfully ask that the venue's demonstrated commitment to responsible event delivery, partnership working, and community contribution be given careful weight in this review.

Out To Grass is more than an events venue — it is a platform for education, culture, employment, and community development.

Thank you for your consideration.

Yours faithfully,


Founder, Psycare UK Charity

From: 
Sent: 02 March 2026 19:02
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass License review

Dear Sir/ Madam

I am writing in support of the renewal of the premises licence for Out to Grass.

I have been a guest at the site, and part of the team organising an event. All the owners and staff at the site are very conscientious about way things are run. They are all very caring people and the site is run in a way that supports the surrounding environment. The land and buildings are all very sympathetic to the surroundings. The event I was involved with was a music event, which could have been regarded as more likely to be noisy. However, as someone with 'noise sensitivity' I have to say I did not find the noise to be too loud at any point. The music did not continue too late.

I was also there working in a 'Wellness Practitioner' role and the environment and noise levels were not at odds to this. Additionally, I took my dog, who would have been very aware of it being too noisy, but she was perfectly happy all weekend.

I can understand in a rural community that noise pollution can be a potential issue, and am sympathetic to this, but I don't think the site operates in this way, and I support their license renewal.

Regards


The Wellness Webb

-----Original Message-----

From: 
Sent: 02 March 2026 18:21
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass licence review

Hello,

I am writing to express my support for Out to Grass campsite.

I have been to numerous events there and we have also arranged our own event at the site too. It's a truly special place for myself and many of my friends - I have in fact met lots of these at this wonderful site.

The site has been an amazing place of connection and positivity from since we first discovered it, to now being regulars. The owners and staff at the site are wonderful people, and not only what they have done as an event site, but also their approach to sustainability and rewilding is hugely commendable.

To lose this special place would be detrimental to so many people who have found the magic of out to grass so alluring that they become friends, family and returning customers time and again.

I have only positive experiences to speak of, and the noise levels have been monitored and adjusted proactively. Music means a lot to so many people, and especially at grass roots venues where people can perform and connect where they may not get the opportunity to in other circumstances.

Many thanks for your consideration



From: 
Sent: 02 March 2026 17:19
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Licensing for Out to Grass, Cradley - SkySight Ltd

Dear Sir/Madam,

I wish to contribute to the current discussions on the venue's licensing.

Having been involved in video production for events at Out to Grass, a withdrawal of their licensing would be yet another step backwards in the already existing struggle of sustaining live events and would be a devastating loss against that ever-important community feeling.

As a company based around capturing these precious moments, I would include this as yet another negative impact on our collective love of the arts and culture, something which I believe we all thrive on and trailblaze in the UK. At no point have I found any of the music excessive or inappropriate.

[REDACTED]

[REDACTED]

Beeston

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 16:59
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Licence Review

To Whom It May Concern,

Name: [REDACTED]

Address: [REDACTED], Rotherham [REDACTED]

I've been going to Out to Grass for camping weekends and for events for the last several years.

It's always the highlight of my year as it allows me to gather with friends and retain a sense of community that is lacking elsewhere in my life.

The best thing about Out to Grass is the care they put into the events. I always feel safe there and looked after with the awesome staff always going the extra mile.

After chatting with the staff over the years, I know the care they put **specifically** into the sound to make sure that the frequencies are at the right levels is second to none. Both volume on the stages and also near by are well monitored. The crew have even dug mounds and erect haybales to reflect sound as well as remove frequencies that are problematic. They have always been open to dialogue to the neighbours with their highest priority being to please everyone to the best of their ability - something I was truly stunned by as often organisers lack this care.

It's the way they treat all people that makes this venue such a magical space and one I hope to cherish for years to come. I really believe that their licence should be renewed

with pride because of the positive impact they have on creating community and the reasons stated above..

Many thanks

██████████

From: ██████████
Sent: 02 March 2026 16:29
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Premises Licence Review

Dear Sir/Madam,

I am writing on behalf of Wellbeing Walks to formally submit our support for Out To Grass (OTG) regarding the current review of their premises licence.

Our business (www.wellbeingwalk.co.uk) focuses on rejuvenating the UK's workforce through nature-based events. We take teams out of the office into nature, revitalising them with exercise, nature and mindfulness activities. We create bespoke outdoor experiences, centred around scenic guided walks.

We have a long-standing relationship with OTG, utilising the site for wellness activities, and camping/glamping trips, as it is ideally situated for the Malvern Hills.

We believe that OTG is an invaluable asset to the county and one of the best retreat sites in the UK. Independent, grassroots spaces like OTG are disappearing. Losing this venue would not just be a loss for wellbeing businesses, but a significant blow to the local community as it brings in people from all over the UK to appreciate what Malvern has to offer.

In an era where mental health challenges are on the rise, OTG provides a safe, beautiful environment for people to enjoy nature. Participants consistently report significant improvements in stress levels and emotional regulation after spending time camping and hiking.

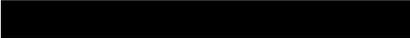
The Geo-Domes are beautiful spaces for yoga and other workshops, and the wooded walk you can do from site leading into the forest is a beautiful spot for outdoor for forest bathing activities. The family's commitment to transitioning from industrial farming to rewilding means the whole site is an educational tool to teach the community about soil health, biodiversity, and the restoration of local ecosystems.

In all our time operating at OTG, we have found the management to be incredibly professional and sensitive to their surroundings. We have never found the music or noise levels to be excessive or offensive. They have strong environmental values and this licence review is quite frankly ridiculous.

We would like you to consider the positive impacts this site has on the community allow Out To Grass to continue its vital work and let organisations like ours value their environment and continue to promote tourism in Malvern.

If you require any further information then please feel free to contact me.

Yours faithfully,


Director

From: 
Sent: 02 March 2026 16:26
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: out to grass licensing review

Hi

My name is Marc

I have been attending out to grass for events and visiting friends at events hosted there for about a decade now. I have helped with promoting events there and djing and can wholeheartedly say every time I have been there, everyone in my presence has felt safe and welcome in a wholesome environment with non offensive music at a fair non excessive level allowing socialising and great bonds to be formed. I have made and met some of my best friends there and hope I will be able to continue doing so.

They also support independent workshops and well being and represent what the music scene should be like with there organic, wholesome, grassroots vibe. it would be an absolute shame to shut them down post review as myself and many others I know have experienced some of our best memories there :)

I hope this email reaches you well

Many thanks



From: Website <no-reply@herefordshire.gov.uk>
Sent: 02 March 2026 14:24
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Online form received: Comment on licensing application

Licensing - Comment on a licensing application FS805647518

Contact details

Name:

██████████

Address:

██████████ Malvern Malvern ██████████

What is your interest in the premises you are making a representation about:
local business

Name and address of premises you are making representation about:
Out to Grass, Cradley, Malvern, Worcs, WR14 1RB

Prevention of crime and disorder

Give details of your objection or support for the application:

Suggest any conditions:

Public safety

Give details of your objection or support for the application:

Suggest any conditions:

Public nuisance

Give details of your objection or support for the application:
Attached report, recommendations and letter of support

Suggest any conditions:
As attached

Protection of children from harm

Give details of your objection or support for the application:

Suggest any conditions:

Supporting evidence

What evidence do you have to support this information:

The Coppice Standard

A Collaborative Framework for Measurable Outdoor Sound Management

Prepared by: [REDACTED]

Date: 25/02/26

1. Introduction

The Coppice Standard is a structured methodology for the management of amplified sound at small-scale outdoor and semi-outdoor venues. It has been developed to provide a transparent, measurable and collaborative framework that protects residents from public nuisance while allowing lawful, responsibly managed live events to operate.

The Standard does not seek to replace existing enforcement powers or statutory provisions. Its purpose is to enhance clarity and consistency by introducing agreed internal benchmarks, objective recording, meteorological correlation and shared evidential review. In doing so, it shifts sound management from reactive assessment following complaint to proactive control based on pre-agreed and measurable parameters.

2. Agreed Internal Operating Level

At the core of the Coppice Standard is the establishment of a clearly defined maximum internal sound pressure level within the performance space. This level is agreed following joint on-site testing between the operator and Environmental Health.

Testing is conducted using calibrated equipment and includes simultaneous internal and external measurements at agreed monitoring locations. Assessment should take place under varying meteorological conditions, with particular regard to wind direction and atmospheric influence on sound propagation. Particular attention is given to downwind scenarios to ensure that the agreed level is precautionary in nature.

Once established, the internal level becomes the primary operational benchmark. The operator monitors this level in real time during events using calibrated sound level meters. This provides a measurable reference that can be independently verified and removes ambiguity about compliance expectations.

3. Directional Acoustic Design

The Coppice Standard requires that sound system configuration prioritise directional control in order to reduce propagation at source rather than relying solely on volume restriction.

This may include the use of cardioid or end-fire low-frequency configurations, separation of bass sources to reduce long-throw coupling effects, and the integration of acoustic panels within

structural elements of the venue. Controlled dispersion mid and high frequency systems further limit lateral spread.

The objective is to reduce rearward and sideways radiation so that sound energy is concentrated toward the audience area and minimised in the direction of neighbouring properties.

4. Dual Time-Stamped Recording and Evidential Transparency

A fundamental component of the Coppice Standard is objective, time-synchronised recording by both the operator and Environmental Health.

When Environmental Health attend off-site locations in response to complaint or monitoring, calibrated sound recording devices are used. These devices retain raw audio, include accurate time stamps and, where possible, geo-location data. The recording provides a permanent evidential reference that can be analysed after the event.

Simultaneously, the operator maintains continuous internal sound pressure level logging, supported by a time-stamped reference audio recording within the performance space. Meteorological conditions, including wind direction and general weather observations, are logged during the event.

This dual-recording approach allows precise cross-referencing between internal levels, external recordings and prevailing environmental conditions. Where concerns arise, both parties are able to review identical time points and examine objective data rather than relying solely on recollection or subjective description.

5. Live Transparency Mechanism

To enhance trust and immediacy of verification, the Coppice Standard may incorporate a live monitoring mechanism. This may include a webcam directed at the calibrated internal sound level meter, displaying both sound level and time reference. Secure online access can be provided to Environmental Health.

In circumstances where a complaint is received, Environmental Health can immediately verify whether the operator was operating within the pre-agreed internal limit at the relevant time. If levels are confirmed to be compliant and an issue is nevertheless identified externally, the investigation becomes one of propagation variables or source attribution rather than assumed non-compliance.

This approach promotes transparency and encourages collaborative problem-solving rather than adversarial enforcement.

6. Meteorological Correlation

Sound propagation in rural environments is materially influenced by meteorological conditions. Wind direction, temperature gradients and atmospheric stability can all affect perceived impact at distance.

The Coppice Standard therefore incorporates visible on-site wind indication and contemporaneous logging of prevailing conditions. Where downwind propagation presents increased risk of impact, operators are expected to apply precautionary management within the agreed internal benchmark.

This ensures that internal sound levels are interpreted responsibly within environmental context.

7. Attribution Protocol

When a complaint is received, analysis under the Coppice Standard follows a structured evidential sequence. The time of complaint is identified and cross-referenced with Environmental Health recordings, operator internal SPL logs, operator internal reference recordings and recorded meteorological data.

If internal levels exceeded the agreed benchmark, the operator is accountable and corrective action follows. If internal levels remained within the agreed benchmark yet external recordings indicate sound, further investigation focuses on atmospheric influence, landscape propagation characteristics or alternative nearby sound sources.

This structured attribution process ensures fairness and technical accuracy. It also reduces the risk of misidentification where multiple venues or private events operate within the same locality.

8. Dispute Resolution and Independent Oversight

The Coppice Standard recognises that disagreement may arise regarding internal level setting or interpretation of evidence. To prevent escalation by default, an agreed mediation pathway should be identified in advance.

This may involve referral to the Licensing Authority, the Licensing Sub-Committee, Police representatives where appropriate, or an independent acoustic consultant mutually agreed by both parties.

The presence of a defined review mechanism ensures that technical disagreement is resolved through evidence-based assessment rather than assumption.

9. National Applicability

Although developed in response to specific operational circumstances, the Coppice Standard addresses a wider issue affecting small rural venues nationally: the absence of clearly defined, correlatable internal benchmarks and shared evidential frameworks.

By linking directional acoustic design, agreed internal limits, dual time-stamped recording, meteorological awareness and structured dispute resolution, the Standard provides a replicable model for transparent and responsible sound management.

It supports residents through evidential clarity, supports regulators through defensible documentation, and supports operators through predictable compliance expectations.

10. Conclusion

The Coppice Standard is a collaborative and preventative methodology for managing amplified sound responsibly. It replaces ambiguity with measurable benchmarks, introduces objective recording to create a shared evidential base, and provides mechanisms for transparent verification

and mediation.

Its adoption promotes partnership between operator and regulator and encourages consistent, accountable and technically robust sound management for small-scale outdoor events.

[REDACTED]
[REDACTED]
Malvern, Worcs
[REDACTED]

Letter of Support for Out to Grass

I am writing this letter both from a personal perspective and as a business owner whose journey is closely connected with Out to Grass.

I first met Ian in 2001 at a time when I was struggling significantly with my mental health. I was socially withdrawn, isolated and finding it very difficult to interact with people. We connected immediately and, when I later found myself homeless, Ian offered me a spare room. I arrived with little more than a few boxes and financial debt. Very quickly I was given a caravan on the OTG campsite and a job running the burger van.

Before that period, I had worked as an Oakwright. As part of my occupational therapy, I built an oak-framed dolls' house and sent photographs to magazines, which resulted in prominent features. Ian allowed me to use a space on site that could not otherwise be rented due to a leaking roof. From that opportunity The Little Oak Frame Company was created. Today I rent a workshop, employ staff and build full-size oak frames professionally. That business would not exist without the support I received at OTG.

While working at OTG, I was involved in shaping the campsite as it exists today, including mowing the original layout design. We later designed and built Mals Bar and the glamping pods. To further address my social interaction difficulties, I volunteered to become the Designated Premises Supervisor, as working behind the bar helped me build confidence and communicate with people. Holding the licence gave me a sense of purpose and belonging. Over time, my mental health improved significantly. However, the pressures associated with the licence eventually became difficult for me personally and I had to step back from that role.

The primary challenge I faced as Licensee was the condition requiring that music should not be heard in neighbouring properties. As I could not enter private properties to monitor compliance, I was left trying to interpret what that condition meant in practice. Standing at the site boundary with a dB meter, I could hear music slightly above ambient noise levels, only for a breeze moments later to raise ambient noise above the music while it remained faintly audible. In reality, it often came down to subjective judgement about whether something was "too loud". That subjectivity made it extremely difficult to give clear direction to staff and event organisers. It placed Ian in a challenging management position, with discussions frequently becoming matters of opinion rather than objective assessment.

I approached Environmental Health on several occasions seeking guidance, measurable levels or recommendations for specialist input. I understand their reluctance to define specific figures, particularly given variable ambient conditions and the risk of unintended consequences. However, without measurable parameters, operators are left in a position where they are expected to get everything right yet have no workable benchmark to monitor against. I now believe that a single-sentence condition of this nature is extremely difficult to apply in practice, and this practical difficulty is what ultimately led to the development of what we now call the Coppice Standard.

I fully understand Environmental Health's caution. Nonetheless, the current situation leaves operators attempting to navigate complex acoustic variables without a defined methodology. Rather than an adversarial dynamic, I believe there is an opportunity for collaboration. I would welcome Licensing and Environmental Health working toward a recognised "Trusted Operator" approach, where organisers and associated professionals can demonstrate consistent compliance and good practice. Over time, a record of successful events could build confidence across authorities and provide a model that encourages responsible operation rather than reactive enforcement.

There is also an opportunity to produce practical guidance on planning, setting up and controlling sound systems for small events. Such guidance would have been invaluable to me when I was acting as Licensee. Out to Grass has supported many individuals in difficult circumstances, as it supported me, and has brought thousands of visitors into the county who return regularly and contribute positively to the local economy.

From a professional perspective, after stepping back from OTG I founded Coppice Audio. We have built a strong reputation for high-quality speaker systems and acoustic treatments. The principles used in room treatment transfer directly into the development of professional-grade modular acoustic panels suitable for outdoor deployment. We have already developed both 150mm and 300mm thick panel systems capable of providing meaningful attenuation down to approximately 125 Hz in the low-mid range. There is currently limited availability of practical, modular solutions of this type on the market, and the learning from this case has the potential to lead to viable products that could assist not only OTG but other small event operators more widely.

Out to Grass has always remained a valued customer, and we regularly fabricate items designed by their talented team using our CNC-based workshop. Through this case study, Coppice Audio is in a position to develop solutions that could benefit small events more broadly, potentially with endorsement from Environmental Health where appropriate.

Neither The Little Oak Frame Company nor Coppice Audio would exist without the opportunity and support I received at Out to Grass. For that reason, and because I believe there is a genuine opportunity here to improve how small rural events are managed collaboratively and responsibly, I offer my full support.

Yours sincerely,

A solid black rectangular box used to redact the signature of the author.

Coppice Audio

Acoustic Assessment and Mitigation Proposal

Out To Grass (OTG)

Prepared by: [REDACTED]

Organisation: [REDACTED]

Contact: [REDACTED]

Date: 23/02/26

1. Executive Summary

This report presents Coppice Audio's independent technical assessment of alleged noise issues relating to Out To Grass (OTG), together with proposed mitigation measures and a structured framework for future monitoring.

Our review identified inconsistencies in the dates cited by Environmental Health. On at least one reported date, OTG had no event scheduled. On another, a separate nearby private event was taking place in the direction from which sound was reportedly heard. This raises the possibility of misattribution.

Testing conducted by Coppice Audio indicates that sound levels attributable to OTG are close to ambient levels and below passing traffic at comparable distances.

Notwithstanding this, OTG has taken proactive steps to enhance mitigation. These include installation of acoustic panels within the geodome, reconfiguration of the bass system into a directional cardioid arrangement, and a proposal for structured internal level verification in partnership with Environmental Health.

We recommend replacing the current reliance on subjective audibility assessments with a measurable, jointly agreed technical methodology that protects residents while allowing lawful operation. The allegation of statutory nuisance remains before the Magistrates' Court and has not yet been determined.

2. Investigation and Attribution Review

Our brief was to identify potential sources of noise concern and propose practical, safe and cost-effective mitigation measures.

Environmental Health were contacted with five specific questions; however, only the dates of alleged incidents were provided in response. Of the four dates cited, one date had no OTG event scheduled, which is verifiable through Licensing submissions. On another date, a separate private event was taking place nearby. It was noted by the officer that no music could be heard at the OTG gate, yet sound was audible several hundred metres down the road in the direction of the other event. This indicates a potential gap in source identification methodology.

There are additional nearby event locations, including the Seed Farm at Cradley, a property locally known as "The Party Barn" near the A4110, and another short-term rental property currently under

neighbour review. There is no evidence that these sites were assessed during attribution. Without perimeter-based confirmation of the sound source, complaints risk is being automatically attributed to OTG.

Environmental Health relied on unaided hearing and no calibration certificates or standardized measurement methodology were provided. In contrast, Coppice Audio uses calibrated microphones and repeatable measurement techniques. Audibility alone does not define statutory nuisance; the intensity, duration and character of sound are critical factors. No objective reference level was supplied to OTG that would allow independent verification of compliance.

3. Existing Licence Condition – Practical Limitations

The current licence condition states that music should not be audible inside neighbouring dwellings with windows closed. While understandable in intent, this condition presents practical enforcement and compliance difficulties.

OTG cannot legally or practically monitor inside private dwellings, and compliance therefore depends entirely on voluntary neighbour access. No internal reference level has been defined that correlates to this requirement. Environmental Health have previously been contacted for a measurable standard but none has been provided.

This creates uncertainty for both regulator and operator. Without a defined internal benchmark, compliance can only be assessed reactively rather than managed proactively.

A review of this condition would allow the introduction of a measurable and monitorable standard that both the operator and Environmental Health can apply consistently.

4. Acoustic Panel Assessment

Three stages of testing were conducted to evaluate panel effectiveness.

The first stage involved material testing using an open-fronted enclosure and calibrated measurement equipment. Frequency sweeps from 20 Hz to 20 kHz were played through part of the OTG system. Testing demonstrated that plywood panels with a soft overlay provide effective mid and high frequency attenuation while maintaining acceptable internal sound quality.

The second stage involved a scale model to assess high-frequency reflections within a partially enclosed geodome. While bass behaviour cannot be accurately modelled at scale due to wavelength, high-frequency behaviour demonstrated improved containment when panels were introduced.

The third stage was a full-scale indoor test using four 18mm plywood panels assembled as a temporary partition. Measured results showed approximately 15 dB reduction at 3 kHz and approximately 6 dB reduction in bass frequencies. Indoor reflections limit low-frequency precision, therefore outdoor verification is recommended to confirm these findings under open-air conditions.

Panel installation should incorporate a slight forward lean to reflect energy toward the ground and irregular upper edges to reduce diffraction. Installation above the bar doorway would provide additional shielding toward the nearest neighbour. Eighteen millimetre plywood is recommended for durability and improved attenuation performance.

5. Bass System Reconfiguration

The existing central bass stack projects efficiently and provides strong forward output. However, local landscape contours may assist long-distance propagation under certain meteorological conditions.

A reconfiguration into custom single-cardioid cabinets is recommended. Existing 18-inch drivers can be reused to fabricate cabinets that fit within available space. Positioning units left and right, angling them slightly inward and elevating them to reduce ground coupling will reduce rearward radiation and lateral spread while maintaining forward performance.

A cardioid configuration significantly reduces energy directed toward the rear of the stage. When combined with the acoustic panels, this provides mitigation across both low and mid/high frequency ranges in a practical and cost-effective manner.

6. Joint Verification and Development of the Coppice Standard

Coppice Audio welcomes the opportunity for Environmental Health to attend site to independently verify mitigation measures and to establish a clear, measurable operating framework.

A structured on-site assessment could involve simultaneous internal and external measurements at agreed monitoring locations using calibrated equipment. Testing should take place under varying meteorological conditions, with particular attention to wind direction and atmospheric influence on propagation. The use of a visible wind indicator would allow operating levels to be correlated with downwind conditions to ensure a precautionary approach is maintained at all times.

In addition to live measurements, we propose that Environmental Health utilise calibrated sound recording devices when witnessing events off-site. Recorded material, time-stamped and location-verified, would provide an objective reference that can be analysed and compared against internal sound pressure levels and prevailing weather conditions. This approach would allow both regulator and operator to examine the same evidence and determine whether levels were within agreed parameters.

The purpose of this exercise would be to establish an agreed maximum internal operating level within the geodome that Environmental Health are satisfied would not give rise to public nuisance under typical and worst-case conditions.

At present, reliance on unaided audibility assessments provides limited opportunity for retrospective technical analysis. By contrast, a methodology incorporating calibrated internal measurement, external verification points, meteorological awareness and objective recording would provide clarity, consistency and transparency for all parties.

Coppice Audio proposes that this collaborative methodology form the basis of a structured operating protocol referred to as the Coppice Standard. This standard would combine directional system design, integrated acoustic treatment, calibrated measurement, objective recording and meteorological correlation into a single practical framework for managing outdoor sound responsibly.

7. Wider Application

While developed specifically for OTG, the Coppice Standard has potential relevance beyond this

venue.

Small rural and semi-rural music sites across the country frequently operate without clearly defined internal reference levels or a shared evidence base when concerns arise. A methodology that links internal sound levels to verified off-site recordings offers a proactive alternative that benefits operators, regulators and residents alike.

The inclusion of objective sound recording as part of routine witnessing would create a transparent evidential record. This protects residents by ensuring concerns are properly documented, protects regulators by providing defensible evidence, and allows operators to understand precisely what occurred at any given time.

The intention is not to challenge enforcement powers, but to enhance clarity, accountability and predictability through measurable and verifiable standards.

Coppice Audio is prepared to sponsor the fabrication of the custom cardioid units and continue refinement of this methodology in collaboration with Environmental Health. If successful, this framework could provide a replicable model for responsible sound management at small-scale events nationally.

8. Conclusion

The evidence reviewed indicates inconsistencies in source attribution and an absence of objective measurement benchmarks available to the operator. The current licence wording presents practical compliance challenges due to the lack of a measurable internal reference level.

Despite the allegation of statutory nuisance not yet being determined, OTG has taken proactive steps to enhance mitigation through acoustic panels and directional system redesign.

A collaborative verification process with Environmental Health, leading to agreement of an internal benchmark under the Coppice Standard framework, would provide clarity, fairness and confidence for all events while meeting the licensing objective of prevention of public nuisance.

Prepared by

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 09:28
To: licensing@Herefordshire.Gov.uk <licensing@Herefordshire.Gov.uk>
Cc: info@outtograss.gmail.com <info@outtograss.gmail.com>
Subject: Licence Review

Good Morning.

My name is [REDACTED] and I am reaching out to you in response to the news that Out to Grass's licence is under review.

I have been an attendee at Out to Grass for the past 10 years.

I have had the most amazing experience at different events during this period.

I have attended music gatherings, art experiences as well as family events.

The staff are outstanding and always on hand for extra support.

The setting is breathtaking and so relaxed.

The wildlife is extraordinary from the multitude of birds, bats and mammals.

Myself and my family feel that Out to Grass is a home from home and we look forward to spending many more holidays and weekend breaks there in the future.

We all have the most amazing memories of exploring during the day and having a dance in the evenings, we never grow bored.

I used to bring my teens and now I bring my grandchildren, who spend the whole time laughing, running, playing, experimenting with music and art. Exploring the wildlife and all the time in a safe, friendly environment.

I never need to worry where the children are or what they are doing, they are able to be free.

I also attend the music weekends alone, where I meet up with my music family.

There is never a unkind word and the feeling of inclusion is beyond belief.

In all the years I have attended Out to Grass, I have never witnessed any anti-social behaviour or heard of any.

I therefore implore the council to NOT revoke the music licence of Out To Grass as myself, my children and Grandchildren would feel like we are losing a dear and beloved friend, who has embraced us and allows us a true rest bite of all the cruelty, greed and pollution in the country today and allow us to be a family enjoying all that Out To Grass offers.

[REDACTED]
[REDACTED]
[REDACTED]
Blackbird Leys
Oxford. [REDACTED]

From: [REDACTED]
Sent: 02 March 2026 08:19
To: Licensing <licensing@herefordshire.gov.uk>

Cc: infoouttograss@gmail.com
Subject: Out to Grass Support

To whom it may concern,

We are writing on behalf of Bigmouths Catering to express support for Out To Grass and the role it plays within the community.

Bigmouths Catering has worked with Out To Grass as a catering provider for several events hosted at the site. The team has always been professional and we regard them as a trusted collaborator.

Out To Grass is a welcoming, inclusive space that brings together families, friends, artists, and local businesses. We have seen how positive these gatherings are for attendees and to the wider local area.

Events that we have attended have always been well-managed and the atmosphere has been respectful and community-focused.

We have provided catering services to a number of events which involves chefs, service staff, logistics teams, and local suppliers. Restrictions placed on the site that limit events would have an effect on small businesses that work with the site such as ours.

Our experience is that the site and its staff have been professional and responsible. They clearly communicate planning and safety procedures and manage events keeping guests, vendors and neighbouring properties in mind.

Many thanks

[REDACTED]

[REDACTED]

Stourport On Severn

From: [REDACTED]
Sent: 02 March 2026 01:02
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Support for Licence Renewal – Out To Grass, Woodend Farm

To the Licensing Team,

I'm writing to support the renewal of the premises licence for Out To Grass at Woodend Farm, Cradley.

I understand there has been an objection on environmental health grounds, particularly around noise and the licensing objective of the Prevention of Public Nuisance. I can only speak from my own experience, but I've attended events there as a guest and worked on site as crew and a service provider, and I've always found the operation to be responsible and well managed.

The events I've been involved with were run by small, independent groups who care deeply about what they do. They're not large commercial operators; they're grassroots organisers putting on thoughtful, community-focused events. In that context, I've consistently seen clear communication around sound limits and strict adherence to agreed curfews. I've never experienced a disregard for noise controls.

Environmental responsibility is also taken seriously. The Johnson family's long-term shift toward rewilding and regenerative land management is evident, and the recycling and waste systems on site are better than at any comparable venue I've worked with. It feels aligned with the land and its surroundings, not exploitative of them.

Ian, who I understand to be the site owner, has always been accommodating and proactive in my dealings with him. My experience is of someone who wants to do things properly and within the licence granted, not push beyond it.

Small rural arts and music spaces like this are increasingly rare. They provide meaningful cultural experiences in a community setting, without the scale and commercial pressures of larger corporate venues. In my view, Out To Grass contributes positively to the area and does so with care.

On the basis of my direct experience, I support the renewal of the licence and hope the venue can continue operating within the framework already in place.

Kind regards,



Neutrobit Event Visuals

From: Website <no-reply@herefordshire.gov.uk>

Sent: 02 March 2026 01:43

To: Licensing <licensing@herefordshire.gov.uk>

Subject: Online form received: Comment on licensing application

Licensing - Comment on a licensing application FS805296924

Contact details

Name:

[REDACTED]

Address:

[REDACTED] Chorley [REDACTED]

What is your interest in the premises you are making a representation about:
Former event attendee and service provider.

Name and address of premises you are making representation about:
Out to Grass, Woodend Farm, Cradley, Herefordshire, WR13 5JW

Prevention of crime and disorder

Give details of your objection or support for the application:

Suggest any conditions:

Public safety

Give details of your objection or support for the application:

Suggest any conditions:

Public nuisance

Give details of your objection or support for the application:
I wish to support the renewal of the premises licence for Out To Grass at Woodend Farm, Cradley.

Suggest any conditions:

On the basis of my direct experience, I support the renewal of the licence and hope the venue can continue operating within the framework already in place.

Protection of children from harm

Give details of your objection or support for the application:

Suggest any conditions:

Supporting evidence

What evidence do you have to support this information:

I can only speak from my own experience, but I've attended events there as a guest and worked on site as crew and a service provider, and I've always found the operation to be responsible and well managed.

The events I've been involved with were run by small, independent groups who care deeply about what they do. They're not large commercial operators; they're grassroots organisers putting on thoughtful, community-focused events. In that context, I've consistently seen clear communication around sound limits and strict adherence to agreed curfews. I've never experienced a disregard for noise controls.

Environmental responsibility is also taken seriously. The Johnson family's long-term shift toward rewilding and regenerative land management is evident, and the recycling and waste systems on site are better than at any comparable venue I've worked with. It feels aligned with the land and its surroundings, not exploitative of them.

Ian, who I understand to be the site owner, has always been accommodating and proactive in my dealings with him. My experience is of someone who wants to do things properly and within the licence granted, not push beyond it.

Small rural arts and music spaces like this are increasingly rare. They provide meaningful cultural experiences in a community setting, without the scale and commercial pressures of larger corporate venues. In my view, Out To Grass contributes positively to the area and does so with care.

From: [REDACTED]
Sent: 02 March 2026 21:45
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Licence Review

Dear Sir/Madam

I am writing in regard to the licence review for Out To Grass Campsite at Cradley.

I have been attending events & visiting Out To Grass every year since 2014.

It is such a fantastic place offering so much to so many people.

I have traded with my Jewellery stall at many events over the years, attended weddings, festivals & birthday parties.

Every event has been superbly organised with every detail thought about. They put so much care & attention to the site.

They care immensely about their visitors & their neighbours.

I have personally been aware of sound awareness & care with regular sound checks for volume etc. They have sound engineers working hard all day to make sure they are within guidelines as well as monitoring the local area.

They are always on the ball with timings for music start & finish times.

They always have thought & care for their neighbours & local community to be responsible & respectful in every way they can.

The events are small community arts & music events, weddings & birthday parties which are incredibly important to a lot of people who visit the site again & again. These events have been so important to me & my business as well as having many enjoyable weekends with friends.

I look forward to visiting & trading at these events in the future.

Kind regards

[REDACTED]

[REDACTED]

Eardisley

[REDACTED]

From: [REDACTED]

Sent: 02 March 2026 21:52

To: Licensing <licensing@herefordshire.gov.uk>

Subject: Licencing renewal at Out to Grass, Woodend Farm, Cradley WR13 5JW

Good Evening,

I am writing in support of the licence renewal application at Out to Grass, Woodend Farm, Cradley WR13 5JW.

I reside at [REDACTED], Acton Beauchamp, [REDACTED], which is within the peripheral area of any potential noise abatement from Out to Grass. I can confirm the events held at Out to Grass do not affect our property. We are a family of four with two young children, who are never awoken by the noise from the events. The events do not affect our ability to sleep, with our windows open during the summer months.

In fact, during my entire lifetime of residing at [REDACTED] (nearly 40 years), I can truthfully confirm any noise abatement has significantly improved during the last 10 years.

Should you wish to discuss my representation any further, please do not hesitate to contact me.

Yours Faithfully,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 01 March 2026 23:07
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

To the Licensing Committee,

We are writing as [REDACTED] founders of AudioAddictz. With a combined 20+ years of experience, based in Manchester, we operate within the professional live audio and production sector. We are submitting this representation to provide expert context regarding the noise management and cultural significance of Out To Grass (OTG).

Having worked as production crew at OTG across multiple seasons, we have a unique "behind-the-scenes" view of their operations. We believe the review brought by Environmental Health regarding "Public Nuisance" overlooks the sophisticated, site-specific mitigation strategies the venue has integrated into its culture.

During our most recent tenure at an event at OTG in September, we observed a level of acoustic management that exceeds many urban venues. The venue did not rely on distance alone; they utilized physical attenuation using high-density organic mass (hay-bales) to create physical sound barriers around stages. As audio professionals, we recognize this as a highly effective method of "acoustic shadowing" to prevent sound bleed into the Cradley valley. While the topography of the valley presents challenges, our observations confirm that the venue's use of strategic acoustic shadowing effectively compensates for the site's natural features, making it technically suitable for regulated live events. We also personally witnessed a dedicated team of sound engineers conducting constant, calibrated decibel monitoring at the site boundaries. This "zero-tolerance" approach toward noise limits was enforced with technical rigour. Any variance was subject to immediate remedial action to ensure continuous compliance. This was not a passive operation; it was a disciplined compliance strategy designed specifically to respect the licensing objectives.

Out To Grass is not merely a local campsite; it is a destination venue with a national footprint. The fact that our team travels from Manchester to Cradley highlights the venue's status as a premier hub for the UK's grassroots creative community. Our presence represents an "import" of professional services and an "export" of Herefordshire's cultural brand. When we, and the hundreds of other attendees, travel to the site, we fuel a local ecosystem. This includes significant spending on local fuel, hardware, catering, and hospitality services in the surrounding villages. OTG has achieved "destination venue" status within the UK event industry. Very few sites in the West Midlands can attract professional production crews and specialized artists from across the country. This reputation establishes the locality as a viable hub for the UK's £70bn events industry, supporting the diversification of rural land use. The live events industry is a vital part of the UK economy.

Small, professionally run sites like OTG are the lifeblood of this sector. By supporting this licence, the Council is supporting a resilient business model that balances agricultural land use with high-value, modern tourism.

Under the Licensing Act 2003, the "Prevention of Public Nuisance" must be balanced against the principle of Proportionality. We acknowledge that "nuisance" can be a subjective experience for residents. However, as audio professionals, we deal in objective data. Our first-hand observations in September confirmed that the OTG management was not only meeting their statutory requirements but demonstrated a meticulous, data-driven commitment to noise mitigation. The combination of active decibel monitoring and passive acoustic baffling demonstrates a venue operating at the highest level of professional responsibility. To revoke or severely restrict the licence of a venue that is already implementing such rigorous, industry-standard mitigation would be a disproportionate response. Such an action would create an immense cultural and economic deficit for the region based on subjective perception, which our on-site technical observations from September 2025 suggest does not align with the actual acoustic output at the perimeter.

Closing Statement:

In conclusion, we urge the Committee to recognize OTG as a vital, professionally managed asset that actively promotes the Licensing Objectives. Their investment in technical infrastructure and rigorous noise enforcement sets a benchmark for rural venues. To impose restrictive measures on a venue already operating at this level of technical compliance would be disproportionate and detrimental to the regional economy. We strongly support the continuation of their current premises licence.

Yours faithfully,

[Redacted signature block]

[Please Note: We submit this as our formal written representation and request that the Committee considers these views in our absence, should we be unable to attend the hearing in person]

From: [Redacted]
Sent: 01 March 2026 21:53
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

NAME AND ADDRESS

- Your relationship to Out To Grass (event promoter, couple married here, guest, local business partner, etc.)
- What OTG means to you, your family, or your community
- Whether you have ever found music at the venue to be excessive or offensive
- Any other relevant positive experiences or observations

Please include your name and address to prove you're a real person

Hi, I am [REDACTED] Malvern. I have been going to events at otg for many years, back to when it was a mountain boarding venue. I have been here with my children as they were growing up, and they have fond memories of running in the field and walking the maze. I am a musician and have played in various bands there over the years, including music gatherings in the last few years including 'something different', which it really is! The music has never been excessive in my opinion, and the people who are attracted to perform or attend their events seem to be a conscious crowd, looking after each other.

It's a special place. A family run enterprise with a strong community. There are not many places like this left and it should be celebrated for it's contributions to the area. I urge you you look positively on any applications to renew their licences.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 21:23
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Message in support of Out To Grass

Name: [REDACTED]
[REDACTED]
[REDACTED]
Hebden Bridge
[REDACTED]

To whom it may concern

I have heard the Out To Grass camping venue is in danger of losing its music license and would like to add myself to those opposing this.

I have attended many events there - not only the parties but also smaller gatherings of like-minded people, wedding celebrations and similar.

I have always been impressed by how sensitively the organisers have handled the possible impact of the gatherings on the surrounding physical and social environment. To my knowledge they have always been quick to respond and rectify if there is any inconvenience to those living locally.

The venue has been a pleasant and peaceful location for the thousands of people from alternative cultures to feel relaxed and free. Please bear this in mind when considering the license

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 18:46
To: Licensing <licensing@herefordshire.gov.uk>
Subject: infoouttograss@gmail.com

To whom it might concern,

My name is [REDACTED]. I have been the Website Manager for Out To Grass for over ten years and have also been a regular attendee of events at the site spanning several years.

Out To Grass has become a very important place to me. Several years ago I suffered from a bout of poor mental health. The staff and other attendees at Out To Grass were a big part of my recovery. The site seems to me, to have a magical quality that brings beautiful, creative and caring people together. I have introduced many friends to the site that also feel much love toward the site and staff that run the events.

I have never found music to be excessive or offensive. In fact, I can attest that I have found the music to be therapeutic and to really bring people together. I have made lots of friends through the events there.

I think that Out To Grass is far from being a public nuisance. The site provides a safe space for many, many, people. It is a real community.

kind regards,

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 18:27
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass license renewal

Dear council.

I'm emailing regards the Out To Grass license renewal.

I worked with out to grass for 3 years and can assure you that the complains are unfair. I did myself sound checks in all of the events and can't understand the reason of why they complain when you can barely hear anything. If the wind is blowing on the opposite direction you can't hear it at all. So i think they don't have reasons to complain. We always obeyed the rules and can assure you that music on campsite always stops on license time.

Is a incredible place that brings incredible people together. In 3 years never seen a fight or any aggression of any kind. Thinks that on a town centre you find on a daily basis.

Is a place where everyone is respected including dogs and wildlife.

A place where artists and performers are welcome and can thrive with the experience. A place where the crew see each other as family.

Please don't let such a amazing place die just because one person is unhappy, because that place makes hundreds of people happy every season.

Best regards

██████████
██████████
Chippenham
██████████

From: ██████████
Sent: 26 February 2026 15:12
To: Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com
Subject: Out to grass licence review

Dear Sirs

I am emailing you with regards to the upcoming licensing review of Out to Grass. Firstly I would like to state that Out to Grass is one of the best campsites and event sites anywhere in the UK and you should be privileged to have such a site in your area. The team do everything they can to ensure that customer satisfaction and safety is their top priority along with their forward thinking environmental policies. Their range of family activities such as crafting and art alongside family and adults music events is great. Their great onsite facilities cater for children and adults alike, making it a safe and inclusive environment for all who visit. They have a true community of creatives working on the site who dedicate their time to ensure the very best environment for their guests from near and far.

I have been a long-standing customer at Out to Grass having 1st attended in 2014. I have since attended as a ticket holder for events, a camper with my family and more recently as an events organiser. Every visit to the site in any capacity has always been a great experience . It is a beautiful site where we can relax and create with like-minded people. Open access sites like this are increasingly rare, as are community based festivals as the majority are run by large cooperations such as Live Nation. The loss of this venue as a festival site would be a huge loss to Herefordshire and the wider country. It would struggle the grassroots music and arts scene, handing and ever greater share to the tax dodging multinational corporations.

Yes, music makes noise! The music levels at Out to Grass are at the lower level of what I would expect as a bare-minimum for a festival. The music cut-off of 2am is also as early as is tolerable for an outdoor music event. Having attended and worked within the events at Out to Grass, it is apparent that the onsite crew are rigorous in monitoring and controlling sound levels. Equipment is installed that cuts the monitors if DJs increase levels above the threshold. The onsite sound engineers closely monitor individual stages and off-site levels and continuously adjust as required. Sometimes I find the levels slightly unacceptable (too quiet) but I understand why this is required. We can have conversations on the dancefloor so the levels are far from "unreasonable". Yes, some music beats can be annoying for some

people. To say that music is "offensive" is just one person's opinion; one man's [muck.is](#) another man's gold! Just because someone doesn't like it, doesn't mean others shouldn't be able to listen to it! Additionally, it's not every weekend of the year and a couple of complaints from people who live near a site that has historically hosted these events should not be a reason to stop 1000s of people enjoying themselves and spending money on the local economy. There is a saying; "no one is entitled to a view", the same can be said for absolute silence. Life is about compromise and the site owner and workers already compromise as much as they can whilst running a viable event.

The Out to Grass site workers are the very best of people. Their passion and commitment to the site, the campers and the event attendees is outstanding. Their care when required is second-to-none, as I'm sure other bodies will attest to.

Additional to the above, farmers have it tough at the moment and the focus is on diversification, this is the epitome of green diversification! A lower carbon footprint and higher employment alongside allowing others to experience the beauty of the countryside. Why would anyone local officials object to this?

Please take the benefits of this site to local people, the local economy and the health and wellbeing of those who live and work on the site into consideration when undertaking this license review.

Regards

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 15:18
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass licensing troubles

Hey.

I have been a corporate audio engineer for many years both in the commercial market and also festivals and nightclubs running everything from small audio systems for birthdays too large scale festival sound reinforcement. In my years in audio work I have never been to a venue that takes noise complaints as seriously as the otg crew do they have done everything in their power to manage the audio and also appease the neighbours that seem to complain almost yearly about not just otg but small businesses in the area also.

The noise control on site is nothing short of festival grade with constant monitoring systems along with state of the art audio equipment and the best audio engineers in the industry gracing the faders and keeping the bands and djs in check with site guidance continually throughout every event. I have had numerous members of the public state to me while working that they haven't experienced any venue that sounds as nice and full sounded yet they can still hold a conversation in the middle of the dance floor without any issues. I also feel that the community around otg and the visitors that the events bring to the area increase diversity and also increase economic input to the local independent business community

and it would be a great shame for the site to lose or have to cut back on the events they hold.

Some of the events they commission are for the LGBTQ+ community which has been stated to be the nicest event in a beautiful place the visitors and clients haven't felt as safe to be themselves as in other venues.

All in all I beg the decision is a fair one and that otg can continue to supply such a beautiful venue and experience to the generations of the future. In a world where art is being manipulated and manufactured into something that isn't original I feel otg being slightly under the radar of pop and club music holds a special place in the events industry in the west midlands and the UK.

Regards

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 15:33
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Infoouttograss@gmail.com
Subject: Out to Grass

Dear sir/madam,

It has come to my attention that the incredible venue Out to Grass has had a couple of noise complaints and is under threat.

This is devastating. I have attended multiple festivals at this site as well as a friend's wedding.

None of which felt excessively or offensively loud. In fact, I witnessed various systems in place to prevent excessive noise. For example hay bales placed behind speakers, as well as a curfew for any live music. They provided a silent disco in fact so that the festival would not impact anyone in the local area.

The festivals I have attended as a guest included Not a Cult and Something Different festival. They are two small community run festivals. Not a Cult is a not-for-profit and gathers a community of beautiful and wonderful friends and friends of friends together. It is an absolute ray of light in the British summer and has been a highlight of it for the past few years.

Something Different, we attended purely based on the strength of the wonderful venue. Again a small community run festival with a great bunch of people.

Having met the owner and workers from Out to Grass, they are all great people and the owner has been rewilding the immediate area with help from a beekeeper who has introduced bees into the area to help with pollination of flowers etc.

Talking with them both it was clear their dedication to both causes.

The land has been in the owners' family for years and would be devastating if this would not continue.

In addition to this I attended a friend's wedding at this venue. It was one of the most beautiful weddings I have ever attended. And Out to Grass was the perfect venue for my friend's union.

It saddens me that events like this might have the possibility of being no more because of too many noise complaints over years of existence. In my experience of the venue they are taking measures such as the hay bales as sound insulation and the silent discos to ensure noise is at non excessive levels at all times.

It would be a great shame if smaller not for profit festivals and weddings such as these no longer had a home.

[REDACTED]
Leeds,
[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 15:35
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass license review

Dear Herefordshire Licensing Dpt

I am writing in support of Out to Grass in relation to their current licence review.

I understand that there have been noise complaints concerning events held at the venue. I have attended a number of Out to Grass events over the past 13 years, the first being more than a decade ago. That particular festival remains one of the most formative and meaningful events I have experienced. I made lifelong friendships there — connections that have endured to this day.

The atmosphere at these events has always felt respectful, community-focused and well managed. In my experience, the music has never been excessively loud. I appreciate that low-frequency bass can travel and may be difficult to mitigate entirely, but I have always felt the organisers make a genuine effort to create a positive environment while balancing their responsibilities.

Out to Grass provides something increasingly rare — a safe, creative, community-driven space that brings people together in a meaningful way. I

hope that the small number of complaints received does not outweigh the overwhelmingly positive impact these events have had over many years.

I trust that a constructive and collaborative approach can be taken to address any concerns while preserving the cultural and community value that Out to Grass contributes.

Yours sincerely,

[REDACTED]
[REDACTED]

Bristol

From: [REDACTED]
Sent: 26 February 2026 16:07
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass licence review

To whom this may concern at the council,
I have attended this wonderful little festival for the past couple of years.

It is a family friendly, music centred event that is designed to give up and coming artists a chance to perform in front of interested audiences.

I am in my mid forties and my group of peers are educated to a good level , I enjoy the beauty of the area that out for grass is set in it adds to the event, Just because a certain group of small minded individuals complain about the type of music and noise is by no means a reason to close down an event that gives joy to people of all ages.

Those that complain need to embrace the musical talent , camaraderie and community that exists by the people that come together.

In a time when people are quick to complain and look for division over small things why not embrace and show love to something that might not be to one's own taste but brings joy to others and is enjoyed annually by many .

I hope you think long and hard before making rash decisions
Many thanks for taking the time to read this email.

-----Original Message-----

From: [REDACTED]
Sent: 26 February 2026 16:31
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to Grass

[You don't often get email from [REDACTED] Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Hello

I have attended a few events over the years at Out To Grass. I am a 63 year old Woman. The last one had lots of families and a well being area that I volunteered in. It is a beautiful space for people to gather and a well run site which in my experience went quiet before midnight. It would be a shame if these camps and cannot continue - people need community spaces in nature more than ever.

Kind regards

[REDACTED]
Sent from my iPhone

From: [REDACTED]
Sent: 26 February 2026 17:31
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Dear Licensing Team,

I am writing to express my full support for Out To Grass and its premises licence.

I have been attending OTG for several years as both a camper and as guest at events. It is a well managed, welcoming, and respectful venue that provides a safe and relaxed environment for people of all ages.

Personally, I experience anxiety and stress, which makes large festivals and club environments difficult for me. OTG has been a place where I feel comfortable, safe, and able to enjoy music and community without feeling overwhelmed.

Over many visits, I have never experienced excessive or offensive noise, nor have I witnessed behaviour that would cause concern.

I have introduced friends and families to the site, including couples with disabled children, and they have consistently found it to be safe, inclusive, and thoughtfully run.

The workshops, creative activities, and music events are varied and family friendly, offering positive cultural and community value.

In my experience, OTG operates responsibly and with care for both attendees and the

surrounding area. I strongly support them retaining their events licence.

Kind regards,

[REDACTED]

[REDACTED]

Swindon

-----Original Message-----

From: [REDACTED]
Sent: 26 February 2026 18:18
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass

Hi there,

I've attended out to grass around 7 times over the past decade. The music is always low and respectful. The majority of live music is lightly amplified or acoustic, and DJs stop dead on the curfew. They run silent discos which are also great and surely a sign they are very respectful of neighbours?

I've seen people checking the site multiple times per day, registering decibels around the perimeter are within acceptable limits.

I've had such good times there over the years as have many, many others. It's a key part of our community even up in Manchester, where we make our yearly trip down from.

It'd be a great loss to many people if their licence was not renewed.

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 18:21
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: OUT TO GRASS LICENCE REVIEW

Dear Licensing Team,

I am writing to formally express my support for Out To Grass in relation to the current licence review.

I have been part of the festival organisation for Not A CULT Festival, and we have been booking the Out To Grass site for several years. Throughout this time, the venue has

provided a safe, well managed and welcoming environment that enables us to bring people together in a positive and meaningful way.

Out To Grass is more than just a venue. It is a community focused space that supports independent arts, grassroots culture and connection. Our events have always been run responsibly, and in my experience the site management takes environmental health and licensing conditions seriously.

I have not experienced the music at the venue to be offensive or excessive. The team has consistently demonstrated care and consideration for both attendees and the surrounding community.

Spaces like Out To Grass are essential for independent festivals and community gatherings. Losing or restricting such venues would have a significant impact on grassroots cultural events and the communities they serve.

I respectfully ask that you take this support into consideration during the licence review process.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 18:37
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass Licence Review

Hi,

I'm writing in regards to the upcoming site license review for Out To Grass. I wanted to express that I think the site and the operators are a great addition to the area, and a great boost to both the local economy and the ecology, which is a rare thing indeed. It is exactly the sort of business that Britain is crying out for; multi-generational, locally owned, creative, respectful of its neighbours and nature, providing a place and facilities for people to co-exist and form communities beyond the urban boundaries of the big cities. As a guest at several events and as a camper merely enjoying the peace and quiet, I have observed that the site managers are incredibly respectful of their responsibilities and their neighbours. Music curfews are widely respected, volume levels are low, and I have never witnessed anything offensive. Litter, traffic, bad parking, general disruption - all of this is kept to a minimum and a healthy, respectful attitude is encouraged amongst both staff and attendees at all the events I've witnessed.

I hope you will make the right decision when the review comes.

Many thanks

[REDACTED]

[REDACTED]
Manchester
[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 18:39
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass Licence Review

Dear Sir/Madam,

I am writing in support of [Out To Grass](#) regarding the current premises licence review.

I live in Malvern, just a few miles from the site, and have been actively involved with Out To Grass for several years. I have run my BozJamFam creative music making workshops there for the last four years, delivering music and STEM-focused sessions for children and families. Bringing music education, linguistics, dexterity, creativity, comprehension and language skills, to life for the whole family

The venue provides a safe, inspiring environment where young people can explore creativity, sound, technology and collaboration in a hands-on way. Spaces like this are rare and incredibly valuable for children's development, confidence-building and practical STEM engagement outside of formal education.

In addition, I have performed there as a DJ and attended numerous events. I have always found the atmosphere to be relaxed, responsibly managed, family-friendly and community-focused. In all my time attending and working at the venue, I have never experienced music levels that were excessive or offensive.

Beyond my own involvement, I have local friends who have celebrated major life events at Out To Grass — including weddings — and others who have taken part in wellness sessions, crafting workshops and creative activities. The site has become a genuine hub for creativity, sustainability and community connection in this part of Herefordshire. There is also a huge shortage of music venues locally too

I strongly support the continuation of their licence and hope the council will recognise the overwhelmingly positive contribution this venue makes to families, local businesses and the wider creative community.

Yours faithfully,

[REDACTED]

2 [REDACTED], Malvern [REDACTED]

From: [REDACTED]
Sent: 26 February 2026 19:49
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass licence review

To whom it may concern,

I have annually attended a festival at OTG for the last 5 years. This festival is hugely important to our community who have worked with the OTG team to make this event possible which is the highlight of the year for the majority of the attendees.

I have never experienced the volume of the music to be excessive at any time and there is no loud music after midnight.

The OTG team work impressively hard to maintain the site and minimise any environmental impact and are integral to many hugely beneficial communities and events.

Kind regards

[REDACTED], Manchester [REDACTED]

From: [REDACTED]
Sent: 26 February 2026 19:51
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

I have visited OTG campsite many times with my friends and children, we have always had a fabulous time and have many fond memories from our time spent there. It's a very family friendly site and the music has always been played at an acceptable level and never late at

night and the organisers have always made sure that families and local residents are not disturbed late at night.

I have visited many campsites with my family and children and have always returned to OTG, as it is a very unique site where people can come together to enjoy nature in a very safe and friendly environment.

I hope OTG can continue to provide a happy camping experience for many years to come!

Regards

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 19:56
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: site licence

To whom it may concern,

We were shocked to hear that Out to Grass' Licence is under review.

We love the venue, which has supported a charity project many locals have been involved in for a long period People in Motion, allowing us to store clothes for refugees and displaced peoples, while they were being sorted and dispatched around the world. For this, they did not ask any money.

The annual bank holiday weekend festival is an absolute joy, and has never ever struck me as excessive in any way. The people who come are gentle and earth-kind folk, who wish to cause no offence to others in any way. The music always goes off at a respectable time, and brings people a lot of happiness.

Please do not take this away- this is a place that offers so much to so many.

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 20:57
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Licensing review - Out to Grass, Herefordshire

To the Licensing Committee,

I am writing to formally offer my support for Out To Grass in their current licensing consultation. Having experienced the site's contribution to the local community firsthand, I believe it is a vital asset to Herefordshire that operates with a deep sense of responsibility toward both the land and the wider community.

Out To Grass is far more than a simple event space; it is a sanctuary for community gathering and "future visioning." It has served as a backdrop for numerous memorable weddings, providing a unique, nature-based setting that traditional venues cannot replicate.

The site allows diverse groups to gather, fostering social cohesion and supporting the local visitor economy in a way that respects the rural character of the area.

Perhaps most importantly, the site represents a successful transition from industrial, "aggressive" agriculture toward a sustainable, rewilded future. Their commitment to the environment is evident through:

- **Biodiversity:** The active keeping of bees and the cultivation of native plants.
- **Regenerative Vision:** Moving away from intensive farming practices to create a landscape that breathes and supports local flora and fauna.

I am aware that a small number of noise complaints have been raised. While the concerns of neighbors are valid, it is important to view these incidents in the context of the site's overall operation. Out To Grass provides a space for cultural expression that is increasingly rare.

Rather than restrictive measures that might threaten the venue's viability, I advocate for a collaborative compromise. The site has proven itself to be an adaptive and forward-thinking organization; I am confident that through professional noise management plans and continued dialogue with the community, a balance can be struck that preserves the peace of the valley without extinguishing this "fantastic site."

Losing a venue of this caliber would be a blow to the social and ecological fabric of the region and the wider community. I urge the committee to support the license, ensuring that Out To Grass can continue its transition into a model of sustainable community space.

Yours faithfully,

[REDACTED], Warland, [REDACTED]

From: [REDACTED]
[REDACTED] 26 February 2026 21:42
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass licensing review

Dear Licensing Team,

I understand that this wonderful campsites license is up for review.

As a patron/customer for nearly 15 years I only have positive feedback on the site, its management and the experiences it has given me, my family and my friends.

I am a very frequent camper - and have stayed on many, many sites over the years and Out to Grass is by far my favourite. The staff are second to none with making people feel welcomed, and the many activities they arrange greatly enhance the camping experience.

Their commitment to the land and the site has shone throughout the years, with the many enhancements to the site and their commitment to being custodians of the farmland and forests.

My 8 year old daughter also loves the site - it was her first ever camping experience and it's lovely to see the same children and families each year - sharing the joy as our children grow up and play happily together. I can whole heartedly state that it's also her favourite camping site - from the art activities they plan, the music they put on and just the lovely people who work and also visit there.

Its is a hidden gem in Hereford and I recommend it to as many people as I can. Please grant their licence so we can continue to enjoy the campsite for many more years to come.

Yours sincerely

Rebecca White

[REDACTED]
B38 [REDACTED]

From: [REDACTED]
Sent: 26 February 2026 22:28
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass license review

I wish to support out to grass in their license review. My niece has been working with them since last year and I had the pleasure of visiting the site last spring. I was very impressed by the team and the work they were doing keeping the hedges trimmed and tending to the countryside. I noticed a few small businesses within the grounds and the glamping pods were absolutely beautiful. Please consider renewing their licence.

Kind regards

[REDACTED]

[REDACTED]
Sale
[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 23:01
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: License Review Letter of Support - Out to Grass

To whom it may concern,

I recently heard that Out to Grass is having its license reviewed and wish to write a letter of support.

For context, I attended a beautiful wedding at Out to Grass last year and have been involved with the community who run Not a Cult for many years. I [REDACTED].

Out to Grass is a unique site; it's clearly well-managed, contributes to the local wildlife through rewilding and careful management of the space and has been the site for many beautiful community gatherings over the last 20 years.

The space itself is accessible and welcoming to a diverse range of people. It has remained the heart of a community that I hold very dear for many years and, last year, I had the pleasure of attending a beautifully orchestrated wedding there. I couldn't have imagined a more perfect place and it meant a lot to see two of my close friends have their hand-fasting ceremony there.

The management at Out to Grass meticulously ensured that the music was not excessively loud and, as someone with noise sensitivity, I did not feel that the music was ever too loud when I visited.

This site is absolutely magical and means so much to anyone who has had the pleasure of visiting. I haven't met one person who wouldn't go back and always hear the most wonderful things from the people who have been to Out to Grass, whether that's for a wedding, a camping weekend or a festival.

In short, Out to Grass is a credit to the owners and to the local area. It is an incredible example of a sustainable, well-managed and environmentally friendly events space.

I am happy to be contacted further if that would be helpful.

All the best,



[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 26 February 2026 23:53
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass

Hello,

I hope you are well. This is a letter of support for Out To Grass. My name is [REDACTED] [REDACTED]. My address is 4 [REDACTED], Manchester. [REDACTED]. Out To Grass has been the home of a festival very dear to me and to my community. For nearly ten years, Not A Cult has been hosted there. This is a fantastic festival which gives people the opportunity to relax with friends and meet new people. The music is well curated and covers a wide variety of genres: folk, rock, pop, funk, etc... The atmosphere is always friendly and positive: never have I seen any hints of tension or violence there. I have never felt that the music was excessive, too loud, or too offensive.

This has been the site for many of my live performances over the years. As well as that, I have made many good memories there with my friends. And it's also where I met my girlfriend of 3 years! It's a truly special site with special events. As community spaces struggle to survive in this isolated modern world, we need to protect places like this. I hope that this helps to make the decision.

Sincerely,

[REDACTED]

From: [REDACTED]
Sent: 02 March 2026 22:44
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Fwd: Fwd: Out to grass licence review

To whom it may concern,

It has been brought to my attention that the licence at the event site stated above is under review.

As a local resident and tradesperson I find this deeply concerning as Out To Grass and its events are a significant factor towards my livelihood. I have traded there numerous times over the years and as far as I'm aware the organisers of the events that I have been involved in have acted in a responsible and law abiding way .

I already have bookings there this year and if these were to be cancelled it would cause a real problem to my family and I.

Please consider the thousands of people Out To Grass and it's events impact positively.

Yours sincerely



From: [REDACTED]
Sent: 02 March 2026 22:22
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out to Grass <infoouttograss@gmail.com>
Subject: Out To Grass licence review

Dear Herefordshire Licence Team,

I'm writing because I sincerely hope that the team at OTT is able to continue putting on its fantastic events. I've spent many excellent weekends there as a punter and in my roles as holistic practitioner and creative workshop facilitator. I've always found the crew to be extremely professional, delivering very well managed events that bring communities together and create safe spaces for friends and families to relax and rejuvenate. I've always found the noise level to be perfect for a site of its size and it's never interfered with my need to sleep in between shifts. I can't even imagine the devastating impact of OTT not being able to host events - it's an absolute gem on the festival circuit; a place where friendships are made, where creative careers are launched, where communities can come together to celebrate and everyone can be themselves. It actually bring tears to my eyes to think that we could lose this.

Warmly, Anna

[REDACTED]

Stroud

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 18:16
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass

To whom it may concern,

I am writing to you to express my support for Out to grass and the work that they do.

I have had the privilege of attending out to grass as a festival goer a number of times, and I have found all involved to be polite, friendly, and thoughtful.

The campsite does not just host events, it hosts community gatherings which bring incredible joy to so many people and families.

I have never found the noise to be excessive during the day, and the organisers have silent disco procedures in place to make late night revels almost soundless.

Please take this into consideration as you decide on the licensing for the campsite.

Thank you for your time.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 16:53
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass site Reference

Dear Licensing Team

I wanted to write to let you know how much Out To Grass site means to me and our beautiful community.

I am an event manager and work alongside some of the event promoters and organisers that collaborate with Out To Grass. This team and site means so much to so many people.

This is a place many call home. A magical breath of fresh air where we can come together and create incredible transformational experiences and spaces with like minded beautiful people, all of whom take looking after themselves, each other and the planet and very seriously.

Outdoor spaces are scientifically proven to help people reconnect with nature and help them open up and be more open and able to witness ways they can change their behaviours in a positive fashion. We do this by encouraging people to talk openly about themselves and their mental health and offering sustainable solutions and practices to encourage people to do the same.

Places like out to grass are where people come together to create art and music and to dance and sing. These spaces deepen peoples connections to themselves, the planet and each other.

I have never experienced any kind of excessive or offensive music or creative practices at these type of events but I have witnessed incredible stories of peoples transformations and their own personal growth by being apart of such a wonderful, open, welcoming, community. These spaces are healing and encourage healing, growth and self expression as well as creativity and they offer a safe haven of pure bliss for a few days where people can

have a break from the craziness of the world we are in right now and where they can relax and have some fun.

Due to recent economic situations and the rising costs small independant event spaces and festivals are being swallowed by the corporate giants and machine and so many cease to be able to exist it would be a real shame for us to lose any more.

This is a place made by artists for artists to be able to gather and celebrate life and our beautiful earth and each other. I really hope the council can see all the good Out To Grass do in supporting the community and creatives and how much work has gone into holding safe space for people to come and relax and express themselves.

Yours Sincerley

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 16:19
To: Licensing <licensing@herefordshire.gov.uk>; Out to Grass <infoouttograss@gmail.com>
Subject: Out to Grass License Review

Dear Herefordshire Council,

Tangled Tales Storytellers would like to add our support for Out to Grass as a small green festival venue.

We have put on various events there, including relaxed evenings sitting round the fire pit, sharing folk and fairytales with families attending the shenanigans.

We have also created events in the Dome tent involving printmaking, poetry and storytelling, along with other artists.

We witnessed many age groups all having a good time, we enjoyed the fabulous food stalls, explored the beautiful glamping tents, listened to music, and made some lovely friendly festival memories.

At no point was the music appear too loud or offensive.

We hope Out to Grass can continue as a festival site.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 01 March 2026 14:44
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Consultation on licence renewal for Out to Grass

Dear Sir / Madam,

I am writing in regards to the licence renewal for Out to Grass. I understand there have been noise complaints and that the future of the site as an events venue is in question. I am writing to express my support for OTG.

OTG is a place of great meaning to me personally and has been a hugely positive part of my life. I am part of a community that puts on an annual festival at the site, which has become a major part of our lives and a source of connection. The site is our event's home and has been the location of many important events in ours lives. This is not simply an events space, but a place of great importance to our community and a means for us to grow a positive environment. Our festival brings together people of all ages and OTG has played a unique and valuable role in our lives. I know it has been a mental health life line for a lot of people. As on of trh organisers I have had many people tell me over the years how important the event and the site have been in their lives when they needed it.

The management are genuinely caring, decent, conscientious people who really care about the land, the environment, and the community. They are passionate about keeping balance with nature and creating a positive contribution. There are so few grassroots venues that are run in accordance with such values, and this is truly a precious resource. We are losing venues all the time and small, not for profit events like ours have very few options. A decent honest and trustworthy site which cares about people and nature is something worth preserving.

As for noise issues, I can attest that the management take this very seriously indeed. Limiting devices, sound monitoring, and strict laws on timings are always in use / observed. This is the number one issue that is always reinforced to us and as a result has been baked into how we approach our event. The site takes their responsibilities to their neighbours incredibly seriously, and make sure that their events do too. I can't speculate on what the issues are but having been to a large variety of events, in my opinion the OTG team is exemplary in their care of their responsibilities to the local community, to the land, and to the law.

I hope you will consider the licence for this wonderful venue favourably. Thank you for your consideration.

I would be glad to provide any further detail should it be useful to your process and decision.

Many thanks,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 27 February 2026 00:13
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out To Grass License Review

To whom it may concern,

I am writing to show my support in favour of the renewal of Out To Grass' license.

I first visited OTG as a child with my father, when they used to host mountain boarding events. The team that my dad designed boards for were competing and it is a great memory from my childhood. As a young adult I enjoyed several weekends at the campsite and joined as a guest at a couple of events. Now as a slightly older adult I help with programming some of the music at an annual event that takes place at the site. It's an event that myself and many others look forward to every year and would be sorely missed.

I've always been impressed at how well the sound is contained, in fact I remember I almost couldn't find one of the stages last year because you couldn't hear it until you got really close!

Please renew the license so these wonderful events can continue to happen, that mean so much to so many people!

Kind regards

[REDACTED]

[REDACTED]

Bristol

[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 00:57
To: Licensing <licensing@herefordshire.gov.uk>; [REDACTED]
[REDACTED]
Subject: Representation as an Interested Party "Something Different Events Ltd" for the Out To Grass Licensing Review

To Polly Andrews and the Licensing Sub-Committee

I am writing as a long-term stakeholder, business owner, and event organiser associated with the site in question. I operate three distinct businesses from this location: **Something Different Events Ltd**, **The Travelling Temple of Art**, and my personal practice as a craftsman under the name **Kreater**.

I wish to address the recent concerns regarding noise and the ongoing licensing review for the Out To Grass site by providing both technical context and an overview of the vital social role this venue plays in our community.

1. Commitment to Professional Noise Management

As Director of Something Different Events Ltd, I want to clarify our approach to noise mitigation. We employ a professional team of sound engineers and noise management specialists who work at major events across the UK.

- **Data-Led Compliance:** During our events, we operate at the most conservative guidance levels provided. We maintain comprehensive records of decibel readings across multiple frequencies. These records are available for review.
- **Proactive Communication:** We have historically maintained our own complaint logs and have received positive feedback and "thank you" messages from residents for our prompt responses to their concerns.
- **Unresolved Correspondence:** It is our understanding that prior attempts to correspond with the Council regarding noise regulations for specific events went unanswered. We remain eager to establish a professional, two-way dialogue.
- **Resolution:** We offer our full apologies to any residents who have felt disturbed. We are prepared to deploy our sound engineers to work directly with residents to identify specific frequencies or stage orientations that may be causing localised issues.

2. Social Value and Neurodiversity

The Site is more than a venue; it is a vital incubator for the neurodiverse community. Having lived with ADHD and struggled with depression and a sense of "not fitting in" for much of my life, this community provided the acceptance I needed to thrive.

- **Mental Health Support:** Many within our creative collective identify as neurodiverse. Research consistently shows that these individuals are at higher risk for social isolation and mental health challenges. This site provides a safe, inclusive space that actively combats these issues.
- **From Hobby to Enterprise:** Thanks to the support of this community, I have transitioned from a struggling artist to a business owner employing others and supporting a collective of over 40 artists through "The Travelling Temple of Art."
- **Inclusive Excellence:** The events at this venue also actively support LGBTQ+ groups and provide a platform for young people to learn real-life trade and craft skills through mentorship. These community support hubs are vital during the current mental health crisis.

3. Economic Impact

The events held here support a vast network of local and national businesses, including:

- **Local Supply Chain:** Fuel stations, grocery stores, taxi firms, and gas suppliers.
- **Creative Economy:** Musicians, performers, stage technicians, equipment hire companies, and food vendors.

Moving Forward

What we seek is a path of **tolerance and communication**. We propose the implementation of a direct "complaints hotline" during events. This would allow event production teams to

resolve resident concerns in real-time, reducing the administrative burden on Council employees and ensuring immediate peace for our neighbours.

We are 100% confident that any technical issues can be resolved through professional cooperation. We remain committed to operating within the law and being a positive, contributing member of the Herefordshire business community.

I apologise that I won't be available till the 19th of March as I am out of the country. I will be able to receive and respond to emails, while away. I am available any time post 19th March at your convenience to discuss our noise management data or the social impact of our work further.

- **Statement of Operational Activity:**
- **Event Status:** No event was scheduled or taking place on dates that we have been given as causing noise issues. I just like to provide a statement that I can be a witness to that..
- **Site Condition:** The site was in "campsite only" mode with no amplified music or PA systems in use.
- **Observations:** I was on-site, working on projects at my business unit; there was no noise from the venue. I noted music drifting from the direction of the main road A449, which may have been the source of the resident's concern
- **Verification:** Available to provide a witness statement to the Licensing Committee if required.

I can confirm I was present on site on the date in question and there was no event or noise from this location on that date.

██████████ (Something Different Events Ltd)

Something Different Noise Compliance, Mitigation & Monitoring Protocol

Event: Something Different | **Date:** 5th - 7th September 2025

Operator: Something Different Events Ltd - ██████████

1. Overview of Professional Monitoring

In the absence of a response from Herefordshire Council regarding pre-event guidance, Something Different Events Ltd independently commissioned a professional acoustic

specialist. The objective was to ensure all sound levels remained at the **lowest possible industry limits** to protect local residents.

2. Key Technical Findings

- **L90 Baseline Analysis:** Our data shows that the event's sound levels were maintained at a level near the existing background noise (L90). This means the music was often indistinguishable from natural ambient sounds like wind or distant traffic.
- **Octave Band Control:** We specifically targeted and suppressed low-frequency "bass" (63Hz and 125Hz bands). Our readings confirm these were kept at the **lowest detectable limits**, preventing the "thump" often associated with residential disturbance.
- **Compliance Standard:** All readings remained consistently below the strictest thresholds set by the CIEH Noise Council Code of Practice.

3. Commitment to Mitigation

Despite the Council's lack of correspondence, we operated with a "Good Neighbour" policy. Our professional team monitored multiple residential locations throughout the duration of the event to ensure zero breaches of the licensing objectives.

4. Conclusion

The empirical data provided in this report proves that Something Different Events Ltd operated with a higher degree of professional care and technical restriction than is typically required. The complaints received are **not supported by the recorded decibel levels**.

Something Different Events – Noise Mitigation & Monitoring Protocol

- **Pre-Event Calibration:** All sound systems are tuned using [**Charlie Insert Software, e.g., SMAART or relevant info**] to identify and "notch out" frequencies known to travel long distances (low-end bass).
- **Active Monitoring:** Our engineers use calibrated Class 1/Class 2 decibel meters to take readings every 60 minutes at the site perimeter and at pre-agreed sensitive locations.
- **Frequency Management:** We don't just monitor overall volume (dB); we actively manage C-weighted levels (bass) to ensure they remain within the guidance provided by the Licensing Authority.

- **Log Book Maintenance:** A live log is kept of all readings, wind direction, and weather conditions. These logs are stored and can be audited by Environmental Health upon request.
- **Rapid Response:** Our Stage Managers have a direct radio link to the sound desk. If a complaint is received via our dedicated line, volume is adjusted immediately (within 2 minutes).

Music Noise Level (MNL) Comparison: Event Readings vs. UK Code of Practice

Guidelines

Rural Venue (4-12 events/yr): 55

Rural Venue (1-3 events/yr)
 Rural Venue (4-12 events/yr)
 Night-time (Post 23:00)
 Low Frequency (63Hz Octave Band)
 Low Frequency (125Hz Octave Band)

Minimum MNL records to be kept by Something Different Events are as follows .

Date & Day	Time Started	Time Ended	Nature of Noise (e.g. Bass, PA, Crowd)	Monitoring Location (e.g. Boundary A)	Reading (dB)	Action Taken (if any)	Staff Initial
------------	--------------	------------	--	---------------------------------------	--------------	-----------------------	---------------

Statement: [REDACTED] (Something Different Events Ltd)

Introduction

"Thank you, Chair, and members of the Committee. My name is [REDACTED]. I am a local business owner and the Director of Something Different Events. I have operated at this site for over 12 years."

The Human Impact

"This site is more than a venue; it is a vital incubator for Herefordshire’s creative and neurodiverse community. As someone with ADHD who once struggled with depression, I found my voice here. I’ve turned that passion into businesses that now supports hundreds of musicians, crafts people, artists and countless local suppliers. We are in the

business of making people smile and providing a safe, inclusive space for those who often feel they don't 'fit in' elsewhere."

The Professional Reality

"We are deeply committed to being good neighbours. We don't just 'hope' we are quiet; we prove it. For the event in question, we sought guidance from the Council which unfortunately went unreturned. In response, we took the proactive, professional step of hiring an independent acoustic specialist.

The Evidence

We can provide reports that contains L90 baseline data and Octave band analysis. This objective, scientific data proves that even at our peak, we operated at the lowest possible industry limits. On the other date cited in these complaints, no event was even taking place on-site. We are being judged on subjective feelings, but we are presenting you with hard facts."

Please contact: [REDACTED]

The Path Forward

"We aren't here to argue; we are here to offer solutions. We propose a professional 'Communication Pathway,' including a direct resident hotline, to ensure this special community can coexist in harmony with our neighbours. We ask you to support the site's licence so we can continue to support our community and business's linked to the community.

Yours sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 03:40
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: OUT TO GRASS LICENCE REVIEW

Dear Hereford Council,

I am writing to express my sincere support for the grassroots festival site currently under consideration and to urge you to recognise its immense cultural and community value.

This site is far more than just a field where events take place. It is a rare and special space that brings people together in a meaningful way. Set in beautiful natural surroundings, it offers something precious — a chance for people of all ages and backgrounds to gather outdoors, connect with one another, and experience creativity in nature.

I attended a festival at this site following the Covid-19 pandemic, at a time when so many people were feeling isolated, disconnected, and emotionally drained. The live music and creative industries suffered enormously during that period, and many individuals struggled without the communal experiences that festivals and arts spaces provide. Being at this event was genuinely restorative. It provided not only joy and connection, but also a platform for my own creativity.

The festival itself reflected the richness and diversity that grassroots events can offer. Alongside dance music, there was yoga, healing workshops, family-friendly activities, and cabaret performances. It created an inclusive and welcoming environment where families, artists, performers, and local businesses could all participate and contribute. These kinds of spaces nurture talent, wellbeing, and community spirit in ways that are hard to quantify but deeply felt.

Grassroots cultural spaces are disappearing across the country. Once they are gone, they are almost impossible to replace. Losing this site would not simply mean losing a venue — it would mean losing a safe, inspiring and creatively rich environment where people can reconnect with themselves, each other, and the natural world.

I respectfully ask that you consider the wider social, cultural, and wellbeing benefits this site provides. It is a special place that supports creativity, community cohesion, and mental health. Preserving it would demonstrate a commitment to protecting the very spaces that help communities thrive.

Thank you for taking the time to consider my views.

Yours sincerely,



From: [REDACTED]
Sent: 27 February 2026 08:13
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Review

Hello,

I am writing to you as a member of the public who has visited Out to Grass for a number of years.

The site means so much to me, I met my partner there in 2023 at NAC festival where I met so many other wonderful human beings. Festivals like this are so important for us all, they give us a chance to shake off the stresses of our everyday lives, rebuild communities and connect away from television screens mobile phones. It is essential that we have access to venues that are in nature. This is becoming increasingly difficult and it is something we all need. Many of us have jobs that involve being inside 8 hours of the day and venues like this are good for our wellbeing

Please consider this when making your decision and make sure that Out to Grass receives the licensing it needs!

I would also like to add that NAC festival is very environmentally conscious and doesn't leave a trace. The music finishes at midnight and after that there is only a silent disco to respect any neighbours the site has. It is not just a music festival, but a community of friends who talk about bringing positive change into the world. I have never experienced as much kindness and love as I have at this festival, and I would encourage you to attend if this appeals to you!

Please make sure that Out To Grass is able to continue as a venue, in a world with so much difficulty going on it is so important we have spaces like this.

Kind regards,

[REDACTED]

[REDACTED]

Wigan

[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 09:04
To: Licensing <licensing@herefordshire.gov.uk>

Cc: Out to Grass <infoouttograss@gmail.com>

Subject: Out To Grass Licence Review

Dear Hereford County Council,

We have been very alarmed and upset to hear that the stunning farm and Out To Grass events and Glamping site is currently having their licence reviewed, due to noise. Like many grassroots independent venues across the UK, Out To Grass is operating in a challenging climate where even a small number of complaints can trigger licence reviews and potential restrictions. At the very moment when demand for meaningful outdoor events and community gatherings is growing, independent spaces like Out To Grass are increasingly vulnerable. We believe this to be very short sighted and will impact on several local businesses and the tourist economy of both Hereford and Worcester, due to the very manageable footflow of visitors to the area, who would not otherwise come to the area. That increases with people spending money, by staying in local hotels, accomodation and visiting other local attractions. .

What is particularly upsetting to us, is that we have our wedding booked there this August. We are stakeholders in this venue, in the sense that we have booked the whole site, Our invitations have been sent, please see attached. Our guests have already made travel plans, booked at local accommodation. We are hosting our main celebrations at Out To Grass, because we have a special and wonderful connection to the site and the people who run the operations there. We even have people joining us from Montpellier to attend our wedding. It has been very upsetting and distressing to see that our wedding plans are at risk, but also the community and energy that has been cultivated and nurtured for so many years is at risk of being diminished .

In addition to us booking Out to Grass, we are having our legal marriage at Malvern Registry office on 14th August 2026, which is already booked and paid for.

We have been visiting and attending events at Out To Grass for many years and enjoyed precious times with our family members and friends here. We cannot tell you how important events like these are to citizens in the UK. The world feels very dark at times and life is stressful. Out To Grass provides an oasis and an escape from that for local people, as well as people from a far. Which is why we have chosen to book our wedding with this incredible team of people that are working alongside nature to preserve our countryside as well as increasing the health and well being of the people who work, live and visit the site. There is an economic advantage to the area and untold benefits to people who visit the site, whether for just one day or for families who need to escape into nature.

We have found the team to be very conscientious around noise levels. From our experience we see that they run a very strict timetable of music.

We implore you to support the Out to Grass Team and please do not revoke their license. It would be a major loss to your local economy and importantly a meaningful cultural and community space.

We would be happy to speak to anyone at the council should you want to call us as witnesses or require further information and support from us both in the coming weeks and months to ensure the Out To Grass site is there for the enjoyment of future generations and to keep this stunning green space for local people.

It would be devastating if we were to lose this venue.

Best wishes,

[REDACTED]

[REDACTED]

Rubery

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 01 March 2026 14:30
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass licence review

I am writing in support of the Out To Grass campsite as their licence is under review. OTG is a unique and important venue for the grassroots music scene. I have been attending gatherings and playing there regularly for over a decade. In my experience their sound levels are very modest, and they have always stuck to their licenced hours - the music always stops at a reasonable time, which is just as important for us older campers on site wanting to get some sleep, as it is for their neighbours. At a time when we are losing music venues and festivals across the country at an alarming rate, I believe it is important to support sites like OTG that help to nurture the music scene by providing opportunities for less well-known acts to play and hone their craft in front of an appreciative audience. I would ask that you consider the role that such places play in developing the cultural life of the UK, as well as the benefit that their visitors bring to the local economy.

Sincerely,

[REDACTED]
[REDACTED], Southampton [REDACTED]

From: [REDACTED]
Sent: 01 March 2026 11:28
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass License Review

Good Morning,

My name is [REDACTED] and I residence at

[REDACTED]
WR6 [REDACTED]

I'm writing to submit my strong support for Out To Grass during their current license review.

As somebody who lives local to this venue and has attended alongside family and friends, I have seen first hand the positive impact that it has on our community. This space promotes belonging, wellbeing and connection. With such a huge loss of grassroots festivals and venues within recent years, a void has been left, and the preservation of places such as Out To Grass is even more crucial than ever.

Grassroots festivals are the essential foundation of the UK's cultural landscape; they provide inclusive environments where people connect through a shared passion for the arts. As a freelance artist myself, Out To Grass provided me with a platform to showcase my work and connect with fellow creatives at a time when I needed that visibility to grow my craft. The loss of this venue would be a blow to the local artistic community and the "grassroots" ecosystem that supports small businesses like mine.

I'd also like to express that the organisers are diligent and responsible concerning noise management and requirements. I have never found the music to be offensive.

I strongly urge the licensing committee to consider the positive cultural and social contributions this venue makes to our area.

Yours faithfully,

[REDACTED]

From: [REDACTED]
Sent: 28 February 2026 22:49
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass

Hi, I am part of a community who have run an annual event at out to grass for 6 years now.

It is and always will be the home, heart and soul of our community. It has been fundamental within our extended friendship group in bringing an entire array of like minded, loving and considerate people closer together and forming beautiful memories, new and lasting friendships and a wealth of new possibilities for everyone involved.

The team there are some of the most warm hearted, considerate and hard working humans I have known. They are the cornerstone that allows not only ourselves but countless other events to thrive and grow.

Honest character references aside, I would like to say that I myself work in the sound and events industry and frequently see members of the team walking round with a decibel meter during events and abiding by the strict dB levels required by their license.

They do not flout the rules and have taken great measures to acoustically treat the site before and during events. These measures include digging large earth embankments, large haybails walls, changing the layout of speaker arrays and putting limiters in place on sound systems to cap the levels to within legal levels.

They break no rules for anyone. They value what they can provide for not just the business, but for the broader community and wouldn't seek to endanger that in any way.

I hope you look kindly on them in regards to this case. They are a force for good in this world, there are few people like them.

Yours sincerely

[REDACTED]

[REDACTED], Hyde, United Kingdom

From: [REDACTED]
Sent: 28 February 2026 18:18
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Ian Johnson <infoouttograss@gmail.com>
Subject: RE: Out To Grass Licence Review

[REDACTED]
Croydon C [REDACTED]

28/2/26

FAO Licensing Department
Herefordshire Council
Plough Lane, Hereford
HR4 0LE

RE: Out To Grass Licence Review

Dear Herefordshire Licensing Department,

My name is [REDACTED]. I write to you as a customer and friend of Out To Grass at Woodend Farm. I've run an annual gathering there since 2016 and we're due to celebrate our 10th anniversary in May. I offer my perspective to assist the upcoming licence review.

Some context for who we are. Our first event was a birthday party for my husband. After a wonderful first year, we've come back every year except 2020 and 2024. We attract around 300 people - all friends-of-friends - from all walks of life. Many are young families, and so it's a great opportunity for the kids to meet all their 'cousins'. We've seen some of the older kids grow into adults, we've had proposals, an actual wedding, and - as is unfortunately inevitable - send-offs for friends lost to cancer and other illnesses. In 2025 my father-in-law celebrated his 80th birthday at the event which was particularly wonderful.

Most of our friends found each other through music and festivals and many of us are artists. So Out To Grass is the perfect place for us to gather for one weekend, play each other music and dance together. I must emphasise how unique OTG is. We researched alternatives in case it was lost to the Covid-19 Lockdown. That I can see, there is nowhere else like it. The beautiful location. The thoughtful and talented staff, the quality and maintenance of infrastructure, and the provisions for live music. And of course the license which allows for a legitimate party. I would not risk running a party at an unlicensed site; for my personal sake and for the safety of my guests. And I wouldn't be able to bring the party to sites that have the same licence, but aren't as well maintained or provisioned. OTG is a safe place. Both their staff and Herefordshire Council have my thanks for making it so.

Out To Grass's impact on grassroots culture is enormous. In our community; most of us performed on stage for the first time at OTG. Many have gone on to release music albums, perform across the UK, play major festivals and take leaps into successful creative careers. Including one who started making costumes for our event, and now makes wigs professionally; including for Imogen Heap at the Royal Albert Hall's 150 year anniversary programme. I know from speaking to organisers of other events at the site that they all have similar stories.

As an organisation, we've been commissioned to run a stage at one of the UK's largest festivals of music and theatre. This would not have happened without learning skills 'in the field' at Out To Grass. When we started we were not "event people". We were (and still are) IT engineers, designers, delivery drivers, estate agents, doctors, plumbers, builders, lawyers, teachers, shopkeepers, computer programmers; the list goes on. But now after 10 years we can call ourselves a grassroots music crew and we contribute to one of the UK's most important economic industries that we love. All thanks to our time spent in beautiful Herefordshire. We should very much like for this to continue.

Out To Grass takes the utmost care with their license. We have never run a minute over the allowed time. I have run events at other venues and I know how tempting it is for artists and DJs to play "one more tune". In 9 years of events at OTG - we have never had this problem. I put this down to the staff fostering an atmosphere of collaboration and respect with us and our artists.

I know for a fact OTG are constantly monitoring sound levels on and away from the site. We understand that for various factors - especially atmospheric pressure and wind direction - sound can travel much further in certain directions on certain days. And that this can change hour-on-hour. So if they tell us to turn it down: we turn it down. In fact, at times, I have had complaints from my attendees that it is too quiet. But ultimately we know we have to respect the local community. They compromise to allow some noise, and so we must compromise to ensure it's not excessive.

I am sure every other event at the site feels the same way because the OTG team chooses who they let use their site carefully. If anyone has ever broken their trust and tried to push the license conditions, I am sure OTG dealt with it as swiftly as possible and will never work with those people again.

I've worked for a decade now with Ian and his team and have seen first hand how the site is constantly improved. For us as guests, but also various efforts to contain sound out of respect for neighbours. This has included the construction of physical barriers, the employment of professional sound engineers to calibrate equipment, and the upgrade of monitoring systems and processes. I am sure if the council has further recommendations for improvement these would be duly noted and acted upon with rigour.

Upon a productive review for all parties involved, I hope that Herefordshire Council not only renew Out To Grass' license but come to appreciate what an asset it is. I believe through renewed understanding, there's opportunity not just for OTG to thrive but for collaboration to unlock value for your local creative economy.

I hope my letter has been enlightening, and I would be happy to discuss this matter with you further.

Yours sincerely,

[REDACTED]

From: [REDACTED]
Sent: 28 February 2026 14:36
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out to Grass <infoouttograss@gmail.com>
Subject: Out To Grass License Review

Dear Councillors,

I am writing to express my strong support for Out To Grass. I have attended many events there over many years, including birthday celebrations, community gatherings, and camping trips with my children. In that time we have never experienced any issues with music volume and have always found it to be played quietly and respectfully. For example, my children have never had the need to wear ear defenders unlike at many other venues that we have been to.

My children absolutely love spending time there, and the venue has provided us with many wonderful memories in a safe, welcoming, and friendly environment. I have also run a family friendly event at the site myself and the team who run Out To Grass and their staff are consistently professional, supportive, incredibly friendly and dedicated.

It is a truly special place for me, my family, friends and our community and it would be a huge loss to all of us if Out To Grass had their license removed. The venue offers something unique. It's a space that brings people together across generations in a positive and inclusive way. I sincerely hope that you will take into account the value it brings to so many people and families both locally and further afield.

Thank you for your time and consideration.

[REDACTED]
Brighton
East Sussex
[REDACTED]

From: [REDACTED]
Sent: 28 February 2026 14:25
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to grass licence review

To whom it may concern,

I am writing in support of the Out to Grass site keeping it's licence. I have been to events there a few times, most notably I worked at the Something Different music festival last year as a welfare support worker. I honestly did not feel like the music levels were excessive. As a welfare worker we are available 24/7, meaning I need to sleep in a tent close to where the music is playing, so I am very aware of how loud things are and it really wasn't very loud. They did a really good job of containing it to the stages.

I also want to comment on how vitally important these venues are for our economy and culture. Especially a venue like Out to Grass who support small businesses, ethical practices and up and coming artists. It would be a huge huge loss to the community to apply any kind of restriction to their licence.

Yours sincerely

[REDACTED]
Shrewsbury
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 28 February 2026 13:59
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Licence renewal

[REDACTED]
Blackheath
London
[REDACTED]

Hello

I have spent many happy hours camping at OTG and can honestly say that I count them as some of the best times I have had, hence going back again this summer. I have never had any problems with the music being too loud or any kind of noise issue!

The staff are always helpful and polite and bend over backwards to keep everyone happy.

I really hope you renew their licence as the absence of this camping site will affect a lot of the lives of the people who go there regularly to reconnect with old and new friends made on this special camping site over the years.

Kind regards

From: [REDACTED]
Sent: 28 February 2026 13:24
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out to Grass <infoouttograss@gmail.com>
Subject: Licence Review Out to Grass, Woodend Farm, Cradley, Herefordshire, WR13 5JW

To whom it may concern,

I write regarding the recent licence review for Out To Grass at Woodend Farm, of which I was deeply concerned to hear. I have been attending and helping to organise events at the campsite for nearly ten years, and in that time I have never encountered a more conscientious and thorough team.

Whenever I have visited the site and there has been amplified music, Ian and his team are scrupulous about times at which it can be played, sound engineers carefully monitor and limit the volume, and they do not allow campers to bring their own soundsystems under any circumstances. I am shocked to hear of noise complaints given how seriously OTG take this issue, and would not be surprised if there was some kind of misunderstanding about the

source of any noise. Every time I've stayed at the campsite Ian, his family, and the Out To Grass employees have held their relationship with their neighbours, and their well-being, as number one priority.

The Johnson family are, I think, dictionary definitions of stewards of the land, and their brave move away from industrial farming towards camping & rewilding is exemplary, given Britain's shameful status as one of the world's most nature-depleted countries, having lost over half of its natural biodiversity (See the 2023 State of Nature report <https://stateofnature.org.uk/>). Out To Grass are also proud members of the Green Tourism Business Scheme, and their Visitor Charter not only seeks to minimise their impact on the land, but to educate every single camper on conservation, recycling, and generally how to be a responsible and considerate member of society.

The community on Woodend Farm also hosts a number of other ecologically sustainable, viable businesses, and I fail to see how acting punitively toward the camping arm of Out To Grass will promote the well-being of these local entrepreneurs, or help any environmental action. Is it not the duty of the Council to promote these activities?

Out To Grass is not just a campsite, or a farm, or a wedding venue, or a festival site. It is a community, in the beating heart of Malvern Hills, exemplifying the best of modern British entrepreneurial and environmentalist spirit. Every event held at the site is not just fun (although there's that as well!), but an opportunity for education and celebration of the local environment.

I sincerely hope that all those concerned will see the value of such an incredible place to the local area.

Thank you very much for your time and consideration.

Yours,

[Redacted signature]

Manchester

From: [Redacted]
Sent: 28 February 2026 13:04
To: Licensing <licensing@herefordshire.gov.uk>
Cc: Out To Grass <infoouttograss@gmail.com>
Subject: Out to Grass license review

Hello,

I am emailing regarding the current license review for OUT to Grass campsite.

I worked for Out to Grass as a cleaner, cafe and bar assistant for 3 years during the 2022-2025 period, so it was a source of employment for me as well as many other people. I was

also offered opportunities for creative career development during my time there which I would not have experienced otherwise.

The venue provides a much needed and valuable community for many local people who might otherwise have nothing to do and feel isolated. People having places to meet, dance and socialise is very important. It also brings people to the area from other areas so improving local businesses turnover.

They are also doing great things for the environment with their tree planting, bees, wildflower meadows and promoting eco cleaning products.

I never experienced the noise being excessively loud while I was there.

To lose this venue would be a great loss for the local and wider communities it serves.

Kind regards,

[REDACTED], Southampton [REDACTED]

From: [REDACTED]
Sent: 28 February 2026 12:31
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass

To who it may concern,

It made my heart sink to read today that out to grass licence is under review due to a small number of noise complaints.

I can imagine it is impossible not to get a few of those when you are running an events hire place. I have been to some wonderful conscious events here and infact its where me and my part celebrate our anniversary every year. When being at these events I have always noted the sound to be a comfortable level you could never hear the stage that were inside either. A big change I saw in September last year was the silent disco headphones being enforced after a certain time and anyone that was trying to play music from portable speakers loudly were very quickly approached by security to turn it off due to licensing.

Where I can understand it must be irritating for people to be bothered by noise i can't imagine it would be that intense as to harm anyone's well being apart from that its just a bit annoying, the music is on at the weekends and closes even earlier on a Sunday. I dont know how many complaints youve had or the time frame in which you had them but I can say if it was before September last year they are making changes to accommodate peace earlier in the evening and they are enforcing it on punters via security. You get one warning and if you turn your speaker up again it is confiscated until the end of the festival for you to collect upon leaving.

Out to grass isn't looking to cause any upset to anyone intentionally, ive never seen them taking the mick with vilume. I am very sure what ever changes that need to be made to ensure renewing of their licence, they will work with you. They are very community based people. It has provided a a safe space for people to dance, to get married, to heal, connect with themselves and othet like minded people. It is a very special place to many, there would be a big hole left without out to grass in so many different circles. Espcially alot of people's lively hood.

I hope this email finds you well and thankyou for taking the time to read it. Kind regards, [REDACTED]

From: [REDACTED]
Sent: 28 February 2026 08:44
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to Grass lincense review

To whom it may concern.. I am [REDACTED] of Darwen, Lancs.. 73 years old pensioner.. I would like to inform you that i have attended music and well being festivals at the said site numerous times over the last 5 years and i can only commend the staff and owners on the excellent job and facilities they provide.. As a partially disabled person the small manageable sites like this are essential for me to enjoy quality of life.. I hope you will see fit to grant the license as im looking forward to attending at least 2 events this year.. Yours truly, [REDACTED]. DARWEN. [REDACTED]

From: [REDACTED]
Sent: 28 February 2026 01:34
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Review

To whom it might concern,

I am writing to you with a heavy heart after hearing that a beloved creative space and loving community is potentially under fire due to local noise complaints.

I can vouch with my whole being that the Johnson family have provided nothing but a loving, fun and respectful time that welcomes everyone without judgement and encourages peace amongst any of their attendees.

I have personal experience volunteering at the farm and have many friends that have contributed towards events. This isn't about money. This isnt about winning. This is about coming to a mutual agreement that allows the Johnsons to continue to put on events and keep the community of people that they've worked so soildly to grow over the years but also respectfully work towards a positive outcome.

My kindest regards
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 23:56
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass License Review

Good evening,

Please find attached letter in support of OTG's application.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Colchester [REDACTED]

I am a keen amateur astrophotographer based in Essex and through a friend was asked to host a star party in August of 2023 at the Out To Grass site.

This is something I had never undertaken before and was a little nervous but never the less I packed my telescopes and headed towards the Malvern Hills praying for good weather.

When I arrived I was met with an organized team who gave me an overview of the site, explained to me about facilities, safety, security, welfare etc. We discussed suitable areas for set up of several telescopes where they help me unload and was provided with power ready for the night ahead.

I set up three viewing telescopes for planets and one astrophotography rig looking at Andromeda Galaxy with a specialist camera and laptop to view plus some binoculars for people to use. This attracted a huge response from families interested who were keen for the night ahead. During the day many people were asking questions about the equipment and what we would be able to see etc. As darkness fell, the sky was clear and the excited queues formed. Adults and Children were equally fascinated and inspired by views of Saturn, Jupiter and Andromeda, most had never seen or thought possible could be seen in such detail.

It was lovely to see such enthusiasm and hear such excitement for something that many take for granted. Seeing something LIVE is so much more than just pictures.

Throughout the evening there was entertainment and refreshments so people could come and go. The odd few stayed up past the entertainment to view other objects as the night drew to a close.

I was very pleased with the way the evening was organized, the help I received and the effort OTG had put into making this something special for their visitors. I understand there are many varied events OTG successfully organize and endeavor to engage with all types of people. Hats off to them for making these events available to all and hopefully they will be able to continue for years to come. I only wish there were more sites like this.

Yours Sincerely

From: [REDACTED] <[REDACTED]>
Sent: 27 February 2026 23:36
To: Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Dear Sir/Madam,

Out to Grass is not just a music venue; it is an invaluable advocate for mental health and social wellbeing. For many of us, it provides the only true sense of community we experience all year. It is the one time we collectively look forward to — a time when we can gather and reconnect, no matter how many counties or continents separate us.

It feels like a sacred place. To lose it due to the complaints of a single neighbour would cause a profound and far-reaching detriment to the mental health and wellbeing of hundreds, perhaps thousands, of people. At a time when our country — and indeed the world — is facing so much division, pain, and uncertainty, spaces that foster joy, connection, and belonging should be protected, not dismantled. When did celebrating community become something to be discouraged?

I am proud to be part of a team that has hosted an annual event at Out to Grass for the past ten years. In that time, we have celebrated birthdays, weddings, and engagements; we have also gathered there to commemorate and grieve loved ones we have lost. What has grown from this space is a beautiful, supportive community that has become deeply woven into our lives. I genuinely cannot imagine my life without it.

It is a sanctuary — somewhere people can reconnect with nature and with one another. Music is part of that experience, but I have never found the sound levels to be excessive, and I am particularly sensitive to noise. The team at Out to Grass conducts themselves with professionalism and adheres strictly to curfew requirements.

I respectfully urge you to recognise the immense social value this venue brings and to protect its licence. Preserving Out to Grass is not simply about safeguarding a music venue; it is about safeguarding community, wellbeing, and connection.

Yours faithfully,

[REDACTED]

From: [REDACTED]

Sent: 27 February 2026 22:30

To: Licensing <licensing@herefordshire.gov.uk>

Cc: infoouttograss@gmail.com

Subject: Save OTG

Dear Sir/Madam,

I am an overseas travelling nurse who loves going to relax at the OTG site. I am writing to express my deepest concern after finding out that its licence is under review.

I myself have been there a couple of times and by all means I wish to have it available anytime I want to relax in the future.

This wonderful place is peaceful, friendly, inclusive and safe.

We all love going there to recharge from time to time.

Please leave this venue to stay.

Kind regards,

[REDACTED]

From: [REDACTED]

Sent: 27 February 2026 20:51

To: Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com
Subject: Out To Grass Licence Review

To whom it may concern

I would like to make representations in regards to the above license review for the site Out To Grass.

I first visited this site back in 2017 to play at a friends birthday party celebration. The site was clean and tidy, with a most excellent community feel about the place. Food and drink was well catered for. I played for about an our or so and don't remember the noise levels being anywhere near excessive at any point of my stay there for the weekend. As I frequent a good number of venues and events to play, I am very aware of the potential damage to my hearing, so would remember if this venue would be what I would professionally call a loud environment.

I trust this will be taken into consideration.

Yours,

[REDACTED]
Walthamstow
London
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 20:39
To: Licensing <licensing@herefordshire.gov.uk>
[REDACTED]
Subject: Out To Grass Premises Licence Review

Dear Licensing Team,

Re: Out To Grass – Premises Licence Review

I am writing in relation to the current review of the premises licence for Out To Grass.

Out To Grass is a unique rural venue stewarded by the Johnson family, who have cared for the land for three generations. Over the past two decades they have transitioned away from industrial farming practices, prioritising rewilding, biodiversity, soil restoration, and responsible land management. The site has become a valued community space that balances environmental stewardship with carefully managed cultural events.

From my experience, Out To Grass has consistently sought to operate responsibly and in accordance with the licence granted by the Council. The organisers have demonstrated a proactive approach in their engagement with Environmental Health and have shown willingness to adapt and improve where necessary.

In my experience of events held at the venue, I have not found the music to be excessive or offensive. The events I have attended or been involved with have been well-managed, professionally run, and respectful of both attendees and the surrounding area. The team has shown a clear commitment to compliance, safety, and community consideration.

Beyond events, the site provides social, cultural, and economic value. It supports local suppliers and businesses, creates seasonal employment, and offers a positive, inclusive space that brings people together in a rural setting.

I respectfully ask that these factors be taken into account during the review process. Out To Grass represents a responsible and constructive use of rural land, and it would be a significant loss to the local community if its ability to operate were unduly restricted.

Thank you for your time and consideration.

Yours faithfully,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 27 February 2026 20:25
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Licence Review

Dear Sir / Madam

I'm emailing in reference to the Out to Grass licence review. I was very fortunate to visit this site last summer for the first time. Incentivised by various friends, who have made this their regular spot each year for meeting up, I quickly understood the importance of this location for encouraging emerging musical talent and well-being activities.

I'm genuinely saddened that a licence review would even be considered for Out to Grass. As an ex-licensing Paralegal, I'm very familiar with the requirements for event licences.

In my considered opinion, I felt that the sound levels were very controlled and not excessive at any time during the event I attended (Rising Festival). The music stopped relatively early for comparable events, which meant the campsite and surrounding area could enjoy a good night's sleep.

Out to Grass is a very special and beautiful location for the people who've made this place a regular spot to meet up and enjoy an eclectic mix of music and well-being activities such as yoga, throughout the summer months.

I found the site to be very well maintained, and a family-friendly venue, managed by caring and considerate staff.

I would kindly ask you to consider these comments when carrying out this review.

Kind regards

[REDACTED]
Royal Leamington Spa
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 17:35
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: 'Out to Grass' Licence Review

Dear Sirs

I have been a loyal attendee/guest, to events which have been held at 'Out to Grass Campsite', for many years....going back as far back as 2015 that I can remember.

The events have had a wide range of music....music to please all different people from all different backgrounds. The actual setup, including the various structures, and also the music presented, has been commented on to be a visual and aural delight to many.

As you may be aware, there are many people out there, who are suffering from various forms of neuro-diversity and also (but not necessarily attached to the former) various forms of mental illness and conditions. It has been proven that music and dance are essential to people, as a way of helping them to come out and be who they are, without any form of judgement. Music and dance help people to express themselves, whereas, if they are neuro-diverse, they may otherwise not be able to or struggle to.

Saying this - I have excellent and very acute hearing. Not once, since going to 'Out to Grass' have I ever felt that the music was too loud.

Also, because the events have been aurally and visually delightful and interesting, these conditions would help those who are autistic. Seeing and hearing these things helps them and makes them feel comfortable, whereas, outside of the event, they may struggle to.

Another point worth mentioning is that we are all kept safe. Safety is paramount. The Organisers of these events have a strict Safety Code which is followed by the letter. I have always felt safe and I quite often go to these events alone, as a female on my own.

Regarding the volume of the music...hay-bales are erected and other measures are taken to ensure that any music is buffered and kept contained in the area from which it comes from.

It is worth noting that there will always be one, two or three people (always the same local people) complaining. These minorities are damaging whole communities and financial gain to that area/community. We, as attendees, are coming from far and wide to bring financial gain to your town/County. We don't just attend the event....we stop at your orchards and buy cider, we stop at your tea-rooms and have food, tea and cake. We also buy fuel from your local garages and get shopping from you before we go home. We support the Campsite financially too, so it can stay open (at affordable prices) and other people can then visit throughout the year and bring even more revenue to your town.

The knock-on effect is huge.

Taking away the licence, or even just reducing the hours, so it's early closing (ie earlier than 2am) will mean that people will not want to go. The event will not happen and no more gains for the town.

I hope this makes sense to you and please let 'Out to Grass' keep their existing licence conditions to shut at a decent time and serve alcohol early hours of the morning. There is never any trouble either.

Kind regards

[REDACTED]

[REDACTED] Pembroke Dock, PEMBROKESHIRE, [REDACTED].

From: [REDACTED]
Sent: 27 February 2026 09:07
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out to Grass Licence Review

I am writing with concern that Out to Grass's licence is under review and therefore potentially under threat.

Having attended a number of fantastic events with my family and friends over the years - I know how much the current tenants/custodians love and adore the site and welcoming people to it for such a fantastic variety of events.

This family friendly and stunning site was an absolute life saver when lockdowns began to lift - their strict care to ensure we stayed outside and within distance of one another's tents etc was faultless and made us all feel so safe and welcome during such a difficult time.

They operate a strict curfew on the stage area stopping live and amplified music in accordance with the law and also ensure that those who wish to be with children or just enjoy quiet time have a 'quiet field' and those in the other fields are not allowed loud music after 11pm. I am sure

that there must have been times when visitors using the site have had to been asked to keep noise down but I can say with all honesty that has never happened during my time there - people have been really respectful of each other.

It is also a great place for new bands and musicians to play in front of an audience in a relaxed and wonderful setting - it was the first time my band played together - on a sunny afternoon and we have gone on to work together ever since - grass roots events and venues are essential for new acts to cut their teeth!

I have been to Out to Grass every year - once a year for six years and really hope that will continue as it has become a very special part of my family's summers - we love the wonderful workshops, great music and beautiful walks and the amazing friendliness and professional approach of the team who welcome us there each year. I have never found any of the music to be overwhelming and I've never encountered any aggression or difficulties when attending any of the events.

Please do not revoke their licence - it will be such a loss to us all.

Kindest regards

[REDACTED]
London
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 10:32
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Dear Licensing Team,

I am writing to submit a letter of support for Out To Grass as part of the current licence review consultation.

My relationship with Out To Grass is as a regular guest. My family and I have attended several events over the past four years, both as a couple and as a family, particularly the August bank holiday events. In 2025 we were also joined by another family who have a two-year-old child.

I have never found the music at the venue to be excessive or offensive. In all our visits, the atmosphere has felt carefully managed, respectful, and family-friendly.

What I would most like to highlight is the inclusivity of the site. My 19-year-old son, Thomas, has global developmental delay and severe dyspraxia. These conditions significantly affect his coordination, independence, and ability to navigate unfamiliar environments safely. He is also extremely socially vulnerable due to his limitations and is not able to go out unsupervised in typical public spaces.

Out To Grass is one of the very few places where this is different. The layout of the site, its clearly defined boundaries, and remote location away from main roads and busy public areas create a uniquely safe and contained environment. Because of this, Thomas is able to experience a level of freedom that is simply not possible elsewhere. He can walk around the perimeter of the main field or go back to our tent independently, which gives him a genuine sense of autonomy and confidence.

This freedom is hugely important for his wellbeing. Opportunities for independence are rare for young adults with complex developmental needs, and environments that support this safely are even rarer. As his Mum, it also allows me to relax and enjoy time with my family, knowing he is safe in a supportive and understanding setting. This balance of independence for him and respite for me is invaluable.

We also deeply appreciate the care and effort Out To Grass puts into environmental responsibility. As a family that camps frequently, we have seen many outdoor venues, and this is by far the best example we have experienced of a site that genuinely prioritises sustainability and respect for the land.

Out To Grass is more than an event space. It is a thoughtful, inclusive, community environment that supports families, young people, and those with additional needs in ways that are increasingly hard to find.

I strongly support the continuation of their licence and hope the council will recognise the positive impact the venue has on families like ours and the wider community.

Yours faithfully,

[REDACTED]

[REDACTED], Yeovil, Somerset, [REDACTED]

From: [REDACTED]
Sent: 27 February 2026 10:58
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com; Annabel Bates <annabel.bates@gmail.com>
Subject: Re: Out To Grass Licence Review

Dear Licencing Team,

I would also like to add my support for the renewal of Out To Grass's licence for all of the reasons Annabel has listed in her email plus a few more of my own. I have been visiting OTG for a number of years and I've witnessed how responsibly the team operate the site, including the management of noise and supervision of alcohol sales.

Not only does OTG provide a well managed, safe and responsible site for its guests, with consideration and respect for both the environment and it's neighbours, it also provides an increasingly rare opportunity to local artists and musicians to perform and develop their craft. OTG also supports a number of grassroots festivals, which in turn also support the local music scene. Music venues especially, but all licenced businesses, are under threat from rising costs and reduced footfall so any additional restrictions to their operating conditions may well be one step too far. In 2023, 125 grassroots music venues closed due to economic pressures including licencing considerations. Out to grass, despite its secluded location, takes its neighbours concerns seriously and I've witnessed noise abatement and mitigation procedures first hand. In fact, when camping on the site (with small children) we have never experienced excessive or even disturbing levels of noise, even when live music is being performed.

I do hope that you will consider this letter of support in your review.

Yours sincerely,

[REDACTED], Cheltenham [REDACTED]

From: [REDACTED]
Sent: 27 February 2026 11:16
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass licence review

Dear Sir/Madam

I am writing regarding the news that 'Out To Grass' near Bromyard is under review for their licence due to a handful of noise complaints.

I would like to share my personal experiences at the venue, as I have spent a lot of time there putting on events, as well as attending and helping out.

OTG is a center of community in Herefordshire and Worcestershire, and to me, my friends and family, a welcoming, wholesome space where many people marry and celebrate.

I have always been blown away by the consideration and thoughts for the the surrounding nature and neighbours when it comes to music and gatherings, and would like to make it clear how important it is to the crew there.

Losing their licence would have a lot of negative impact to community, freedom and wellbeing in the county's population, and I think it should be very carefully considered.

Thanks

From: [REDACTED]
Sent: 27 February 2026 12:57
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com
Subject: Out To Grass Licence Review

Hi

I'm writing to you about to support the licence for out to grass.

My husband and myself been going camping to this site for years. I'm disabled and this site has so much to offer. This land is beautiful and easily accessible for disabled and as a bonus I can enjoy music events together with friends. Each year I'm looking forward to something different. It keeps my mental health going. I feel the vibe of the land and people. I need this as my holiday from hell of been disabled.

Please can you grant the licence and keep my spirits going.

Thank you

Kind regards

[REDACTED]
Southampton
[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 13:16
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Out to grass Licence Review

Dear Sir/Madam

I am writing in reference to the "Out to view" licence review.

For many years now my young family and I have attended events at the site and found it to be a safe, friendly environment where one can relax and take the family without any concerns, something I cannot say about larger events in this country.

While at such events I have never considered the music to be too loud or played at volume at inappropriate times that it would inconvenience residents in the local area.

My experience running musical events at my own establishment, the difficulty in balancing the needs of guests and local residents puts me in a unique position to comment on the situation. Furthermore, I have found that after communicating with local residents issues in relation to noise cancelling can be resolved or explained (weather can carry sound - especially in a large open venue - that makes efforts to standardise noise retardation challenging).

As a personal licence holder I have found, at that these events, that those running events meticulously abide by the law.

Finally , in a time of great uncertainty for the live music and entertainment industry(one of the few industries Britain can still be proud of), to find the oasis that is Out to Grass requires vigorous support from patrons like myself. However, as an industry professional and site owner, it should also be noted the land owners' exceptional undertaking for such a commitment with passion and professionalism while caring for the immediate community that surrounds the site, something I have personally discussed with him on several occasions.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] >
Sent: Friday, February 27, 2026 1:17:11 PM
To: licensing@herefordshire.gov.uk <licensing@herefordshire.gov.uk>
Cc: infoouttograss@gmail.com <infoouttograss@gmail.com>
Subject: Out To Grass Licence Review

Dear Licensing Team,

I am writing in response to the open consultation regarding the licensing review for Out To Grass.

I have attended events at Out To Grass for approximately ten years, both as a guest and, on occasion, as a performer. During that time, I have consistently found the venue to be well managed, respectful and professionally run.

The site itself is beautiful and well maintained, and events are organised in a structured and responsible way. In my experience, music has always finished at a reasonable hour and I have never found sound levels to be excessive. I have always been able to rest comfortably overnight, which reflects the care taken around sound management.

Out To Grass provides an important space for creative community gatherings to take place in a safe, organised rural setting. The atmosphere at events I have attended has been positive and considerate, and I have only ever observed responsible stewardship of the site. I strongly support the continuation of its licence.

Kind regards,

[REDACTED]

[REDACTED], Kingswood, Bristol [REDACTED]

From: [REDACTED]
Sent: 27 February 2026 15:42
To: Licensing <licensing@herefordshire.gov.uk>
Cc: infoouttograss <infoouttograss@gmail.com>
Subject: Out to Grass Licence Review

To Whom it may concern

I hope this email finds you well. I'm writing to formally support the Out to Grass.

As Managing Director of Superstars Bell Tent Hire Limited, I've been erecting bell tents for Ian's customers and events for five years. This partnership has provided me with unique professional insights into their exceptional event management and community responsibility. I'm confident Ian and his team will uphold these standards to the highest level and I have viewed this for myself personally.

The entire team is professional. I work closely with many event organisers and hold them in the highest regard. I know Ian and his team value feedback and expect their providers to do the same. I do this to ensure the safety and professionalism of everyone involved in any events delivered on his land.

I'm surprised to learn about complaints regarding noise. The location itself seems ideal for minimising this issue. I understand that many people would be affected if this negatively impacted Ian and his Out to Grass team.

I'm submitting this letter of support because I believe Out to Grass represents the gold standard in responsible event management. Their unwavering commitment to safety, proven track record and positive community impact make this premises licence application one I wholeheartedly endorse from an event management perspective.

I'm happy to provide any additional information or clarification the licensing committee may require.

Thank you for your consideration of this application.

[REDACTED]
[REDACTED], Warrington [REDACTED]



Home Office

Revised Guidance issued under section 182 of the Licensing Act 2003

December 2023

Revised Guidance issued under section 182 of the Licensing Act 2003

December 2023



© Crown copyright 2023

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/official-documents>

Any enquiries regarding this publication should be sent to us at The Alcohol Team, The Home Office, 5th Floor, Fry Building (North West), 2 Marsham Street, London, SW1P 4DF.

Email: AlcoholTeam2@homeoffice.gov.uk

11. Reviews

The review process

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.
- 11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.3 An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility. The applicant must give notice of the review application to the responsible authorities and holder of the licence or certificate. The licensing authority is required to advertise a review application.
- 11.4 In addition, the licensing authority must review a licence if the premises to which it relates was made the subject of a closure order by the police based on nuisance or disorder and the magistrates' court has sent the authority the relevant notice of its determination, or if the police have made an application for summary review on the basis that premises are associated with serious crime and/or disorder.
- 11.5 Any responsible authority under the 2003 Act may apply for a review of a premises licence or club premises certificate. Therefore, the relevant licensing authority may apply for a review if it is concerned about licensed activities at premises and wants to intervene early without waiting for representations from other persons. However, it is not expected that licensing authorities should normally act as responsible authorities in applying for reviews on behalf of other persons, such as local residents or community groups. These individuals or groups are entitled to apply for a review for a licence or certificate in their own right if they have grounds to do so. It is also reasonable for licensing authorities to expect other responsible authorities to intervene where the basis for the intervention falls within the remit of that other authority. For example, the police should take appropriate steps where the basis for the review is concern about crime and disorder or the sexual exploitation of children. Likewise, where there are concerns about noise nuisance, it is reasonable to expect the local authority exercising environmental health functions for the area in which the premises are situated to make the application for review.
- 11.6 Where the relevant licensing authority does act as a responsible authority and applies for a review, it is important that a separation of responsibilities is still achieved in this process to ensure procedural fairness and eliminate conflicts of interest. As outlined previously in Chapter 9 of this Guidance, the distinct functions of acting as licensing authority and responsible authority should be exercised by different officials to ensure a separation of responsibilities. Further information on how licensing authorities should

achieve this separation of responsibilities can be found in Chapter 9, paragraphs 9.13 to 9.19 of this Guidance.

- 11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as relevant unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.8 Where a licensing authority receives a geographic cluster of complaints, consideration may be given as whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the licensing authority may be asked to consider whether it would be appropriate to publish a cumulative impact assessment. Further guidance on cumulative impact assessments can be found in Chapter 14 of this Guidance.
- 11.9 Responsible authorities and other persons may make representations in respect of an application to review a premises licence or club premises certificate. They must be relevant (i.e., relate to one or more of the licensing objectives) and, in the case of other persons, must not be frivolous or vexatious. Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement.
- 11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.
- 11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).

Repetitious grounds of review

- 11.12 A repetitious ground is one that is identical or substantially similar to:

- a ground for review specified in an earlier application for review made in relation to the same premises licence or certificate which has already been determined; or
 - representations considered by the licensing authority when the premises licence or certificate was granted; or
 - representations which would have been made when the application for the premises licence was first made and which were excluded then by reason of the prior issue of a provisional statement; and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or grant.
- 11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a further means of challenging the grant of the licence following the failure of representations to persuade the licensing authority on an earlier occasion. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, it is recommended that more than one review originating from a person other than a responsible authority in relation to a particular premises should not be permitted within a 12 month period on similar grounds save in compelling circumstances or where it arises following a closure order or illegal working compliance order.
- 11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one application for a review of a licence or certificate within a 12 month period.
- 11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website (www.legislation.gov.uk). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

Powers of a licensing authority on the determination of a review

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account

when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:
- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
 - exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)¹⁰;
 - remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
 - suspend the licence for a period not exceeding three months;
 - revoke the licence.
- 11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.
- 11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.
- 11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough

¹⁰ See chapter 16 in relation to the licensing of live and recorded music.

action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

Reviews arising in connection with crime

- 11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.
- 11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.
- 11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.
- 11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:
- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
 - for the sale and distribution of illegal firearms;
 - for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
 - for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
 - for prostitution or the sale of unlawful pornography;
 - by organised groups of paedophiles to groom children;
 - as the base for the organisation of criminal activity, particularly by gangs;

- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

Review of a premises licence following closure order or illegal working compliance order

11.29 Licensing authorities are subject to certain timescales, set out in the legislation, for the review of a premises licence following a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014 or an illegal working compliance order under section 38 of and Schedule 6 to the Immigration Act 2016. The relevant time periods run concurrently and are as follows:

- when the licensing authority receives notice that a magistrates' court has made a closure order it has 28 days to determine the licence review – the determination must be made before the expiry of the 28th day after the day on which the notice is received;
- the hearing must be held within ten working days, the first of which is the day after the day the notice from the magistrates' court is received;
- notice of the hearing must be given no later than five working days before the first hearing day (there must be five clear working days between the giving of the notice and the start of the hearing).

Review of a premises licence following persistent sales of alcohol to children

11.29 The Government recognises that the majority of licensed premises operate responsibly and undertake due diligence checks on those who appear to be under the age of 18 at the point of sale (or 21 and 25 where they operate a Challenge 21 or 25 scheme). Where these systems are in place, licensing authorities may wish to take a proportionate approach in cases where there have been two sales of alcohol within very quick succession of one another (e.g., where a new cashier has not followed policy and conformed with a store's age verification procedures). However, where persistent sales of alcohol to children have occurred at premises, and it is apparent that those managing the premises do not operate a responsible policy or have not exercised appropriate due diligence, responsible authorities should consider taking steps to ensure that a review of the licence is the norm in these circumstances. This is particularly the case where there has been a prosecution for the offence under section 147A or a closure notice has been given under section 169A of the 2003 Act. In determining the review, the licensing authority should consider revoking the licence if it considers this appropriate.

Supplement to the agenda for

Licensing Sub-Committee

Monday 23 March 2026

10.00 am

**Online meeting / Conference Room 2 - Herefordshire Council,
Plough Lane Offices, Hereford, HR4 0LE**

	Pages
5. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	3 - 82

OUT TO GRASS LEISURE LIMITED

SUMMARY OF LICENCE HOLDERS SUBMISSIONS

1. These submissions are aimed at assisting the Herefordshire Council Licensing Sub Committee, officers and local residents who are party to the application for review. In essence, it summarises the submissions that the licence holder will make to the Licensing Sub Committee (**LSC**) on Monday 23 March.

2. The licence holders' case is supported by the following:
 - Statement of Ian Johnson (DPS and Director of the Licence Holding Company)

 - **Annex 1** – Proposed Operating Schedule
 - **Annex 2** - Marketing brochure for OTG
 - **Annex 3** – Email of 24 April 2025 cancelling booking
 - **Annex 4** – Letter from Charlie Elcock
 - **Annex 5** – Noise Management Action Plan
 - **Annex 6** – Noise Management Plan
 - **Annex 7** – Noise Management Plan Monitoring Policy and Procedure
 - **Annex 8** – Noise Check Reports 19 July 2025
 - **Annex 9** – Noise Check Reports 26 July 2025
 - **Annex 10** – Noise Check Reports 5 September 2025
 - **Annex 11** – Email from Simon Durrant – event on 30 August 2025
 - **Annex 12** – Email form P Collins to HCC 3 September 2025

3. These submissions are structured as follows:
 - Revised National Guidance Issued under s.182 of the Licensing Act 2003 – February 2026
 - HCC Licensing Act Policy 2003
 - HCC Plans and Strategies
 - The Applicant and the Premises
 - Sound Management
 - The Application for Review
 - Representations supporting the review

- Representations supporting the Premises
- Options on Review
- Licence Holders Proposal
- Conclusion

Revised National Guidance issued under s.182 of the Licensing Act 2003 – February 2026

4. Relevant sections of the National Guidance can be found at:

Each Application on its Merits

1.17 – Each application must be considered on its own merits and in accordance with the licensing authorities' statement of licensing policy...

Conditions attached to licences...must be tailored to the individual type, location and characteristics of the premises and events concerned

1.18 – When making licensing decisions all licensing authorities should consider the need to promote growth and deliver economic benefit

1.19 In coming to a decision on individual licensing applications, licensing committees should have regard to relevant local plans and strategies – such as those relating to town planning, the night-time economy, or business support provided these considerations are consistent with the licensing objectives and the authority's published licensing policy

Powers of licensing authority on determination of a review

11.17 The licensing authority may decide that the review does not require it to take any steps appropriate to promoting the licensing objectives

11.20 In deciding which of (their) powers to invoke, it is expected that that licensing authorities should so far as possible seek to establish the cause or causes or the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than appropriate and proportionate response to address the causes of concern that instigated the review

11.23 It is always important that any detrimental financial impact that may result from a Licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives...

Council Licensing Act 2003 Policy

5. The Licensing Authority Policy (Page 2) recognises *“that the licensed entertainment business sector and community licensed facilities in Herefordshire contribute to the local economy and social infrastructure”*.
6. The Policy also states at page 2 that *“the Licensing Authority wishes to encourage licensees to provide a wide range of entertainment activities throughout their opening hours and to promote live music, dance, theatre etc. for the wider cultural benefit. They are a factor in supporting an economy which builds on the county's strengths and resources, which is one of Herefordshire Council's aims.”*

Herefordshire Council Plans and Strategies

7. The Herefordshire Council Plan 2024 – 2028 sets out how the council will make its contribution to achieving a better and more successful Herefordshire

“Herefordshire is a hub for farming, business activity and tourism, and we are a county with true entrepreneurial spirit...”

Wonderful and growing tourism destination with a strong, renowned cultural and heritage offer...

We are committed to working alongside partner organisations to grow the tourism economy.”

8. The Herefordshire Cultural Strategy 2025 – 2030 *“builds on the achievements of the 2019-2024 Cultural Strategy while responding to the changing context for cultural development locally, regionally, and nationally”*

“Strategic Approach

Cultural Tourism: Positioning Herefordshire as a distinctive rural cultural and heritage destination through coordinated marketing, digital innovation, and development of the festivals and events offer...

The Opportunity

Cultural Assets: A rich ecosystem of cultural organisations, from the new Museum of Hereford to internationally recognised festivals to community-led initiatives, spanning urban and rural settings”

The Applicant and the Premises

Statement of Ian Johnson – paras 3 – 20

Annex 2 - Marketing brochure for OTG

9. The Premises are situated on land that the Johnson family have been custodians of since the 1960's.
10. The premises has a seasonal business from early May through to September and was set as part of the Governments Rural Enterprise Scheme (1990) opening in August 2000 with the premises licence being granted in 2013
11. In excess of £500,000 has been invested in the site since it opened (*para 19 of the statement of I Johnson*)
12. The premises provides permanent employment for 4 people (*paras 17 and 18 of the statement of I Johnson*) and seasonal employment for many more (*para. 16 of the statement of I Johnson*).
13. The premises licence is structured such that different conditions apply to events with a capacity of under 500, with these events taking place over no more than 2-3 days, and for those events with a capacity of over 500.
14. There are no restrictions on the current licence limiting the number of events that can be held during the course of any calendar year.
15. The licence includes a condition that

“The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an ‘authorised person’ (as defined by Section 13 of the Licensing Act 2003) or the Police.”
16. No such request has ever been made of the Premises Licence Holder or DPS

Sound Management

Statement of Ian Johnson – paras 21 - 31

Annex 4 – Letter from Charlie Elcock

Annex 5 – Noise Management Action Plan

Annex 6 – Noise Management Plan

Annex 7 – Noise Management Plan Monitoring Policy and Procedure

17. Significant time, money and effort is invested in noise management which, amongst other things, includes engagement with professional sound engineers
18. An action plan has been developed to further address sound management and provide additional mitigation against noise escape from the site (*Annex 5 Noise Management Action Plan*).

The Application for Review

Statement of Ian Johnson – paras 32 - 35

Annex 8 – Noise Check Reports 19 July 2025

Annex 9 – Noise Check Reports 26 July 2025

Annex 10 – Noise Check Reports 5 September 2025

Annex 11 – Email from Simon Durrant – event on 30 August 2025

Annex 12 – Email form P Collins to HCC 3 September 2025

19. The application for review has been commenced by the Environmental Health Officer and is based on 4 events that it is alleged have taken place at the premises over the course of 2025. Reference is also made in the application for review to noise abatement notices served on the premises 25 and 11 years ago.
20. Each of these events is attended to in the statement of Ian Johnson
21. On one of the occasions when it is alleged noise was witnessed coming from the premises, the premises were shut and not operating, and a further complaint arose after the premises had shut (*para 35 of the statement of I Johnson*)

Representations in support of the review

Statement of Ian Johnson – paras 36 - 50

22. The application for review has drawn 7 representations in support of the review
23. Of those who have made supporting representations, only 3 have previously engaged and raised their concerns directly with the premises.
24. It is the licence holders case they are being unfairly and incorrectly blamed for noise issues caused by other commercial and residential properties in the locality (*para 49 of the statement of I Johnson*)

Representations in support of the premises

25. There are in excess of 90 representations supporting the premises.
26. These include local residents who are untroubled by the day-to-day operation of the site as well as people who have attended events at OTG and well as commercial organisations who have connections with OTG.
27. The picture that the significant majority of persons who have taken time in engaging with the process and writing to the Committee on this matter paint the picture of a welcoming and inclusive premises, taking their responsibilities seriously, proactively managing sound as well as customers attending events on site.

Options on Review

Statement of Ian Johnson – paras 53 – 55

28. On a review the licensing authority has a range of powers that include:
 - Revocation
 - Suspension for a period of no more than 3 months
 - Removal of the DPS
 - Amend conditions
 - Taking no further action
29. The EHO has set out in the application for review a suggest list of options for consideration (which does not include revocation or suspension).
30. Mr Johnson responds to these suggestions at paras 53 and 54 of his statement.

Licence Holders Proposal

Statement of Ian Johnson – paras 57 – 59

Annex 1 – Proposed Operating Schedule

31. The licence holder submits that the appropriate way to deal with the application for review is to replace the existing schedule of conditions on the licence with those set out at **Annex 1**
32. This includes

- Removal of all non-standard timings
- Limiting the capacity of the premises to no more than 500 (inclusive of staff and performers)
- Limiting the number of Large Events where the capacity is over 300 (but no more than 500) to no more than 5 in any calendar year
- That a Noise Management Plan be produced
- That for Large Events an Event Specific Noise Management Plan be provided to the Licensing Authority and EHO no less than 14 days in advance of event
- Removal of all conditions in so far as they relate to events with a capacity of more than 500 people

33. This remedial action *is*

- (a) directed directly at the causes of the review and
- (b) is an appropriate and proportionate response to address the causes of concern that instigated the review

Conclusion

34. The Licensing Authority must carry out its duties with a view to promoting the licensing objectives (s.4 (1)) of the *Licensing Act 2003*).
35. It follows that operators of licensed premises cannot, nor should not, be expected to manage every risk out of their operation, as a consequence of the operation by virtue of holding a premises licence.
36. In making their determination the Licensing Authority shall have regard to their Licensing Policy and the National Guidance (s.4 (3)) of the *Licensing Act 2003*).
37. The licence holder respectfully submits that, given all of the circumstance of this case, that the appropriate way to dispose of the Review is for the existing conditions attaching to the licence to be modified.
38. The existing conditions should be replaced with the updated, comprehensive and robust, schedule of conditions as set out at **Annex 1**

- 39.** The proposed conditions provide a proportionate balance between ensuring that the licensing objectives, and in particular that relating to the prevention of public nuisance, will be promoted, and address directly the concerns that the review has raised.

Ewen Macgregor

Partner

TLT LLP

13 March 2026

**OUT TO GRASS
WOODEND FARM
CRADLEY
MALVERN
WORCESTERHSIRE
WR13 5JW**

STATEMENT OF IAN JOHNSON

I, **IAN JOHNSON**, of Woodend Farm, Cradley, Malvern, Worcestershire, WR13 5JW say as follows

Introduction

1. I am the sole director of Out to Grass Leisure Limited who are the holders of the premises licence at Out to Grass ('**OTG**').
2. I make this statement in support of the premises. Attached to this statement are a number of appendices as follows:
 - **Annex 1** – Proposed Operating Schedule
 - **Annex 2** - Marketing brochure for OTG
 - **Annex 3** – Email of 24 April 2025 cancelling booking
 - **Annex 4** – Letter from Charlie Elcock
 - **Annex 5** – Noise Management Action Plan
 - **Annex 6** – Noise Management Plan
 - **Annex 7** – Noise Management Plan Monitoring Policy and Procedure
 - **Annex 8** – Noise Check Reports 19 July 2025
 - **Annex 9** – Noise Check Reports 26 July 2025
 - **Annex 10** – Noise Check Reports 5 September 2025
 - **Annex 11** – Email from Simon Durrant – event on 30 August 2025
 - **Annex 12** – Email form P Collins to HCC 3 September 2025

Background

3. The Johnson family have been the custodians of the land on which OTG is based, and which belongs to the Duchy Of Cornwall, since December 1962 on a 3 generation tenancy. My father was the original tenant and I took over the tenancy on 1st August 1990.
4. In the late 1990s the government introduced the Rural Enterprise Scheme. The objective of the scheme was threefold:
 - (i) To enable farmers to be less dependent on production subsidies:
 - (ii) To increase rural employment and
 - (iii) Bring people and therefore income to rural communities.
5. In line with government objectives, I opened OTG on 6th August 2000. My business has achieved all the stated objectives. Since Brexit all productions subsidies (Single payment scheme) have been phased out completely and we need the income from OTG to survive as a business. We are a community of 8, OTG has created 7 seasonal jobs and provides homes for four people.
6. OTG bring in the region of 4,000 people Herefordshire each year. People who spend money in shops, garages, rent local accommodation and use local pubs. We also source all our beer and spirits and catering/food locally.
7. OTG has a GOLD AWARD from "Green Tourism". We use no chemicals, no bleach and supply eco-friendly soap and shower gel in our ablution blocks. We use super-efficient fridges and freezers, and a rated water heater. Everything is A rated.
8. No expense has been spared on double glazing and insulation, If we can't up-cycle it, we recycle it! All lights are low energy and intentionally not bright so we minimise light pollution and our visitors can enjoy the stars they rarely see if they live in a city. I visit many licensed venues and festivals, and we are the quietest venue I know.
9. The model of the business was always that it should be a public facing activity and events business. I am proud of what I have been able to develop at OTG. Demand without any external marketing has meant that the business has grown to what it is now. A copy of the marketing brochure can be found at **Annex 2**.

10. The site now comprises

- Enclosed stages/dance floors x 2 (Geodesic domes used for entertainment)
- Enclosed Art space
- Camping spaces for up to 500 people
- 5 glamping pods
- Shower blocks
- Lavatories
- Licensed bar
- On site kitchen and catering
- Covered area with central fire
- Electricity provision via 112 hook-ups
- Water provision across the site
- Café
- Roads, car parking and extensive pathways.

11. Although the business has grown it is important to set this in some context. This is, naturally, a seasonal business, open from May through to early September. We trade from Spring till Autumn.

12. We have built a business around the current licence granted to us. Our bookings have moved further away from general camping to exclusive hire. Events are varied with up to 5 larger music events, with in the region of 300 – 499 attendees, some smaller gatherings of friends and family, birthday parties usually 30-60 age range and wedding celebrations, and which can attract anything from less than 100 people up to 250 people.

13. Of the larger events that we hold these take place on a Friday to Sunday with people leaving on the Monday, or a Thursday to a Saturday, with guests leaving on a Sunday. We do not hold 4- or 5-day events as is suggested in the representations, and with a capacity limited to 500 any suggestion that our site is becoming a “mini-Glastonbury” is, I am afraid, fanciful.

14. If someone leaves rubbish behind or leaves their tent, then they will not be allowed back on to site

15. We are very careful about who we allow on site. We do not accept all booking enquiries we receive. By way of example, I exhibit at **Annex 3** an email I sent to a couple who had booked OTG. It became apparent that they wished to play a style of music – techno – which I did not feel was appropriate for OTG and as a consequence I cancelled the event.

16. From Spring through to Autumn, we provide employment for a wide range of people on the site:

- Bar Crew 2-3 per weekend
- Cafe Crew 2 persons

- Events Manager x 1 (50 hours per week)
- Site Crew x 3
- Sound Engineer x 1
- During the closed season we have:
- Events Manager x 1 (20 hours per week)
- Maintenance and Build Crew x 2

17. During the closed season we employ:

- Events Manager
- 2 x Maintenance and Build Crew

18. As well as this we have an accounts manager working throughout the year.

19. Since the site opened in 2000, I estimate that I have invested in excess of £500,000 in OTG and which includes investment in glamping pods, sound equipment, path and road maintenance, storage, bar and café and the GeoDomes.

20. This is a business that I am genuinely proud of and it is pleasing to see, from the significant number of letters in support from a wide range of people, the affection in which OTG is held

Sound Management

21. It is clear from the review application, and the comments that are made in the letters supporting the review application that the sole issue of concern in so far as the licensing objectives are concerned is the prevention of public nuisance.

22. I am acutely aware of the potential impact that OTG may have on the local community which is what we have over the years taken a considerable number of steps to mitigate against causing our neighbours issues of public nuisance. Amongst other things we engage noise consultants, set noise levels at nationally accepted levels, carry out noise checks during events taking remedial action as necessary, and have sought to engage with the Council in advance of a larger event.

23. In recent years OTG has engaged professional assistance from Andrew Bayliss and Charlie Elcock. Andrew is a “live sound engineer” working in venues across, Bristol, Birmingham, Oxford and beyond for more than 15 year, also touring, albeit selectively, with artists on festival shows, nationally promoted tours and DIY/self-promoted shows. When not on a show,

he is the technical manager at Exchange, a live music venue in Bristol, overseeing technical kit specification, deployment and maintenance.

24. In addition to this Andrew runs his own small PA company working shows across the country, including the work with West Holts at Glastonbury and bespoke festivals hosted on beautiful and sensitive sites around the country. He has also worked in other sectors as quality manager including accreditation to ISO standards so has an excellent grasp on interpretation of legislation and ways of implementing compliant systems.
25. Andrew was brought in to OTG in 2025 to improve the interface between delivery of live sound during shows, understand the needs of bands, artists and promoters, understand the sensitivities of the site its sensitivity to noise and deliver on all three areas without allowing any one to be compromised. This has led to substantial involvement in the organisation's ongoing conversations around noise management and ensuring there is an effective and evolving noise management plan now and in the future. Andrew understands that the plan is not only integral to the business going forward but is also practical and flexible enough to be a practical reference rather than a piece of work gathering dust on the shelf.
26. OTG is also being supported by Charlie Elcock who has worked in sound management for over 10 years. A letter from Charlie Elcock setting out his background and credentials is attached at **Annex 4**.
27. I attach at **Annex 5** a Noise Management Action Plan which sets out the work that we aim to carry out on site prior to the season starting in May 2026, as well as on going proposals for 2026 and beyond.
28. I have also attached at **Annex 6** a draft Noise Management Plan and at **Annex 7** – Noise Management Plan Monitoring Policy and Procedure. These are living documents that will be adapted and updated as circumstances require
29. The reality is that I have had very few complaints made direct to me over the years that I have been operating OTG and where complaints are made to me, I seek to deal with these in as an efficient and appropriate a manner as possible.
30. The event manager, who is on site when any events are taking place, is always contactable by telephone on event nights and where local neighbours do have concerns then they can contact the telephone number so that their concerns can be addressed.
31. Although this is not currently a condition of our licence it is something that I am happy to commit to by way of a licence condition in the future.

Review Application

32. The application for review (which is dated the 30 January 2026) specifically references 4 events in July, August and September of 2025. I deal with each of these below:

- **20 July 2025**
- **26 July 2025**
- **30 August 2025**
- **5 September 2025**

33. The application for review also references two more historic events, one in 2001 (arising out of a Mountain Boarding Event) and in 2015 (a booking by Piers Shiapara). In so far as the event in 2001 is concerned, any noise issues that may have been caused were caused by the commentary on the event. The Mountain Boarding event is no longer held at OTG.

34. In so far as the Piers Shiapara event is concerned, the booking was accepted on the basis that the event organiser used our sound system and was due to run for three nights (Friday, Saturday and Sunday). On the first night the event organisers bypassed the in house sound system and used their own system. I was advised of this on the Saturday morning and immediately closed the event down and cancelled the further 2 days of the event. These clients have been banned from booking further events at the site.

35. In so far as the more recent events are concerned, I comment as set out below:

- 20 July 2025

Malvern Magic is a gathering of friends and their families. They like the music they play to be quiet such that their children require no ear protection.

Noise checks were carried out by my Events Manager during the course of the day with these being recorded on a Noise Check Report which can be found at **Annex 8**

My events manager has confirmed to me that she continued to monitor the noise levels until the entertainment ended at 1am

At the end of the night of the 19 July (going in to the 20 July) when the entertainment ended at about 1am, we could still hear music which everyone said was coming from the south east of the venue. It was loud!

I am not surprised people complained nor that properties near to whoever was playing the music could hear it in their homes. It was still playing when I retired and the event organiser could hear it in her tent long after the music on site ended and long after our licenced hours.

- 26 July 2025

This was an event called All Sorts.

Having received a letter from Herefordshire Council on the day before this event I personally monitored the sound with my events manager. The climatic conditions were ideal for us and the wind was a gentle breeze unusually coming from the northwest

I was unable to hear any music at the set monitoring positions we use off site. I was pleased with how well our sound control was working that I chose to take Clare, our event manager to our nearest neighbour where she was also unable to hear any music whatsoever during their headline act at 1.30 am.

At our meeting with Environmental Health four days after the event, their officer, Josh Greaves, concurred with me that there was no audible music anywhere near the venue but when he drove half a kilometre east he could distinctly hear someone speaking over a PA system.

In moving 500 meters east he had aligned himself with a wedding venue on a neighbouring farm and, in my experience, weddings are the only events we run who use PA systems. In any event, AllSorts were playing music and had no access to a PA system.

Furthermore, if no music could be heard at our entrance as Mr Greaves stated and our entrance is to the east of the stage then moving three times as far away in the same easterly direction, the sound would be less not more.

Copies of Sound Check Records are attached at **Annex 9**

- 30 August 2025

Any noise nuisance that was caused to the neighbourhood on this day did not originate from OTF

OTG was not trading on this date. The GeoDomes were closed and the sound system locked away.

It is perhaps no coincidence that on this night a house party was taking place near Seedwood Cottage.

I attach at Annex email I received from Simon Durrent and which states as follows:

“We live at Whitewells Farm House which is on the A4103 between the turn to Bromyard and Tanhouse Lane. We believe that the music was coming from the vicinity of Seedwood cottage at the junction of Tanhouse Lane and the A4103. The music was very loud and raucous and went on well into the evening on three or four occasions. It was so clear that we could identify what song was playing. Kate, at Seedwood cottage held an end of school holidays party in their garden on 30th August. It was particularly loud and noisy. Apparently, She did text her immediate neighbours to warn them of the event I am aware that there was an event being held that night. “

- 5 September 2025

This was an Arts and Music Event, with an emphasis on independent artist and neurodiverse demographic.

As Something Different are one of our larger events. We hired the services of Pete Collins who is a sound technician and who works for multiple festivals across the country. His company is called Central Audio Services and has been providing services to the entertainment industry for 25 years.

Pete contacted EHO at Herefordshire Council to set parameters to do checks. A copy of his email to the Council is attached at **Annex 12**

Pete did hourly checks through the site and made regular adjustments on site to ensure 10Db above ambient was not exceeded.

Copies of the Noise Check Reports are attached at **Annex 10**.

Support for the review

- 36.** I have lived for 60 years on Woodend Farm and am keen to ensure that I get on with all of my neighbours. I was surprised when I saw the letters of representation as save for Barratt Price, John Ellis and Mike Moorhead (which I address below), I have not previously been contacted by the other residents.
- 37.** Jerry and Alison Reakes – Williams, Lucinda Lidell, Mike Wennen or Stuart and Mary Horner have not previously engaged with me. That is of course not to say that I would welcome the opportunity of meeting with them to discuss and address their concerns in person.
- 38.** I have not previously spoken to Victoria Price although I have had numerous exchanges with her husband Barratt Price. Any engagement I have had with Barratt has, save for on one occasion, been in relation to farming matters.
- 39.** The only occasion I can recall Barratt discussing the operation of OTG was back in 2023. The specific issue was addressed and not repeated.
- 40.** It is fair to say that I have had a number of engagements with John Ellis over the years. These have related to not only to farming issues but also, on occasion to the operation of OTG. These complaints have included noise levels (both from the music as well as noise generated by children on site, enjoying themselves and having fun. Notices were placed on site asking children to be quiet as a consequence of this.
- 41.** We have taken a number of steps to address John's concerns and these have included:
- Changed Soundsystem to a very expensive short throw system and had to turn away many events that want their own sound system
 - Directed sound system away from Mr Eliis' house
 - Sound check point specifically outside his property with most of the monitoring being based around avoiding audible music at his property and Pool Farm.
- 42.** In July of 2025, Mr Ellis came to visit OTG and said that he had a house viewing on the weekend Saturday July 4th. As a consequence of this we shut all stages for 3 hours to appease him at the detriment of the 400 people on site and cancelled musicians on the line-up.

43. The event had to have silence during this time and the bookers were upset but willing to work with us.
44. In so far as my engagements with Mike Moorhead are concerned, I have never had any complaints from Mike until the 7 September 2025 when he called me on my home landline. He asked me to turn the volume of the music down. I spoke to the sound engineer and the music was turned down as requested. I was very much left with the impression that Mike was happy with the steps we had taken to address his issues.
45. We do not, and have never, run 5 day events, nor have we ever traded beyond our permitted licensing hours as is being suggested.
46. I am willing to work with the local residents and as part of the mediation in this process. I have circulated an updated operating schedule to all those who have supported the review as well as to the EHO who brought the review.
47. I address below in more detail the proposed conditions being offered
48. It is my intention going forward to involve all my neighbours in achieving a resolution to any issues they have, including monitoring their homes for noise which is being played elsewhere in the neighbourhood.
49. It is clear that every time local residents hear music, they assume it comes from my business and that the EHO also assumes this to be the case. In recent years there have been a number of properties in the locality that offer Air BnB facilities. There are three in particular. Seed Farm House (which, on its website sets itself up as a wedding and events venue), Seed Wood Cottage (the noise source on the 30 August 2025 and in my view also on the 20 July) and Hope End Cottage.
50. I had had no noise complaints whatsoever for two years before July 2025 and can give assurances that we have changed nothing in our operation to have caused the complaints made to the council in July, August and September last year.

Support for OTG

51. I was pleased to see that so many people had taken the time to write in to the Licensing Authority in support of the review application.

52. There are in excess of 90 representations supporting OTG. These come from a wide variety of sources that includes local residents, patrons, commercial operators all of whom have experience of OTG and they reflect the positive experiences that they have had at OTG

Solution to the review

53. I note that the EHO has asked for a number of possible actions to be considered by the Licensing Committee. I would make the following observations on these:

54. Our base running costs are such that limiting the size or number of events that we have would have a drastic financial impact on our business.

- (i) restricting the number of large festival events to for e.g. 2 a year

Whilst no definition is given of what constitutes a “large” event we consider this to be events with a capacity from 300 to no more than 499 people

We have offered a condition that limits these larger events to no more than 5 a year

- (ii) restricting entertainment days to a maximum of 15 days a year

As a venue it's important to have a number of dates available, especially if we are moving more towards weddings. It's essential we don't restrict the dates available.

In terms of crew retention, we offer a full season of events in order to ensure we have a solid crew throughout the season. If we only had sporadic events, we would struggle to find crew that can find more consistent work elsewhere.

In terms of food and drink we have a lot of perishable goods. We order beer each week and minimise waste as having 1 week between events ensures food and drink don't perish. Waste would be considerable

We provide consistent business to stakeholders and suppliers, minimising our days would affect these relationships and have impact on our procurement and business relationships.

- (iii) restricting live music to smaller events

Music is the heart of all events

Even weddings and family gatherings, wellness and wakes.

Live music has always been in our opinion less invasive than electronic music as the noise is less persistent and heavy. Having an entertainment license is the heart of events, we would literally have to divert the trajectory of the business and spend a lot of time and money restructuring the whole business to 'non-entertainment. It's very hard to make enough to make the business viable without music.

Alcohol sales without music does not appeal at all to our ethos or create a safe, creative and inclusive space.

(iv) limiting areas on site where you can provide entertainment

The site is already sectioned into the venue area and camping. All the infrastructure above is on 'the site'. We could not operate elsewhere as it lacks sewage, drains, electric, lighting etc.

We have 3 geodomes, one not allowing music in the camping field. 2 is a minimum for the events we run as its not safe to have overcrowding in one dome for events up to 499 (which is few of our events)

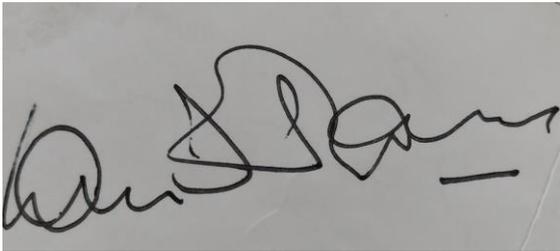
- 55.** As such we do not believe that the options suggested by the EHO are appropriate to address the concerns that have been raised.
- 56.** As an alternative we have offered a modern and updated operating schedule of new conditions to replace the existing conditions on the licence.
- 57.** A copy of the proposed schedule of conditions (which has been shared with all parties to the review), can be found at **Annex 1**.
- 58.** These conditions include the following:
- Limiting capacity to no more than 500 (inclusive of staff and performers)
 - Limiting the larger events with a capacity of between 300 to 500 to no more than 5 in any calendar year
 - Removing all non-standard timings

- Enhanced conditions in relation to prevention of public nuisance that includes:
 - (i) Provision for a noise management plan
 - (ii) Event specific Noise Management Plans for events with a capacity of over 300
 - (iii) additional on-site signage requesting patrons to respect the amenity of local residents
 - (iv) Litter patrols

- Provision of a contact number to residents that will be manned during all events

- Removal of all conditions in relation to events with a capacity of over 500

59. I would also happily welcome officers from the local authority (both the licensing officer and the EHO) to the site to carry out an inspection in advance of our first event this year.

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read 'Ian Johnson'.

Ian Johnson

Date the 13th day of March 2026

ANNEX 1 PROPOSED OPERATING SCHEDULE

Out To Grass Woodend Farm Cradley Herefordshire WR13 5JW

Proposed Operating Schedule

Opening Hours

- Sunday – Thursday 12:00 – 24:00
- Friday – Saturday 12:00 – 02:00

~~Non-standards timings~~

~~An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.~~

~~An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends~~

~~▮~~

~~From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day~~

~~▮~~

~~An additional hour at the end of permitted hours on the day British Summertime begins.~~

Hours for provision of licensable activities

Live Music, Recorded Music,

- Sunday – Thursday 12:00 – 24:00
- Friday – Saturday 12:00 – 02:00

Late Night Refreshment

- Sunday – Thursday 23:00 – 24:00
- Friday – Saturday 23:00 – 02:00

Sale/Supply of Alcohol

- Sunday – Thursday 12:00 – 23:00
- Friday – Saturday 12:00 – 01:00

~~Non-standards timings~~

~~An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.~~

~~An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.~~

~~From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.~~

~~An additional hour at the end of permitted hours on the day British Summertime begins.~~

For Events of less than 500 people (including staff etc)

General

1. The capacity of the premises, inclusive of staff and performers, shall be no more than 500 people.
2. The number of events where the capacity is more than 300 people (“Large Events”), inclusive of staff and performers, shall be no more than 5 in any calendar year
3. The dates of any Event shall be notified to the Police and the Licensing Authority at least 14 days before the day of the event.

Prevention of Crime & Disorder

4. An incident log must be kept at the premises and made immediately available on request to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards of Hereford Council.
5. The log must record the following :
 - (a) All of the ejections of patrons
 - (b) Any incidents of disorder
 - (c) Seizures of drugs or offensive weapons
 - (d) Any refusal of the sale of alcohol
 - (e) Failure of the CCTV system
 - (f) Any visit by a relevant authority or emergency service
6. A copy of the incident log will be retained for a period of at least 12 months
7. SIA door staff will be employed on a Risk Assessed basis.
8. A copy of the risk assessment shall be kept premises for 12 months and produced to the police or an authorised person (as defined by Section 13 Licensing Act 2003) or a person authorised by the SIA.

The prevention of Public Nuisance

9. Noise or vibration shall not emanate from the premises so as to cause a public nuisance.

10. The premises licence holder shall develop and maintain a Noise Management Plan.(NMP)
11. The NMP shall contain (but not be limited to) the following:
 - Noise Assessment
 - Noise Control Measures
 - Monitoring and reporting
 - Stakeholder engagement
 - Complaints Management
 - Review and revision
12. The NMP shall be reviewed at least annually
13. A copy of the NMP shall be retained on site and made available to authorised officers of the licensing authority
14. For each Large Event, an Event Specific Noise Management Plan shall be devised.
15. A copy of the Event Specific Noise Management Plan shall be provided to the Licensing Authority and EHO not less than 14 days before the event
16. The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.
17. Noise' from the premises must not ~~be 'audible or discernible' so as to cause a public nuisance~~ within any occupied permanent structure people normally reside or sleep, when assessed with windows and doors closed.
18. Noise is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. ~~Audible or discernible' is defined as 'noise' which is above the general hubbub of activity on the site which can be identified by the human ear as origination discrete sources from the licensed premises'.~~
19. Notices shall be placed on the premises, and at all entrances and exits, reminding customers to respect local neighbours
20. Litter patrols shall be undertaken during the course of any event and up to, and including the day after any event

21. A contact number for the premises, which shall be manned during any event, shall be made available to local residents.

22. A record of any call to the contact number during events shall be maintained and shall record:

- (a) Date and time of call
- (b) Name and location of caller
- (c) Nature of complaint/incident
- (d) Any remedial action taken

Public Safety

23. A system shall be in place which can show the number of persons on the premises at any one time.

24. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.

First aid

25. A HSE Compliant Industrial High Response First Aid Kit for 21-50 people shall be kept fully stocked at the premises and kept behind the bar.

Such kit shall contain:

- 1 x Guidance Leaflet
- 60 x Washproof Plasters
- 6 x Eye Pads with Bandage
- 8 x Triangular Bandages
- 12 x Safety Pins
- 16 x Assorted Sterile Dressings
- 20 Moist Wipes
- 3 Pairs Disposable Gloves

26. An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities.

27. An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety

Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Electrical wiring and distribution systems

28. Temporary electrical wiring and distribution systems shall be signed off by a competent person prior licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing author sign off certificates shall be available for inspection on demand of an authorised person (as defined by Sec of the Licensing Act 2003).

Structures

29. The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure artistic installation have been inspected and signed off as being safe prior to the commencement of its use
30. Sign off certificates shall be available for inspection on demand of an authorised person (as defined by Sec of the Licensing Act 2003).

Protection of Children

31. The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises.
32. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council.
33. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.
34. **The only acceptable identification will be a passport, a photo driving licence, card bearing the official PASS hologram, and any authorised digital identification.**
35. A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a

period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

36. No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).
37. No person under the age of 18 shall be permitted on the premises unless accompanied by an adult aged 21 or over.

FOR ANY EVENT OF 500 PEOPLE OF MORE

General

- ~~38. The dates of any event shall be notified in writing to the Police and Licensing Authority at least three months prior to any event.~~
- ~~39. The Premises Licence Holder or a nominated deputy (in writing) must be on this licensed premise and available to the Responsible Authorities and the Licensing Authority at all times when Licensable activities are taking place.~~
- ~~40. Details of the Premises Licence Holder or his deputy who is on duty when licensable activities are undertaken shall be recorded, on this premise, at the time. These records shall be made available to the Licensing Authority or a Responsible Authority on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information post event must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.~~
- ~~41. The name and contact details of the Premises Licence Holder's deputy(s) will be provided to the Safety Advisory Group (SAG) in writing no later than 7 days prior to the event.~~
- ~~42. At all times there shall be one personal licence holder on this premises for each 2 bars which are open for the sale and supply of alcohol.~~
- ~~43. Written information shall be provided of details of the personal licence holder who is on duty and their areas of responsibilities when licensable activities are undertaken on this premises. This will be made available to the Licensing Authority and or other responsible authority during the period of the event on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.~~
- ~~44. The names and contact details of the personal licence holders will be provided to the SAG no later than 7 days prior to the event each year.~~
- ~~45. An EMP must be provided to the satisfaction of the SAG.~~
- ~~46. The EMP will be a working document providing details of how the Festival is to be conducted and how safety issues, identified in the event risk assessment, are to be addressed.~~

~~47. The EMP will include an event risk assessment and provide specific details on the following areas:~~

- ~~• Health and Safety Responsibilities~~
- ~~• Venue and Site Design~~
- ~~• Fire Safety~~
- ~~• Major Incident Planning (Emergency planning)~~
- ~~• Communication~~
- ~~• Crowd Management (including steward and security numbers and their roles)~~
- ~~• Transport~~
- ~~• Management Structures~~
- ~~• Barriers~~
- ~~• Electrical Installations and Lighting~~
- ~~• Food and Alcohol~~
- ~~• Water~~
- ~~• Merchandising and Special Licensing~~
- ~~• Amusements,~~
- ~~• Attractions and Promotional displays~~
- ~~• Sanitary Facilities • Waste Management~~
- ~~• Sound: Noise and Vibration~~
- ~~• Special Effects, Fireworks and Pyrotechnics~~
- ~~• Camping~~
- ~~• Facilities for People with disabilities~~
- ~~• Medical, Ambulance and First Aid Management~~
- ~~• Information and Welfare~~
- ~~• Children – including Lost Children's Policy~~
- ~~• Performers~~
- ~~• TV and Media~~

~~48. The event must take place in accordance with the Final EMP produced for the event following approval by the Licensing Authority.~~

~~49. The first draft of the Event Management Plan (EMP) will be produced 2 months (or such lesser period as agreed with the SAG) prior to the first day of any event and will be submitted to the SAG via the Licensing Authority.~~

~~50. The final EMP will be submitted to the SAG via the Licensing Authority at least 14 days prior to the start of the event. This must meet with the agreement of all the members of the SAG. No change shall take place to this document without the consent of the Licensing Authority.~~

Prevention of Crime and Disorder

~~51. West Mercia Police and the Premises Licence Holder will agree 28 days prior to the first day of the event all issues that are required to be reported immediately to them during the duration of the event. This agreement will be provided to the Licensing Authority at least 14 days prior to the first day of the event.~~

~~52. A special policing services request will be made by the Premises Licence Holder to West Mercia Police, this will be submitted at least 3 months prior to the first day of the event.~~

Security and Stewards

~~53. A Site Security and Communications Control room will be provided on site. Access will be made available to the Licensing Authority and the Police.~~

Numbers of Personnel

~~54. Written information shall be provided, 2 months prior to the start of the event, of the number of SIA Security personnel to be employed on site, during the period the premises is licensed for licensable activities.~~

~~55. Written information shall be provided, 2 months prior to the start of the event of the number of personnel to be employed as Stewards during the period the premises is licensed for licensable activities.~~

~~56. The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers. The register shall be made available on demand for inspection by Police, Licensing Authority or an authorised officer of the Security Industries Authority.~~

~~57. No person under the age of 18 years will be employed as stewarding personnel.~~

~~58. No person under the age of 21 years will be employed as SIA badged staff.~~

~~59. No security staff or stewards are to consume or be under the influence of alcohol or drugs whilst working. They shall be fit to carry out the duties required of them. Security Uniforms and Security Logs All security and stewarding personnel will be readily identifiable by means of a tabard bearing a job title and a conspicuous unique personal identification number. This~~

~~identification number will be displayed prominently on the front and rear and will be at least 30mm high and the width of the written number shall be at least 10 mm.~~

~~60. No person shall perform the role of stewarding personnel without wearing a tabard.~~

~~61. No person shall perform the role of security personnel without wearing a tabard.~~

~~An incident log must be kept at the premises, and made immediately available on request to an authorised officer of the Council or the Police, which must record the following~~

- ~~(a) all crimes reported to the venue~~
- ~~(b) all ejections of patrons~~
- ~~(c) any complaints received~~
- ~~(d) any incidents of disorder~~
- ~~(e) seizures of drugs or offensive weapons~~
- ~~(f) any visit by a relevant authority or emergency service~~

~~62. Secure and safe systems are to be in place for the storage of items seized. These systems are to include secure methods of storing any drugs or weapons seized or found and procedures for handing the items over to the responsible authority where required. In addition records of seizure are to be kept in the incident book and made available to the Licensing Authority on demand or to the police on authority of the operational commander during the duration of the event or to any authorised person of West Mercia Police post event.~~

Transport

~~63. A Traffic Management Plan (TMP) will be drawn up for the event and will be provided to SAG no later than 28 days prior to any event. Such plan shall be agreed by the Safety Advisory Group.~~

~~64. The TMP will cover all aspects of vehicle and pedestrian access to and egress from the site during the 'load in and load out as well as for the event itself.~~

Public Safety

~~65. A selection of soft drinks will be available to buy, along with an ample supply of free drinking water at clearly signed locations throughout the Licensed Premises.~~

~~66. Each bar will be run by a bar manager and this person under the direction of the Designated Premises Supervisor will be fully in control of the sale of alcohol from that bar.~~

~~67. All staff shall be trained prior to undertaking any sale of alcohol on the premises. The training shall included:~~

- ~~• Drugs Awareness~~
- ~~• Conflict resolution~~
- ~~• Selling to under age person~~
- ~~• Selling to drunks~~

~~68. Such training will be recorded and records shall be kept at the premises which will be produced to an authorised officer the licensing authority or the police on demand.~~

~~69. The Premises Licence Holder will appoint an Event Safety Co-ordinator who will be able to authorise and supervise safety measures.~~

~~70. The Event Safety Co-ordinator will be responsible for:~~

- ~~• Monitoring of contractors~~
- ~~• Liaison with contractors~~
- ~~• Checking of method statements and risk assessments~~
- ~~• Preparation and monitoring of site rules~~
- ~~Safety inspections and audits~~
- ~~• Collection and checking of completion certificates~~
- ~~• Communication of safety information to contractors~~
- ~~• Communication of safety information to employees~~
- ~~• Monitoring and coordinating safety performance~~
- ~~• Coordinating safety in response to a Major Incident~~
- ~~• Liaison with nominated officers from Herefordshire Council.~~

Electrical wiring and distribution systems

~~71. Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to any licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.~~

~~72. Any additional electrical work required after the event has commenced shall be signed off by a competent person. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be made immediately available to an authorised person (as defined by Section 13 of the Licensing Act 2003).~~

Structures

~~73. The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure or artistic installation have been inspected and signed off as being safe prior to the commencement of its use.~~

~~74. A copy of each safety sign off certificate shall be kept on site and shall be made immediately available to an authorised person (as defined by Section 13 of the Licensing Act 2003).~~

~~75. The maximum permitted numbers in each enclosed structure where regulated entertainment activities are to be provided will be submitted and agreed by the Responsible Authorities prior to the commencement of the festival.~~

~~76. The premises licence holder must submit arrangements to the satisfaction of the Responsible Authorities on how such maximum occupancy capacities will be managed. In this licence "enclosed structures" are classed as a structure whether tented or not, which has less than 25% of its sides open to the atmosphere (excluding entrances and exits) and which are accessible to the public when regulated entertainment is provided.~~

~~77. A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.~~

First aid

~~78. A HSE Compliant Industrial High Response First Aid Kit for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:~~

- ~~• 1 x Guidance Leaflet~~
- ~~• 60 x Washproof Plasters~~
- ~~• 6 x Eye Pads with Bandage~~

- ~~8 x Triangular Bandages~~
- ~~12 x Safety Pins~~
- ~~16 x Assorted Sterile Dressings~~
- ~~20 Moist Wipes~~
- ~~3 Pairs Disposable Gloves~~

~~79. An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]~~

Special Effects

~~80. The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke/foam producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority.~~

~~81. A detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the above equipment is to be used.~~

Water

~~82. A Water Management Strategy for the provision of drinking water will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 28 days prior to commencement of each Festival. Once agreed, the strategy will be followed throughout the Festival. No significant changes will be made without consultation with Herefordshire Council.~~

Prevention of Public Nuisance

~~83. The applicant must provide a Noise Management Plan to the Environmental Health Department at Herefordshire Council prior to the event taking place.~~

~~84. Noise limits and background levels to be used must be agreed with Environmental Health Officers and incorporated into the plan.~~

~~85. The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.~~

~~86. Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.~~

Protection of Children Under 16s

~~87. Any unaccompanied person under the age of 16 years found on the Licensed Premises will be accompanied to the Welfare Tent.~~

~~88. This task will be undertaken by at least 2 members of staff. No unaccompanied person under the age of 16 years shall be permitted on the Licensed Premises. Criminal Records Bureau (CRB) Check~~

~~89. Any personnel whose role involves the looking after of children or vulnerable adults shall have a current CRB (dated within the 9 month period preceding the first day of the Festival).~~

~~90. No person shall be involved in this role unless the CRB shows 'None Recorded' against the following categories:~~

~~Police Record of Convictions,~~

~~Cautions,~~

~~Reprimands and Warning~~

~~(i) Information from the list held under Section 142 of the Education Act 2002~~

~~(ii) ISA Children's Barred List Information~~

~~(iii) ISA Vulnerable Adults Barred List Information~~

~~(iv) Other relevant information disclosed at the Chief Police Officer(s) discretion~~

~~91. The name, date of birth and address together with a copy of the CRB shall supplied to the Licensing Authority 2 weeks prior to the first day of the event.~~

Lost Children Policy

~~92. The goal of the Lost Children Policy is to reunite each lost child with its parents or guardians. However if there is any evidence or suspicion of abuse or neglect of children, then this must be reported to the appropriate authority~~

Age Verification

~~93. The premises shall operate a Challenge 25-21 Policy. Such policy shall be written down and kept at the premises.~~

~~94. The policy shall be produced on demand of the Licensing Authority or Police.~~

~~95. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least once every 5 metres behind any bar advertising the scheme operated.~~

~~96. In conjunction with the above, proof of the attainment of 18 years of age will be required through production of a full or provisional photo card driving licence, by a passport or by a national identity card with a hologram photo prior to any alcohol sale taking place or entry to age restricted areas.~~

~~97. Bar staff must ask for proof of age ID whenever the customer appears to be under 18. If there is any doubt as to the age of the customer they will be refused service. Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed stating that: It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 – Section 149 Licensing Act 2003.~~

~~98. A register of refusals will be kept by each bar with the names of people who have been unable to provide required Identification to prove their age. These records will be made available to the Licensing Authority on request.~~

~~99. The Designated Premises Supervisor will brief bar security staff in the arena and the campsites bars that they should take reasonable steps to monitor the final destination of the drinks and where it would appear that supply is being made to a person under the age of 18 years take steps to prevent the consumption by that person. No bar servers will be under 18~~

~~100. ——— The Designated Premises Supervisor, the bar manager and other bar supervisors will monitor the performance of the serving staff to ensure adherence to the licensing laws.~~

- ~~101. Any underage persons who are found arriving at or on the Licensed Premises with alcohol will have the alcohol confiscated by security.~~
- ~~102. Staff will be trained to ensure that all customers who appear to be under the age of 21 will be asked to produce identification.~~
- ~~103. The only acceptable identification will be a passport, a photo driving licence, or a card bearing the official PASS hologram, and any authorised digital identification.~~
- ~~104. Alcohol will only be sold to individuals who are able to prove their age through the production of any of the above when challenged.~~
- ~~105. All bar staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any other training recognised and agreed with Herefordshire Council Trading Standards prior to selling alcohol.~~
- ~~106. Training records shall be kept on the premises and shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.~~

OUT TO GRASS

Camping, Glamping, Weddings and Events



Nestled in the picturesque rolling hills of Worcestershire, Out To Grass has been welcoming guests since August 2000. Our passion lies in creating beautiful and unique spaces for all kinds of celebrations. OTG operates for 6 months of the year, May to September.

Our site is home to a number of annual micro-festivals and gatherings as well as hosting our own, in-house events and camping weekends. Our site is available for hire exclusive hire for weddings and large gatherings (100+), as well as non-exclusive options for smaller, more intimate celebrations meaning you can hire a dome for entertainment alongside camping and any optional extras you like.

Our goal is to turn your dreams into reality! We have a range of permanently installed geodomes available for hire, offering large spaces ideal for live music, complete with sound systems, lighting, and decor. For those seeking something more intimate, we also provide smaller areas suitable for DJs, workshops, and other activities.

With an extensive selection of accommodation, we have something for everyone. Our offerings include an on-site farmhouse, enchanting sculpted cob house pods that feel straight out of a fairy tale, Luna tents, Bell tents, and plenty of space for general camping.

As a fully licensed venue, we pride ourselves on providing great service, including a bar that serves local beers and a café offering delicious coffee, toasty snacks, and smoothies. We look forward to welcoming you!

Geodomes and Infrastructure



Our permanent infrastructure truly sets us apart. We take pride in maintaining a beautifully kept site that features wood-chipped pathways and cozy areas to relax. You'll find a spacious communal fire pit surrounded by comfortable sofas, three geodomes, and a fully stocked onsite bar and café. Plus, we offer proper toilets and hot showers for your convenience.

Just bring us your dreams and good vibes; we'll take care of the rest!

The Main Dome

Live music and dancing
12 Meter dome
Approx. Max Standing Capacity 120

- Large Stage (6x4m)
- Sound system
- Lighting
- Internal decor
- Carpet
- Rig points for decor

Optional Extras

- Disco Ball
- Sound Engineer

The Hive

DJ's and dancing
9m Meter Dome
Approx. Max Standing Capacity 100

- Raised DJ Platform
- Sound System
- Lighting
- Internal lighting rig
- Carpet

Optional Extras

- Removal of internal fixtures

The heART Dome

Workshops and Chill
14 Meter Dome
Approx. Max Standing Capacity 100

- Sofas and seating
- Carpet
- Festoon Lighting

Optional Extras

- Art Boards
- Art displays
- Other tables and chairs suitable for your event



Main Dome

Out To Grass is a licenced venue and therefore although a small amount of personal alcohol is allowed to be consumed on the the campsite, we ask that you use our fully stocked wonderful bar whilst in the 'venue' area . **Our licenced hours are:**

Friday/Saturday

12pm-1am (alcohol), 2am (music)

Sunday

12pm-11am (alcohol), 12pm (music)

Times may vary on bank holidays and midweek

Facilities



Toilets and Showers

We have 9 flushing toilets, 2 urinals and 2 showers on site near the main camping field across 2 blocks. For larger events extra units can be hired through our preferred supplier. Toilets are cleaned and stocked by our crew throughout the weekend.



Toilet Block



Fire Labyrinth

Fire Labyrinth

A unique spectacle and wonderful activity to end the evening. Our Crew will prepare and light the maze and guests walk the maze. This is the perfect moment for a speech or opening/closing ceremony after which your guests can walk the labyrinth together.

Communal Fire Pit

Our stunning undercover communal fire pit is permanently installed on the site. The large firepit is surrounded by sofas and provides a lovely space to hang out in the evenings.



Fire Pit

Wood Fired Hot Tub

Positioned in the glamping field is our wood fired hot tub, perfect for bubbling your way through a sunny day

Smaller fire pits can be hired for suitable events and wood is available at the bar

Food, Drink and Vendors



Bar and Cafe

We are a licenced venue with our own permanent staffed bar and cafe which will be open for your event (hours depend on event timings and numbers). We use local brewers Wye Valley and stock lots of options of beer, cider, ale, cans, cocktails, sprits etc.

Our cafe serves delicious coffee, tea, smoothies, milkshakes, snack and toasties.

We do not allow other alcohol vendors



Mal's Bar

Catering

For smaller events we may be able to assist with catering. For larger events you may require a food vendor. We have a list of approved local caterers who we can recommend. Please ensure any vendors booked are communicated with site before the event so discussions can take place regarding PLI, positioning on the site, arrival, departure and electrical needs.

For catering vendors we ask that they provide our crew with food throughout the weekend, we can be flexible in the approach to this and can communicate directly with your vendor. We do allow gas on site and electrical hook-ups are charged at £25 per day for vendors.

Our catering pitch is 270x900cm but we are flexible and can host them at an alternative pitch where required



Out To Grass Cafe

Other Vendors

Where other vendors are required, we have a list of contacts which may help. This could be for equipment and tent hire, independent stalls, kids entertainers. Pitch fee'd required dependant on vendors.

Smaller fire pits can be hired for suitable events and wood is available at the bar

Glamping and Accommodation



Woodend Farmhouse Stays

7 Bedroom stunningly decorated, spacious farmhouse with incredible views on our farm. Suitable for big family get togethers, celebrations, weekend retreats and more and there's even a barn which can be hired for late night partying. Special rates for those hiring as extra accommodation for their exclusive event at Out To Grass.



Cob Hut Houses

We've collaborated with an amazing team of talented artists and craftsmen. Our cob is crafted using locally sourced materials, including clay from our land, straw from our farm, and reclaimed roofing materials. We've even repurposed charred timbers from an old barn, along with stained glass, glass jars, and items salvaged from refuse yards. The stone we use is sourced from a nearby woodland in an old quarry and the results are magical.

Prices from £500 per pod for 3 nights

Luna Tents and Bell Tents

We have 4 hireable Luna tents on site and glamping options and work closely with trusted bell tent hire companies to provide more glamping options if required (based on a min order). Our Luna Tents have proper beds, bedding, lighting, furnishings and tea and coffee making facilities.

Prices start from £280 per luna for 3 nights



Our Environment



Environmental Impact

As members of the Green Tourism Business Scheme, we are committed to reduce carbon footprint and our environmental impact by complying with and surpassing minimum standards, continually monitoring initiatives and targets, adopting sustainable business practise and being accessible & inclusive to all visitors and staff.

Our Aims Are to:

- Reduce our environment impact
- Protect and preserve nature
- Enhance the value of the surroundings for wildlife
- Reduce the consumption of energy and water on site
- Reduce the waste we produce on site
- Comply with the relevant environmental legislations
- Train employees in environmental subjects and engage them in improvement projects
- Help our visitors to do their bit for the environment
- Work with and to support our local community

Our environmental statement can be viewed in full on our website.

Waste Management

We have waste removal included on our booking form. This is for waste created on site and covers general waste and recycling, It des not include excessive litter picking or catering waste. For larger events these things need to be considered.

Noise Management

As an independent local music venue, we are aware that noise management is our biggest priority. We have fantastic sound systems which are spec'ed specifically to have a short trow range and we ask that all events use our pre-approved stsems and make themselves aware of our Noise Management Plan.

Enquire Now

Contact Clare Kelly (Events and Booking Manager) infoouttograss@gmail.com

Annex 4 Letter from CHARLIE ELCOCK

Charles Elcock,
Hill House,
Castle Hill,
Cleobury Mortimer,
Worcs.
DY14 8DA

I, Charlie Elcock, trading as C Elcock Production, to my knowledge have been the sole supplier of audio equipment to Mr. Ian Johnson.

My instruction is to provide PA systems smaller than their own, and ultimately contain the sound to the best of my ability. This effort is going to be amplified this year, and sound testing days have been scheduled to deploy a multitude of different setups in different areas in order to find the most effective method of containing the sound going forward. I'm confident that we will be able to contain the sound effectively through speaker placement and cardioid configurations to make the sound ultimately steerable. This, along with the sound-proofing work together with Coppice Audio should resolve any noise problems going forward.

I have been trading for over ten years providing many PA systems, sound engineering services, and noise management services across the country and internationally, and this is by far the quietest event space I deal with regularly. I don't believe that there's current cause for complaints, but we will be doing everything in our power to mitigate future issues.

A great deal of time, effort, and money are being invested in this, as any further restrictions will have a major impact on not only the many crew employed here every year, but on small local businesses such as myself, and the thousands of people who enjoy wholesome events here year in, year out.

Thank you for your time.

Charles Elcock



OTG Noise Management Action Plan

OTG Action Plan

Noise Management Action Plan 2026



Last Updated: 10th March 2026

Ref: OTG-002-V2

Completed By: Clare Kelly (Events and Bookings Manager)

Reviewed: N/A

Introduction

In addition to our existing Noise Management Plan, we have developed this Noise Management Action Plan to outline a series of proposed measures. Some actions will be implemented immediately, while others will be introduced progressively based on neighbour feedback and ongoing consultation.

Because several areas require us to find the right balance and due to the financial impact of the proposed actions, we have included a set of flexible, evidence-based proposals that can be trialled throughout the 2026 season. By combining community feedback with sound monitoring data, we will identify the most effective measures and incorporate them into the long-term Noise Management Plan. This approach will help us build a robust and comprehensive strategy to prevent public nuisance.

The key areas of focus are:

- Sound level limits - source and pathways
- Professional sound engineering
- Monitoring at site boundaries / nearby properties
- Stage and speaker orientation and setup
- Communication and consultation with neighbours
- Complaint response procedure
- Review and adjustment after events
- Frequency and duration of potential disruption

At the end of this six-month period of consultation and incremental improvements, our aim is to eliminate the risk of public nuisance and ensure the venue operates responsibly within the community.

Improvements in place before May 2026

Soundproofing of the main dome

Timescale of Implementation: End of April 2026

Financial Impact: £5000+vat

Aim: To reduce sound escaping by obstructing the path of sound

As part of the Out to Grass noise containment plan, 18mm plywood panels cut to fit the triangular sections of the dome are being installed as the first structural layer of acoustic containment. The panels will be mounted onto the frame using pipe lagging on the steel tubes to provide mechanical isolation and reduce vibration transfer. Installation of this base layer is scheduled for completion by the end of April. Where required, selected panels may later be upgraded with a second plywood layer and approximately 100mm of mineral wool insulation, with CNC-cut diffusion openings on the outer surface to help disperse mid and high frequency sound energy and further improve containment.

This will be tested and adjusted before the site opens to ensure effectiveness.

Increased Acoustic Straw Bail Barriers

Timescale of Implementation: End of April 2026

Financial Impact: £2400 (using approx 30 bails at £80 per bail)

Aim: To reduce sound escaping by obstructing the path of sound

Hay bales (specifically, straw bales) act as effective, low-cost acoustic barriers by absorbing noise across wide frequencies due to their density and air pockets. We currently use bails as sound barriers behind the main stage area and in a horse shoe around the second dome. We plan to increase this provision to almost double the number of bails used.

Soundsystem Upgrades and Configuration

Timescale of Implementation: End of April 2026

Financial Impact:

Aim: To reduce risk of public nuisance by amending the direction and shape of sound at source

We believe the system in the main dome to be the most suitable system for the job, this was installed as the main and only system for the main dome in 2015

The second dome however can be further improved and we have decided to go with the following system:

Second Dome System

PA System

- Turbosound TCX10 - Tops x 2
- Element 5 RB212 - Subs x 3 or 4 (subject to best containment option)

Amplification and Processing

- Linea Research 88C10

We will try various configurations including hung bass speaker which should further diver the sound meaning less sound escaping the dance floor area. This will be tested as per below.

Sound Test Days

Timescale of Implementation: - Proposed dates May 4th-6th

Financial Impact: £1200 in wages for consultants/professionals

Aim To set up a site for comprehensive noise testing. Sound systems will remain in the positions agreed for the entire 2026 season. Residents will be informed via letter as noise may escape the venue as we do a number of tests to work holistically. Set over 3 days to test during varied conditions.

Charlie Elcock of C.Elcock Production- Deployment

Speaker placement and configuration will be such to maximise coverage of audience area and minimise off site spill.

Main dome

Hi/Mid Tops to be deployed higher than previous years
aimed down at the audience

Subs to be deployed with the intention of an increased cardioid coverage pattern

System processor with presets for general use and reduced power/low range option

Secondary Dome

Subs to be deployed above dance floor to minimise spill

Tops to be deployed to minimise lateral spill

Clare Kelly - OTG Events Manager - Sound Checks and setting ambient levels and 'triggers'

To take sound readings at points across the site and neighboring properties throughout and provide feedback to the site team, allowing adjustments to be tested and refined based on what proves most effective.

To take detailed readings and notes on audibility based on a number of tests.

Mal - Coppice Audio - Sound & Insulation Testing

To test and amend sound insulation panels and make any adjustments required.

Andy Bayliss - House Sound Engineer - Sound desk and frequency presets

To test current speaker deployment, frequency sensitivities and directional sensitivities.

To test effectiveness of limiters

To set pre-sets based on sound testing into the sound desk for the season.

Hotline and consultation with residents

Timescale of Implementation: End of April 2026

Financial Impact: £800 in extra staffing

Residents will be posted a letter detailing the events occurring this season, the proposed changes and details of this plan. This will give details of our hotline which is the main number for

OTG which is diverted to the Events Manager. This number will be manned from 10am until 2am Friday-Monday and during regular office hours during the week.

The Events Manager or OTG representative will conduct regular visits to residents to check on the progress of this action plan and to seek feedback on changes as they are implemented.

In house sound engineer at all events

Timescale of Implementation: Already in place

Financial Impact: £800 per weekend

Although OTG has always employed sound engineers for events involving live music or DJs, particularly larger or multi-stage events, we previously did not require an engineer for one-day events such as weddings where only a playlist was played through the sound system. In addition, we worked with a pool of engineers who had varying levels of familiarity with the site.

Following a recommendation, we have appointed Andy Bayliss, whose extensive knowledge and experience made him the ideal choice. Andy has now been booked as the dedicated sound engineer for all OTG events in 2026, regardless of size or type.

This ensures a consistent and professional approach to sound management. Andy is fully familiar with all aspects of our Noise Management Plan (NMP) and has worked with us directly in developing both the NMP and this action plan. Having a single, dedicated engineer will be essential as we implement incremental changes, carry out consultation, and gather feedback in order to identify and maintain the most effective long-term solutions.

Incremental improvements to be tested throughout 2026

Upgrade of sound check equipment

Timescale of Implementation: By start of season 2026

Financial Impact: £1700-£2500

Conditions for implementation: To be implemented if it is felt that the current equipment is not capturing enough specific data during testing and consultation.

Sound Monitoring Equipment

- At the moment we use CEMDT815
- We have been recommended NTi Audio XL2

Sound Check frequency and locality

- See current sound check sheet,
- Increase number of sound checks to 2 per hour and 1 per hour for larger events
- Increase the numbers of check points to be monitored

New sound limiting devices - Various Options

Timescale of Implementation: Testing throughout May-June

Financial Impact: £500-£3000 dependant on solution

Aim: To limit the sound at source

This can be implemented if we feel that our current mitigation method of having an on site sound engineer at every event proves to fail at managing artists 'pushing' the current system.

Current Sound Limiters: In 2025 and previous years we have used various equipment for this including AUC Flash Box and Red Alert RC audio. These had limited success.

Upgrade Options: RC Audio Tolon (TLM 1)

RC Audio Tolon (TLM 1) is an advanced, transparent audio processor designed for professional sound management, whereas a "Flash Box" typically refers to a standard sound limiter that visually warns users before cutting power to the equipment.

Reduced levels/frequencies between 12-3pm and 11pm-2am (or suitable time based on feedback and testing).

Timescale of Implementation: Testing throughout May-June

Financial Impact: Sound Engineer time only

Aim: To reduce the daily duration of noise impact

Limit larger events to 5 per year

Timescale of Implementation: Testing throughout May-June

Financial Impact: Unknown, possibly in the thousands based on decreased footfall and economy of scale, running costs don't vary between small and large events.

Events with over 300 and running 3 days with a full schedule of music limited to 5 per year.

Soundproofing of the second dome

Timescale of Implementation: End of 2026 season, sooner if required

Financial Impact: up to £4000+vat

Aim: Further reduce sound escaping from the dome for overall sound monitoring improvements
Following testing on sound proofing the main dome we can make an analysis of whether soundproofing the second dome is going to make an overall difference.

Silent Disco Headphones from 11pm

Timescale of Implementation: End of 2026 season, sooner if required

Financial Impact: £3 per headset per night of event

Aim: To reduce the duration of noise impact

For events with more than one stage we can decrease the overall impact and length of noise impact by using silent disco headphones on the second stage. We have links with a local company who can provide these.

For smaller events that have DJ's after midnight we could do a tapered cross over to headphones with the sound being dropped at 11pm and headphones being offered to those who wish to listen to the music louder. Cost implication per event and the quality of sound through the headphones is not excellent. Current events have also been booked under the terms of our current licence so may cause some negative feedback from clients.

Annex 6 Noise Management Plan

OTG Policy and Procedure

Noise Management Plan 2026



Last Updated: 10th March 2026

Ref: OTG-003-NMP-V2

Completed By: Clare Kelly

Reviewed: Annually

Aim

This **Noise Management Plan (NMP)** outlines the strategies and procedures implemented to control noise levels within a specific environment, aiming to minimize disturbance to workers, residents, and other sensitive receptors.

1. Introduction
2. Noise assessment
3. Noise control measures
4. Monitoring and reporting
5. Stakeholder engagement and complaints management
6. Review and revision

1. Introduction

The purpose of this document is to ensure that OTG is abiding by the licensing regulations and to ensure we do prevent public nuisance to residents locally.

Business and Location:

OTG is a 5 acre events site located within 440 acres of rewilded land which is rented from the Duchies of Cornwall. OTG operates for 6 months of the year and is a licensed events venue. Both exclusive and non exclusive event hires and private functions such as weddings as well as internal camping weekends. The site is an outdoor venue and music is played in geodome structures. OTG's closest local neighbors are noted on the map below with boundaries of the farm also marked:

Hook Lane House - 250m

Houses on Bromyard Road - 350m



To the left OTG licensed site in yellow, main stage a second stage with red x's. Letters indicate sound check points.

Below shows the boundaries of Woodend Farm. Nearest neighbors marked with yellow X, 2 of which are hireable holiday accommodation.

A-H are check points for sound monitoring (see OTG Sound Monitoring P&P

Document)

Regulatory Framework:

- Environmental Protection Act 1990 - in particular:

F4(fb) *artificial light emitted from premises so as to be prejudicial to health or a nuisance; noise emitted from premises so as to be prejudicial to health or a nuisance;*

- Licencing Act 2003

Controls in place to manage noise at the site:

At point of booking: All our enquiries are vetted and a discussion is held with potential clients to ensure that they agree to use our pre-approved soundsystem, that the type of music is non offensive, that they are aware of our licensing rules and limits on sound before any booking is taken.

Contract and Documentation: It is stated in our terms and conditions and in our booking form: **MUSIC / SOUNDSYSTEM** *The only sound system that can be used is the system that we supply. We do not permit people to set up their own system to play amplified music. Our sound system consists of PA speakers, monitors, 32 channel mixing desks, mics, Dis etc but not DJ decks. DJ decks to be supplied by you, the client, or your DJ/s. We require the style of music to be inoffensive, encourage live music and discourage events with predominantly repetitive beat music.*

Implementation during events: OTG crew monitor sound at every event with amplified sound. All events must adhere to our T&Cs and an approved sound engineer will be present at all events to ensure that sound is managed in accordance with our NMP with the priority of ensuring we are not causing public nuisance and are adhering to our Licencing at all times. Where issues are identified we will take action immediately to ensure music is turned down, certain frequencies are removed or if necessary turned off entirely.

2. Noise assessment

Baseline Noise Assessment: Baseline Sound is logged at 4 weeks before the first event to identify base level ambient sound. This will be documented with photographs of the monitor readings for reference. A test day to check set-up of speakers and insulation will be conducted at the same time.

Identification of Noise Sources:

Noise sources are limited on site with very little noise emitting machinery or construction. OTG's main risk is from amplified music.

OTG's main dome is used for live music, amplified vocals for ceremonies and talk etc. OTG has approved soundsystems with the aim to safeguard against any escaping sound predominantly at source as well as to improve the sound quality of events due to the limitations imposed.

Main Dome System

Matrix PA System

- 2 x T112 FOH Tops
- 2 x S15 FOH Subs
- 4 x Stage Monitors - Turbo Sounds NUQ12
Frequency Response 30Hz-22kHz, limited to the correct volume for the venue

Amplification

- Matrix XT Series
- Crest CA Series Monitors

Processing

- XTA DP226

Second Dome System

PA System

- Turbosound TCX10 - Tops x 2
- Element 5 RB212 - Subs x 3 or 4 (subject to best containment option)

Amplification and Processing

- Linea Research 88C10

In some cases OTG allow for areas of the licenced site to be used as performance areas, we deal with these in a case by case way ensuring that the systems of amplified sound are checked and approved by our Sound Engineers. Sound checks made to ensure they are suitable and limits are set.

3. Noise control measures

Notice to Council: OTG submit a document annually listing all the seasons events at the start of the year to inform the council.

Hierarchy of Controls: Administration: OTG aims to avoid issues at the earliest point possible. We do this carefully vetting clients and events by having the below statement on our booking form:

MUSIC / SOUNDSYSTEM The only sound system that can be used is the system that we supply. We do not permit people to set up their own system to play amplified music. Our sound system consists of PA speakers, monitors, 32 channel mixing desks, mics, Dis etc but not DJ decks. DJ decks to be supplied by you, the client, or your DJ/s. We require the style of music to be inoffensive, encourage live music and discourage events with predominantly repetitive beat music.

Elimination/Substitution: OTG has taken action to improve any noise escaping by adopting a pre-approved system and professional sound engineer to manage sound at the source and continues to make improvements in 2026 the findings of which will be applied to the updated NMP 2027. (see Noise Management Action Plan 2026)

Engineering Controls: OTG will have an 'in house' approved sound engineer at every event booked. The SE has knowledge of the NMP and is trained in accordance with all our noise management protocols.

Source Control: Our equipment is regularly maintained and checks are done annually to ensure all equipment is sound and working correctly. OTG has sound limiting devices at source to manage issues at source.

Path Control: OTG has increased its insulation around stages in 2023 adding hay bale walls and fabric lining the main geodome. Plans are in place to add more sound panels to the main dome in the next 12 months and to keep reviewing and improving path control infrastructure. OTG will have hay bail sound insulation around the domes to improve insulation.

OTG will have installed sound insulation in the main dome.
(see Noise Management Action Plan 2026 - NMAP).

Site Layout and Design: Location of sound systems have been planned in accordance with our NMP with soundsystems facing away from our nearest neighbor on Hook Lane. OTG will continue to make amendments to the orientation and direction based on any complaints or new information logged.

Working Hours: OTG operates strictly within the guidelines of our premises licence. Levels are dropped and frequencies of bass removed via the sounddesk before 3pm and after 11pm to below our usual aim of 5-10db above ambient for readings around the site to 3-5db.

Plans for 2026 are to drop certain levels and frequencies before 3pm and after 11pm, more info on this can be found in the NMAP 2026)

Operational Practices: At the start of a day the sound desk is set up for 12 midday or whenever the event start time is to ensure it can not be used outside of the licensed hours. This will be done by a trained crew member or sound engineer only.

At the end of play each night the Sound Engineer is responsible for letting the events manager know the desk has been turned off and packed away in a locked area (bar). All speakers are turned off.

Photo evidence will be taken each evening at 2am of the soundsystem once packed away by the SE and sent to Event Management.

The Events Manager is responsible for doing sound checks before the event to check ambient readings as well as throughout the night at least every 2 hours and adjustments will be made where necessary.

Training and Awareness: All crew trained on noise management procedures, the proper use of noise control equipment (including PPE), and the importance of minimizing noise. All bookers are made aware of the NMP in advance of their booking.

Personal Protective Equipment (PPE): OTG provides ear plugs to all crew and guests on site, they are kept behind the bar and can be requested at any point.

4. Monitoring and reporting

Noise Monitoring Plan: OTG currently conducts sound monitoring using a CEM DT-815 sound decibel hand held device. This is done 3-5 times throughout the event and more regularly where deemed appropriate. A new sound monitoring sheet will be made annually to incorporate any new problem areas to monitor based on complaints and feedback from neighbors via the hotline.

Main Number for OTG:

01886880099 (forwarded to Events Manager Phone 07831827236)

Available: Throughout events from 9am - 2am Friday Saturday, 9am - 1am on Sundays and during weekdays 10am - 6pm

Compliance Checks and Audits: OTG shall monitor this plan and make amendments where required as information comes to light or if issues occur with complaints. The NMP will be reviewed yearly at the start of the season.

Record Keeping: OTG maintains detailed records of noise monitoring data, inspections, incidents, and actions taken. These are kept in the bar and updated to the business drive spreadsheet weekly.

5. Stakeholder engagement and complaints management

Communication with Neighbors: OTG will notify all residents of a full schedule of events at the start of a season alongside our usual letter to the council to give notice of events.

Complaints Procedure: OTG shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events.

6. Scheduled Improvements

OTG has taken proactive steps to enhance mitigation. These include installation of acoustic panels within the geodome, reconfiguration of the bass system into a directional cardioid arrangement, and a proposal for structured internal level verification in partnership with Environmental Health.

Following a licence review we have implemented a year long action plan to make further improvements (*See Noise Management Action Plan 2026*)

7. Review and revision

Regular Review: OTG commits to regularly reviewing the effectiveness of the NMP and updating it as necessary (e.g., due to changes in operations, equipment, or regulations). This is to be done annually before each spring.

Adaptation: OTG are prepared to adapt the NMP and implement further measures if noise impacts remain unacceptable despite the implemented controls.

Annex 7 NMP Monitoring Policy and Procedure

OTG Policy and Procedure

Sound Checks and Monitoring 2026



Last Updated: 10 March 2026

Ref: OTG-004PP-V1

Completed By: Clare Kelly

Reviewed: Annually

Aim

To lay out the details of sound checks and monitoring for events at Out To Grass. Checks are completed to ensure compliance with our Noise Management Plan with the objective of preventing public nuisance. This plan includes extra check point areas and more regular checks than previous years to further reduce risk of public nuisance.

Key Responsibilities/Personnel

OTG Management - Events Manager

- Responsible for sound tests and logging results
- Fielding complaints from nearby residents
- Identifying appropriate timely response to complaints
- Deciding when to deploy restrictions

OTG Sound engineer

- Responsible for managing system to agreed level
- Changing system presets at agreed points
- Reporting problem performers to OTG Management

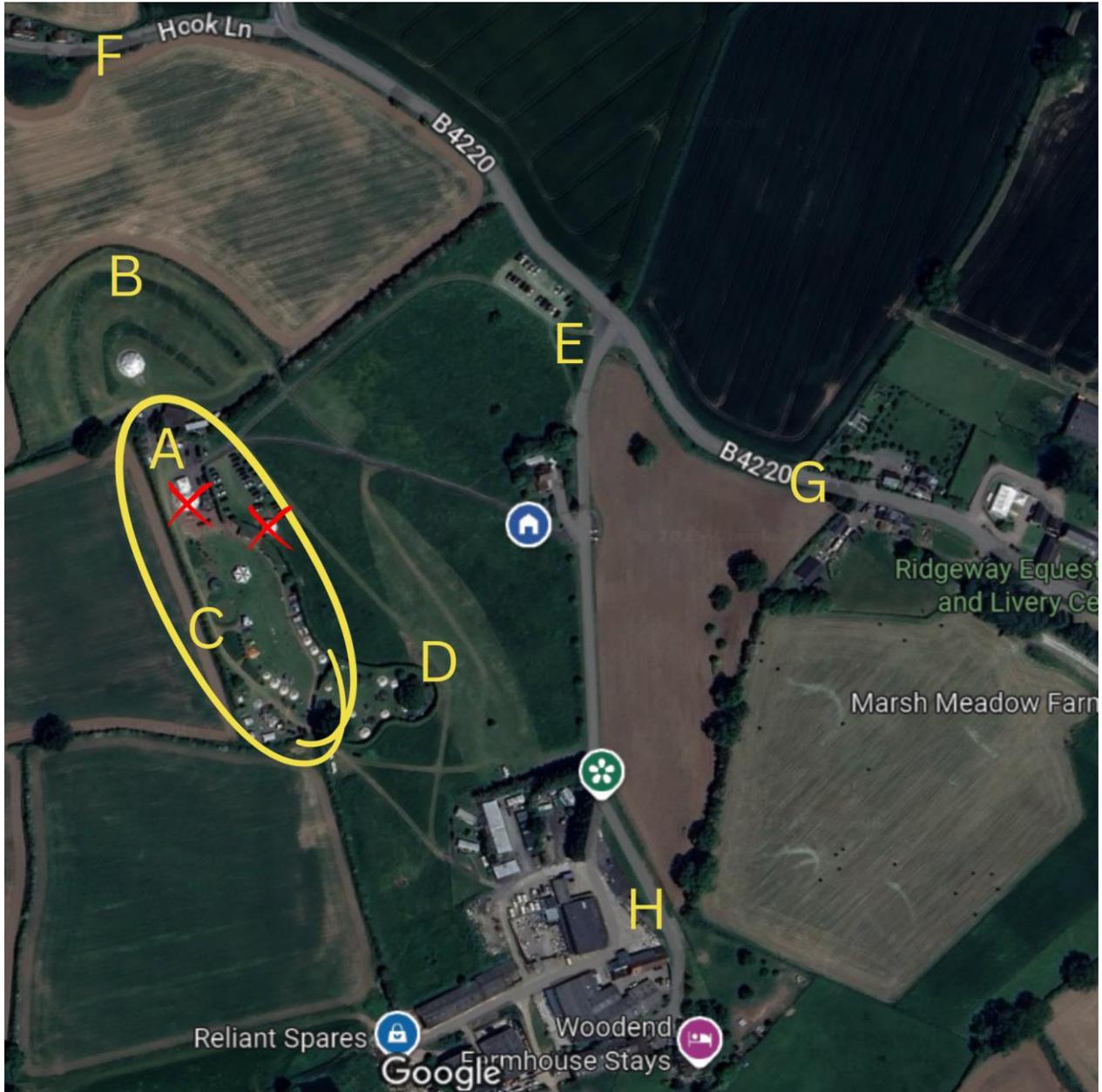
Sound Monitoring Equipment

CEM-DT-815

Sound Check Map

- A - Main Stage
- B - Toms Bank
- C - Fire Pit
- D - Glamping
- E - Gate House
- F - Hook Lane

G - Bromyard Road
H - The Yard



Extra areas may be added based on feedback, a what.three.words. Location will be added in the sound check form where this is the case.

Sound Check Procedure

Working to levels of 10db above ambient. Where levels exceed this or where music is audible from neighboring properties, the venue 'the management' will liaise with the 'sound engineer' to reduce levels in accordance with the NMP.

Ambient Sound Check

The Events Manager will conduct ambient checks to set a base from which to measure before music commences each day (before midday) at all check points listed below and logged on the Sound Check Form

Regular Sound Checks (throughout event)

Sound checks will be done throughout the event approx every 2 hours at all points A-H on the map.

Close Of Night Checks

The 'Sound Engineer' shall send a whatsapp to 'Event Manager' to confirm the system has been turned off and shall send a photo/video of the sound desk once locked away at close of night.

Triggers

- 1) Where a check has exceeded the 10db limit or where sound is audible checks shall be increased to hourly until below 10db and inaudible outside neighboring properties. Once resolved sound checks can resume their usual frequency.

- 2) Where a complaint has been logged, sound checks will increase to once per hour and 'Events Manager' will visit the complainant to log data on sound and liaise with the complaint directly. Once resolved sound checks can resume their usual frequency.

Complaints

Residents will receive a letter with a schedule of events 4 weeks prior to opening with details of the Out To Grass number to address any complaints directly.

Main Number for OTG:**01886880099** (forwarded to Events Manager mobile)

Available: Throughout events from 9am - 2am Friday Saturday, 9am - 1am on Sundays and during weekdays 10am - 6pm.

All complaints will be logged in the NMP File behind the bar.

All complaints will be added to the complaints log spreadsheet held by 'the management' on a weekly basis.

Where a complaint is logged the events manager will make immediate contact to try to resolve the issues and take detailed notes.

Sound Check Record

Event: Halvern Magic

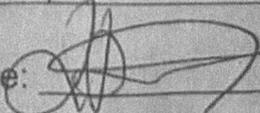
19/07

- A - Dome
- B - Fire Maze
- C - Glamping Area
- D - Toms Bank

- E - Gate House
- F - John Ellis House
- G - The Pool (if reading high at F)
- H - The Yard

	Time	Reading	Weather Notes	Comments
A	12:00	54.8	Windy, dull	
B		52.0	but warm	
C		49.3		
D		46.2		
E		40.1		
F		46.7		
G				
H	21:37	52.9		
A	18:20	58.7		
B		63.2		
C		46.1		
D		61.5		
E				
F		46.7	Not audible	
G				
H				
A	21:35	63.0		
B		1 stage, low volume.		
C				
D				
E				
F				
G				
H				

Date: _____

Name: 

Sign: _____

CEMOT 815

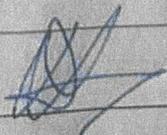
Sound Check Record

Event: All Souls 26/07/25

- A - Dome
- B - Fire Maze
- C - Glamping Area
- D - Toms Bank

- E - Gate House
- F - John Ellis House
- G - The Pool (if reading high at F)
- H - The Yard

	Time	Reading	Weather Notes	Comments
A	11.48	53.7	warm breeze	
B		49.2		
C		56.9		Challenging.
D		51.3		
E		46.2		
F		48.1		
G		54.8		
H		45.0		
<hr/>				
A	17.35	61.4	wind blow	
B		54.0	west	
C		60.7		
D		58.6		
E	17.48	52.1		Not audible
F		50.3		
G				
H				
<hr/>				
A	21.42	59.1		
B		45.8		
C		53.2		
D		48.8		
E		50.6		
F		51.7		Quiet slight sound when breeze
G				
H				

Date: _____ Name:  Sign: _____

devered vol @ 2200. checked (E) 51.3.

Annex 10 – Noise Check Reports 5 September 2025



Friday 11pm

Hook Lane top (first house) 42.5dB LAeq 63Hz 39.5dB
Hook Lane first farm 38.7dB LAeq 50hz 34.7dB a few more dB than 63Hz
Last farm house Hook Lane 36.5dB LAeq 30.8dB 50/63Hz same.
Top road first house 46.7dB LAeq, 47.0dB 63Hz
Marsh farm 50.4dB LAeq 48.2dB 63Hz.

All within tolerance. top road 50dB LAeq on the edge, but 63hz well under.

Friday 12pm

Hook lane end farm 40.1dB LAeq 38.2dB 63Hz
Hook lane Middle farm 46.4dB LAeq 39.6dB 80Hz
Hook lane top house 41.3dB LAeq 39.8dB 63Hz
Ridgeway 50.5dB LAeq 51.9dB 63Hz
Waine 48.5dB LAeq 49.0dB 63Hz
Marsh 52.0dB LAeq 51.6dB 63Hz

Wind picking up, happy

Friday 1am

Hook lane end farm 39.5dB LAeq 36.0dB 63Hz
Hook lane Middle farm 48.4dB LAeq 43.7dB 80Hz
Hook lane top house 40.6dB LAeq 39.3dB 63Hz
Ridgeway 50.9dB LAeq 50.6dB 63Hz
Waine 48.7dB LAeq 47.0dB 63Hz
Marsh 50.3dB LAeq 48.8dB 63Hz

Friday 2am

Hook lane end farm 31.7dB LAeq 30.3dB 63Hz
Hook lane Middle farm 33.8dB LAeq 33.6dB 80Hz
Hook lane top house 39.7dB LAeq 38.8dB 63Hz
Ridgeway 47.8dB LAeq 46.2dB 63Hz
Waine 46.3dB LAeq 47.4dB 63Hz
Marsh 45.7.7dB LAeq 46.0dB 63Hz

Annex 11 - EMAIL – SIMON DURRANT TO OTG 17 NOVEMBER 2025

MIME-version: 1.0
From: [REDACTED]
Date: Mon, 17 Nov 2025 13:39:36 +0000
X-Gm-Features: AWMQ_bIhrXDIvoir1jDbMsqnnxf1VaU2LILhuhRfuBN-KBzyTbSs6n9NbdJ67mk
Message-ID: <CAJuBCbXyAtN15HpjXqKK_HHiwYCsSUaS+uM5QfZXPY2_sL5j4g@mail.gmail.com>
Subject: Loud music
To: [REDACTED]
Content-Type: multipart/alternative; boundary="00000000000025b0e40643ca7b3e"

--00000000000025b0e40643ca7b3e
Content-Type: text/plain; charset="UTF-8"

To whom it may concern
There were a number of occasions over the summer when we could hear excessively loud music inside our house and we went outside to listen and work out where it was coming from.
We live at [REDACTED] which is on the A4103 between the turn to Bromyard and Tanhouse Lane.
We believe that the music was coming from the vicinity of Seedwood cottage at the junction of Tanhouse Lane and the A4103. The music was very loud and raucous and went on well into the evening on three or four occasions. It was so clear that we could identify what song was playing.
[REDACTED] at [REDACTED] held an end of school holidays party in their garden on 30th August. It was particularly loud and noisy.
Apparently, She did text her immediate neighbours to warn them of the event.

Someone even asked on the Cradley Facebook page on July 12th where the party was that they could hear, as they felt they were missing out on a good time....

It's always good to hear people having fun and enjoying life together, even if we can hear it up the road...

Regards

[REDACTED]
Wells Lane
Cradley
[REDACTED]

Noise management at Out To Grass

[REDACTED] Wed, Sep 3, 2025 at 8:58 PM

TO: [REDACTED]

Hi [REDACTED],

Hope this email finds you well?

Central Audio Services has been appointed by Out To Grass as noise management consultant for their events. As such I will be on site across the weekend for Something Different festival.

On Thursday night, prior to the event, I will be taking a background noise measurements at 9pm, 10pm and 11pm to establish a baseline background level. This will be taken in both LAeq 15 minutes and L90.

Out To Grass has provided me with the license that is granted and this does not establish agreed noise facades. Unless advised by the council I will pick 5 residential locations closest and around the site to monitor during the event.

As the national guidelines state that 65dB LAeq 15 minutes until 11pm is a reasonable limit, I will ensure the event does not exceed this. I will also ensure that the under 125hz does not exceed 70dB lzf on a 5 minute average.

Past 11pm unless advised otherwise, we will ensure a +10dB above background (L90) is adhered to. I will also use my judgement to make sure we do not cause disturbance to residents. This is also advised in the government advice to councils concerning noise management at events.

Hopefully this is inline with your expectations for the event. If it is not please let me know how you would like to specify the restrictions, as the license does not specify.

Thank you for taking the time to read this information and hope you have a good weekend.

Best regards,

[REDACTED]



Supplement to the agenda for

Licensing Sub-Committee

Monday 23 March 2026

10.00 am

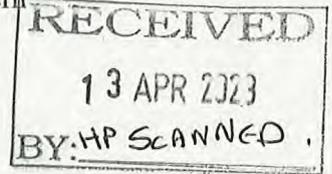
**Online meeting / Conference Room 2 - Herefordshire Council,
Plough Lane Offices, Hereford, HR4 0LE**

	Pages
5. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	3 - 110

AGENDA ITEM 5

Ian Johnson
Out To Grass Leisure Limited
Woodend Farm
Cradley, Malvern
WR13 5JW

Licensing Section
Herefordshire Council
8 St. Owen Street
Hereford
HR1 2PJ



10th April 2023

To whom it may concern,

In accordance with our license conditions please find enclosed our schedule of events for the forthcoming season.

28th – 30th April Mr B.N. Birthday Celebration

12th-14th May S.D. Collaboration Gathering

19th-20th May Amber Corporate Event

25th – 28th May B. Van Gathering

2nd -4th June Camp Aram Gathering

23rd – 25th June Solstice Camping Shindig

30th June – 2nd July N.A.C. Function

7th – 9th Malvern Magic Gathering

14th -16th July Camping Shindig

28th – 30th July K.& D. Gathering

4th-6th August Sandwich Fest

11th-13th August Stargazing

18th-20th August K. & G. Anniversary Celebration

25th-28th August Bank Holiday Shenanigans

31st August -2nd September O.& N. Gathering

8th-10th September B.D. Birthday Celebration

16th-18th September Otg Autumn Celebration

Kind Regards,

Ian Johnson



Director, Out to Grass Leisure Limited

CC: Ledbury Police Station



Out To Grass Leisure Ltd

Woodend
Cradley
Malvern
Worcester
WR13 5JW

09 May 2024

To Herefordshire Council Licensing Dept and Ledbury Police.

Re: Proposed events at Out To Grass 2024

Dear Sir or Madam,

In accordance with our license conditions here is our intended event schedule for the 2021 season. The site will open on Fridays, Saturdays and Sundays only. All events will operate within our normal licensed hours, and we seek no extensions.

24 - 26 May Bank Holiday Weekend workshops and training

21 -23 June K` s Solstice Weekend Retreat

28 -30 June D` s Birthday Celebration

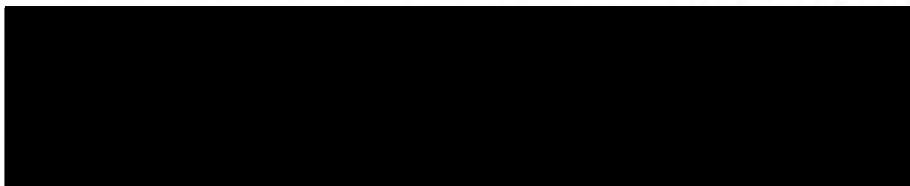
12 14 July J. & C. Birthday Celebration

26 -28 July C.` s 60` s Birthday Celebration

16 - 18 August A` s 30` s Birthday Celebration

30 Aug -1 September SD Crew Gathering

6 -8 Sept End of Season Gathering (Provisonal)

tion.

Ian Johnson (Director, Out To Grass Leisure Ltd. License Number PL2659)



Ian Johnson
Out To Grass Leisure

Limited
Licensing Section
Herefordshire Council
8 St. Owen Street
Hereford
HR1 2PJ

Woodend Farm
Cradley, Malvern
WR13 5JW

29th April 2025
To whom it may concern,

In accordance with our license conditions please find enclosed our schedule of events for the forthcoming season.

23th – 25th May Mr D.S. Birthday Celebration
29th May -1st June Camp Aram Gathering

6th -8th June Camping Shenanigans
13th -15th June N.A.C. Crew camping
20th -22nd June N. & B. Wedding
27th -29th June K. & J. Gathering

4th -6th July N.A.C. Function
11th -13th July S. & J. Wedding
18th -20th Malvern Magic Gathering
24th-26th July O. & N. Gathering

1st -3rd August Camping
7th -10th August AUK Pagan gathering
15th – 17th August C. Birthday Celebration
22nd -25th August Bank Holiday Shenanigans
29th -31st Camping

5th -8th September S.D. Collaboration Gathering
12th -14th September Birthday Camping tbc
19th -21st September Charity sleep Out fundraising

Kind Regards,

Ian Johnson

Director, Out to Grass Leisure Limited

CC.: Ledbury Police Station

OUT TO GRASS - NOISE COMPLIANTS HISTORY

Year	Date received	Complaint Category	Complaint details
2010	21-Jul-10	Noise-Music	Loud music played over the last two Saturday nights
2011	28-Jun-11	Noise-Music	Loud Music
2013	03-Jan-13	Noise-Music	Loud Music
2013	14-May-13	Noise-Music	Loud music
2013	25-Sep-13	Noise-Music	loud music/festival
2013	26-Sep-13	Noise-Music	Noise Music
2014	17-Apr-14	Noise-Music	loud music/festival
2014	22-Apr-14	Noise-Music	Noise Nuisance
2014	22-Apr-14	Noise-Music	Noise from Out To Grass Events.
2015	29-Apr-15	Noise-Music	for info, event taking place this weekend
2015	26-Jun-15	Noise-Music	Anon complaint about Out to Grass
2015	26-Sep-15	Noise-Music	loud music
2015	29-Sep-15	Noise-Music	Loud base noise on Sunday from 10pm-1am
2016	05-Feb-16	Noise-Music	loud music
2016	30-Apr-16	Noise-Music	loud music/festival
2017	17-May-17	Noise-Music	Loud music
2017	26-Aug-17	Noise-Music	Loud music
2017	04-Sep-17	Noise-Music	Noise - loud music
2018	17-May-18	Noise-Music	Noise - loud music
2019	02-Jan-19	Noise-Music	loud music
2019	03-Jan-19	Noise-Music	Rave type party.
2019	14-Jan-19	Noise-Music	Noise from Out to Grass.
2019	01-Jun-19	Noise-Music	Noise - loud music. Ongoing.
2020	25-Aug-20	Noise-Music	Complaint: Music
2021	19-Jul-21	Noise-Music	Complaint: Music
2021	05-Nov-21	Noise-Music	Noise from music events
2022	18-May-22	Noise-Music	Complaint: Music
2022	17-May-22	Noise-Music	Noise from music festival
2022	08-Jul-22	Noise-Music	Complaint: Music
2022	09-Sep-22	Noise-Music	Noise from premises - Out to Grass
2022	27-Feb-23	Noise-Music	Noise from music at Out to Grass
2023	23-Jun-23	Noise-Music	Noise from music emanating from Out to Grass campsite
2023	30-Jun-23	Noise-Music	Ongoing noise from premises - Out to Grass
2023	12-Jul-23	Noise-Music	The music coming from the site starts at 4pm, & doesn't cease until after midnight
2023	26-Sep-23	Noise-Music	Over this weekend we are being keep awake until 2am on Friday and Sat
2025	18-Jul-25	Noise-Music	Noise from premises - Out to Grass
2025	14-Aug-25	Noise-Music	Ongoing Noise complaint from Out To Grass WR13 5JW
2025	05-Aug-25	Noise-Music	Loud music from outdoor festival

Out to Grass site Visit – Environmental Health – noise nuisance case

Date :- 30 July 2025

Ref SRU 419474 – Notice 3875 & 3876

Photographs taken by Elisabeth Laughland

1. Woodend Farm - Out to Grass entrance from Road



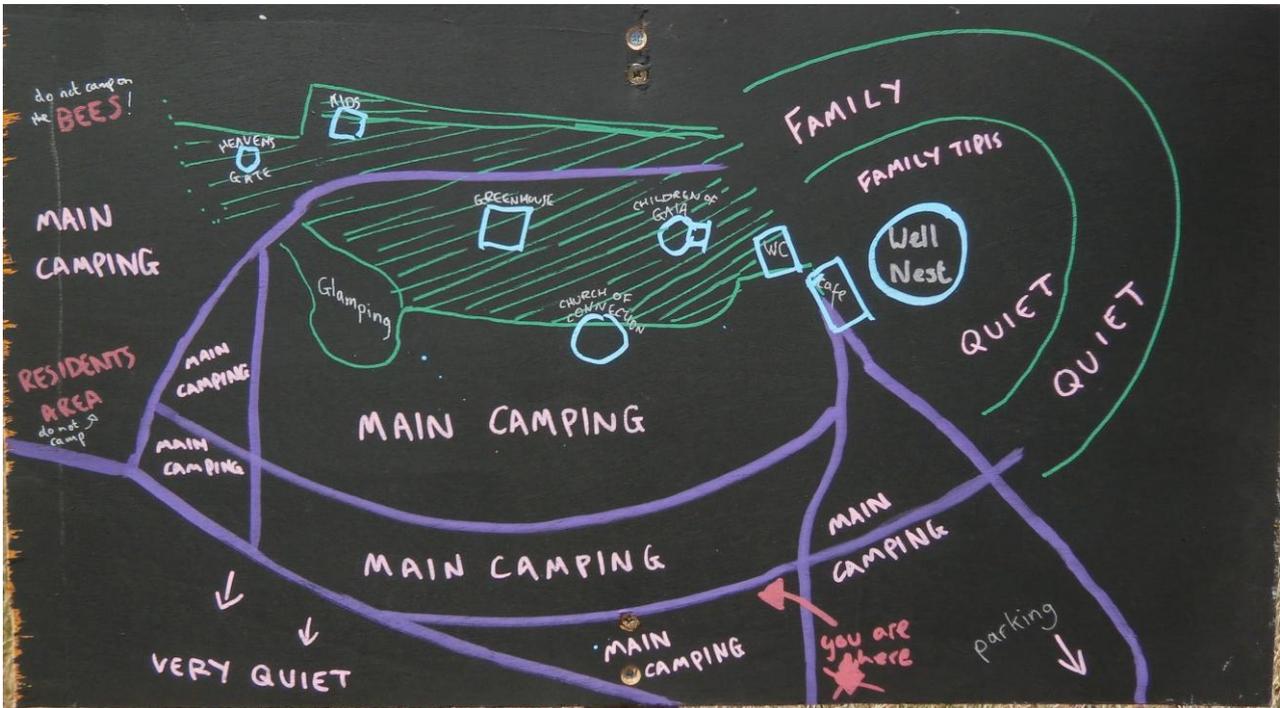
2. Entertainment site as you approach from ticket office entrance.



3. Rural Location panoramic 3 photos from site ticket office/ shed (right to left)



4. Site Plan as displayed near Ticket office entrance



5. Family Camping area & Well nest structure





6. Camp Café and accommodation for event manager. In family camping area



7. Entrance to licensed area from Family camping area



Licensable area

8. View of License area - facing in with Family camping behind.



9. View of License area - facing in with Main camping behind.



10. WC - Toilets and washing up structure



Main Entertainment structures:

11. Green House, Children of Gala dome & Bar, Bar and entrance to Church of Connections Dome



14. Inside entertainment area / main stage speaker system



15. Mixing table area opposite stage with speaker



16. Children of Gala dome & connecting Bar (solid structure)



Church of Connections – slightly smaller entertainment dome

17. Church of Connections dome entrance from Licence area



18. Church of Connections dome – Event program on display during visit



19. Rear of Church of Connections dome. Main structure outside of hedge area entrance into Licensable area. Straw bail structure to side of dome. Smaller entertainment Dome.



20. Inside Church of connections entertainment dome



21. Bar between entertainment domes.



22. Green House - Open sided fixed wooden structure & fire walking circle path marked in ground



23. Three tents in Licensing entertainment area



24. View of same tents looking towards entertainment domes



25. View looking towards Glamping pod area. Green area on right also used as outdoor stage area.



26. Main Camping Area opposite side to Family Camping - Glamping mud huts – (work taking place converting structures from wood huts to mud huts) & wood huts and canvas huts

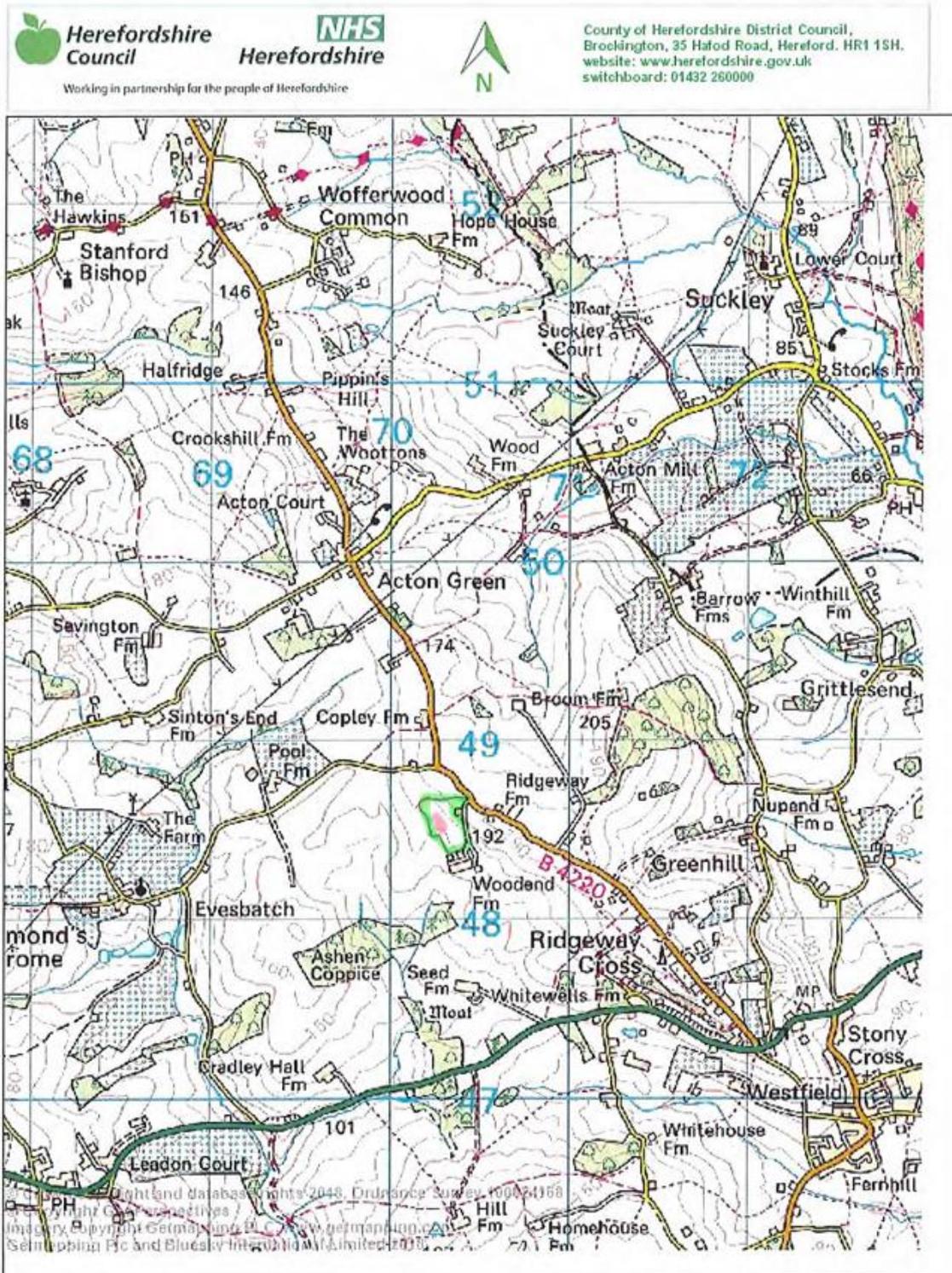






Out to Grass Events – Area Maps & Google Screen Shots

a) Wider area location map



Location: Out To Grass Music Events

Description: Noise nuisance investigation

Map Scale 1:30,210 ; Map Centre OS Grid Reference 370,413.9706042:249,304.5471612

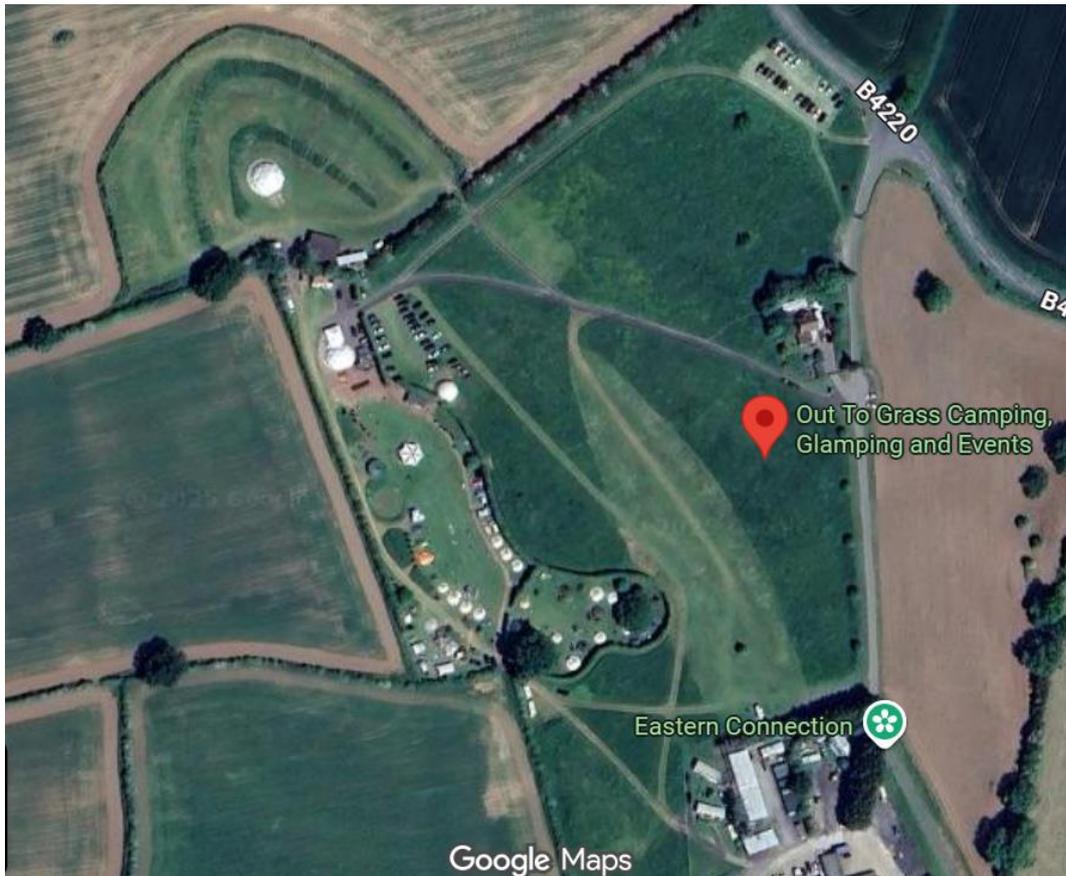
© Crown copyright and database rights 2013, Ordnance Survey 100024168
No further copies may be made.

General Area - not to scale.

OTG Event site

OTG licenced area.

c) Google Aerial Photograph – Photograph copied from Out to Grass Google site – 10/10/2025





News and Blog

Sound Clip Assessment SUMMARY

a) Sound Clip Assessment – External areas

Regarding Music events held at **Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW**

Start Date & Time	Measurement Duration	Name – (SLM 4 – Project No, Location)	LAeq - dB	LZeq - dB	Sound clip Assessment observations
09/07/2022 22:24	00:02:03	M4-P01 OTG Riding Centre area - group of residential property's in this area.	39.8	78.2	Bass beat audible with sound of wind rustling tree noise in immediate area. The bass beat was thumping through the wind noise and the dominant noise and only audible sound other than wind noise.
30/07/2022 23:38	00:02:05	M4-P027 OTG Gate	38.4	64.5	Wind and officer breathing noise then bass beat started. Clearly audible and bassy beat hear coming through the wind in trees noise.
27/08/2022 21:27*	00:02:25	M4-P001 OTG Gate	49.2	75.6	Car passing noise. When quiet people talking noise with faint tune of music audible. Then music started no heavy bass on sound clip audible.
02/09/2022 22:12	00:06:04	M4-P002 OTG Gate	43.9	76.3	Heavy bass noise playing rhythmic tune clearly audible large bass sound. Distant traffic noise just audible. Bass drops and base beat main sound creating monotonous thumping sound with no tune audible.
07/07/2023 22:56	00:02:33	M4-P010 OTG Hook Lane outside residential property	43.5	61.3	Thumping bass beat then stopped for a few seconds then started thumping again. Faint people noise and distant traffic noise but dominant monotonous thumping intermittent bass beat.
07/07/2023 23:40	00:03:05	M4-P012 OTG Farm Cottage – group of residential property's in this area.	36.2	75.1	Bass beat audible in distance. Thumping and monotonous sound with no tune audible.
16/07/2023 00:11*	00:05:04	M4-P022 OTG Hook Lane outside residential property	45.6	68.6	Two tone alternating bass beat with intermittent bass drops thuds. Wind in trees

					but bass noise dominating the sound in area with heavy bass drop beats sounds like the they were creating a vibrating sensation. Thumping bass with no other music sound audible.
20/07/2025 00:50*	00:05:10	M4-P011 OTG Hook Lane Garden outside residential property	43.3	75.6	Clearly audible bass beat thumping over the top of muffled people talking noise and music tune noise. Bass beat intermittent which increases the impact of bass sound when it starts up again. A huge boom of bass starts up creating a dominant thumping sound. Music tune then also becomes very noticeable, and people starts shouting and cheering.
26/07/2025 23:09*	00:03:45	M4-P012 OTG Gate - reception	57.1	75.9	Music very clearly audible rap type tune and bass beat all clearly audible with muffled people noise. The dominant sound is the heavy bass beat. Music sound like it slightly gets louder in waves.
26/07/2025 23:18	00:06:45	M4-P013 OTG village – entrance to riding centre – group of residential property's in this area.	33	60	Trumpet tune and drums clearly audible with rumbling bass beat sounding under the tune. Music sounds like reggae style music. Tune becomes clearly audible, sounds like a compilation of music. Dominant sound in area until car approaches at very end of sound clip.
30/08/2025 23:19	00:05:02	M4-P010 OTG Hook Lane outside residential property	42.2	71.4	Sounds like a windy night - wind in the trees sound. Bass beat audible over wind noise. Only very faint people noise audible mainly thumping bass beat sound and wind noise. Occasional beep noise sounding closer to monitoring location doesn't sound like part of music event noise.
05/09/2025 23:44*	00:02:04	M4-P002 OTG Gate	48.9	75.5	Loud bass dominant sound thumping out over muffled electronic music and people

					noise. Fast drum and booming bass beat and bass drop sound.
05/09/2025 23:50	00:02:01	M4-P003 OTG Hook Lane outside residential property	42.2	70.3	Rumbling bass beat with muffled people noise and intermittent music sounds. A heavy bass and electronic bass rumble of music is the dominant sound.
06/09/2025 00:21	00:02:03	M4-P007 OTG Hook Lane outside residential property	40.3	69.7	Fast drum bass beat with muffled electronic music and people noise audible. Higher tone electronic tune noise then becomes audible to a similar volume sound to the bass beat.
07/09/2025 00:29	00:01:59	M4-P017 OTG OTG Gate entrance to site	45.1	76.2	Heavy bass beat dominant sound with people shouting noise and muffled music. Fast repetitive thumping bass beat dominant sound clearly audible with no other noise audible in surrounding area.
07/09/2025 00:34	00:00:21	M4-P018 OTG Hook Lane outside residential property	43	66.4	Muffled bass beat audible some one approached officers so clip ends.
07/09/2025 01:01	00:04:50	M4-P023 OTG Hook Lane	47.3	75.3	Rumbling bass beat dominant sound with muffled people noise and music audible. Thumping bass beat dominant noise. Occasional low level beeping noise also audible sounds closer not part of event music.

b) Sound Clip Assessment - Background Noise Readings – No Events In Area 2023

In the area of premises:- Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Start Date & Time	Measurement Duration	Name – (SLM 4 – Project No, Location)	LAeq - dB	LZeq - dB	Sound clip Assessment observations
09/09/2023 22:40	00:05:10	M4-P09 OTG Gate BG	29	60	Very faint traffic noise just audible in far distance. Car door sound for a second. Area very quiet bird noise for a few seconds sounded like mid distance. Car approaching on road audible from a mid-distance and loud when passing but area returned to near silence when passed. Another car passed then back to very quiet.
		M4-P09 OTG Gate BG L90	25.3 dB		

c) Sound Clip Assessment –Inside Complainants premises

Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Start Date & Time	Measurement Duration	Name – (SLM 4 – Project No, Location)	LAeq -dB	LZeq -dB	Sound clip Assessment observations
07/07/2023 23:16:18	00:02:32	M4-P011 Out to Grass Hook CB'Room	31.3	66.6	Heavy thumping bass beat audible in room. A break in bass beat very noticeable as room went quiet then thumping bass beat started again. Brief muffled music and DJ voice sound.
20/07/2025 00:43:40	00:06:02	M4-P010 OTG Bed'r WC	35.7	65.6	Muffled drumbeats and people cheering audible. Then rhythmic heavy bass beat start repeat beat through track is main sound audible in room. Bass beat stops and can then hear DJ voice and people cheering. Room very quiet other than outside event noise. Thumping bass beat starts up again.
05/09/2025 23:55:02	00:02:01	M4-P004 OTG HookLne WC	34.5	66.7	Some rustling noise in the room from person moving in room then quiet. A fast bass beat just audible in room. Room very quiet other than bass beat noise going constantly like a fast heart beat.
05/09/2025 23:57:53	00:01:01	M4-P005 OTG HookLne WO	48.0	69.0	Window opened and fleeting talking inside house. With window open bass beat more clearly audible and some muffled music and people noise from event. Bass beat dominant sound in the room.
06/09/2025 00:14:51	00:02:03	M4-P006 OTG HookLne WPC	26.6	55.6	Fast bass beat audible with moment breaks in beat. Constant thumping of bass beat like a fast heartbeat, the dominant sound in what otherwise sounded like a very quiet room.
07/09/2025 00:46:10	00:07:22	M4-P019 OTG HookLne WO	35.1	62.8	Short sound clip with drums beat and muffled music with a rumbling lower bass beat creating constant drone sound. Muffed people cheering noise also audible.

07/09/2025 00:55:24	00:01:12	M4-P020 OTG HookLne WC	29.5	60.8	Faint bass beat audible sounds like a constant fast heartbeat. No other noise audible in room.
07/09/2025 00:58:13	00:02:00	M4-P021 OTG HookLne WO	30.5	63.6	Faint bass beat audible sounds with breaks in beat, muffled music noise also slightly audible. Bass beat sounds like a constant fast heartbeat. Room noticeably quiet and still when bass beat stops for a second.

d) Sound Clip Analysis – Sound Level Meter (SLM) installed in complainants’ property – 2023

Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Officer	Date	Visit	Installation and sound clip observation notes.
ELA installed and visit	7/07/2023	Installed SLM	M1-001 - Noise equipment installed in complainant’s premises (between 7/7/2023 to 26/07/2023) in bedroom facing OTG event area. Downloaded and assessed info - 6 sound clips recorded on weekend 7/07/23 and one sound clip 15/07/2023 . Low level thump of bass beats audible on all clips no music tune audible and room otherwise very quiet..
ELA - History ANJ installed	28/7/2023	Installed SLM	Noise equipment installed in complainant’s premises (M1-001 10 days – 28/07/2023 to 6/8/2023)– bedroom facing OTG event area. Downloaded and assessed info- no sound clips recorded.
ELA - History ANJ installed	24/8/2023	Installed SLM	Noise equipment installed in complainant’s premises (M1-001 12 days – 24/08/2023 to 5/9/2023) in bedroom facing OTG event area. Downloaded and assessed info - nine sound clips recorded two on weekend 27/08/23 and seven sound clips over weekend 1 st and 2 nd September day, evening and 1am at night. Low level thump of bass beats audible on all clips, no music tune audible and room otherwise very quiet.

sourceno	detail visit	adate visit date	aofficer	Observations
359742	EO3 Out of hours visit made	#####	JOM	9/ 7/2022 22.15 - 22:42 Calm, dry night with breeze in trees. Local Area visits at gate and residential premises in area. Intermittent traffic noise. Bass of music heard from OTG event. P001 22.24 (2 minutes) LAeq- 39.8DBa LZeq 50HZ - 59DB LZmax 50HZ-67DB LF range- 40HZ-100HZ. P002 22.36 2 Minutes LAeq- 43.9DBa LZeq- 50HZ- 58.5DBa LZeq max- 50HZ - 63.9DB
359742	EO3 Out of hours visit made	#####	FSP	30/07/22 at 23:31 Damp, slight breeze OTG. Bass music heard from site. Noise monitoring inside neighbouring property, bass audible.
359742	EO3 Out of hours visit made	#####	CSA	27/08/2022 Sat . 21:30 visit to local area. Music audible but not loud. Not many people heard. Sound reading P001. 18oC. Clear, still. OONH Visit made, Sat 27/08/2022. CSA and MIJ. 21:30
359742	EO3 Out of hours visit made	#####	CSA	02/09/2022.Fri @ 22:20. Officers attended gateway to OTG Lots of bass - voices

383495	EO3 Out of hours visit made	#####	RRO	<p>07/07/2023 23:00 - 23:40 area visit and property visit - music audible outside event and residents premises - thumping vibrating bass outside and audible inside bedroom. 7/7/23 M4-P11 front bedroom of Hook Cottage 23:18 2:32mins LAeq 31.8dB LZeq 66.6dB Peak at frequency 40Hz 49.5 dB 50Hz 57.3 dB Bass beat of music clearly audible in bedroom. Otherwise room very quiet. 7/7/23 Farm Cottage M4- P12 Farm Cottage 23:43 3.05 mins LAeq 36.2 dB LZeq 75.1 dB third Octave 50Hz LZeq 60.8 dB peak. Bass beat of music audible with some very distant traffic noise. 7/7/23 M4-P10 Noise Survey Hook Lane 22:56 2.33 mins LAeq 43.5 dB LZeq 77.4 dB 50Hz LZeq 67.4dB 63Hz LZeq 66.2 Very loud thumping music very noticeable beat and quiet in gaps. Talking and children screaming noise in the background. No tune audible just heavy beat.</p>
385545	EO3 Out of hours visit made	#####	ELA	<p>16/7/23 Out of hours visit made 00:06 to 00:20 OTG Gate and area. 16/7/23 M4-P22 Hook Lane 00:16 5.04 mins LAeq 45.6 dB LZeq 68.6 dB third Octave 50Hz 63.1 dB Breeze in leaves but bass beat dominant sound with some heavier beat to others - bass drop.</p>
385545	EO3 Out of hours visit made	#####	FSP	<p>21/ 7/2023 22:51 OTG Gate an dArea No event - very quiet</p>

383495	EAA Polln - Visit/Insp Complaint	#####	ANJ	26/ 7/2023 09:00 ANJ Arrived at premises at 9:15. Discussed noise at OTG over the past weekends - Mr Ellis said that hasn't been as bad, thinks that the rainy weather has meant less people. Has recorded some clips. Log sheet blank on arrival, Mr Ellis filled out whilst I was there with notes made on another sheet. No spare SD card in SLM01 bag - so packed up noise kit and said would arrange a date and time to install again. Calibration ok and saved to M1-P001 - packed up noise kit.
--------	---	-------	-----	--

383495	EAA Polln - Visit/Insp Complaint	#####	ANJ	<p>14:29 arrived at Hook Lane Cottage. SLM01 set up in upstairs front bedroom (where previously installed). SLM01 calibrated at 14:34 - calibrated ok - 41.21mv/Pa -0.11dB deviation. Recording on PO01. Spoke to Mr Ellis re. event scheduled for this weekend - doesn't appear to be on OTG website but Mr Ellis came across it on Facebook. Mentioned it was a 'musicals' music event by Shavara Festival at the OTG campsite. Mr Ellis was confident with how to use and record using the noise kit - I did briefly re-cap how to use it and mentioned recording with the windows open and closed - saying this on the recording. Agreed to leave SLM01 at property for 2 weeks - ANJ to email Mr Ellis to confirm date and time for retrieving the noise equipment. Left a logsheet with the noise equipment and made Mr Ellis aware of this and requested this he filled it out when triggering the recording. Left property at 14:46.</p>
--------	---	-------	-----	--

383495	EAA Polln - Visit/Insp Complaint	#####	ANJ	7/ 8/2023 10:25 ANJ Arrived at Hook Lane Cottage at 08:45 to collect SLM01. Spoke to Mr Ellis on arrival, he mentioned that there hasn't been much noise over past few weeks. Weather hasn't been particularly good...? SLM in same place - hasn't been moved/tampered with and still recording ok. Calibration at 08:49 ok. Stored/saved to PO01. Log sheet filled out and new log sheet given to Mr Ellis to continue keeping arecord. Mr Ellis mentioned that the weekend of the 27/7/23 there was abit of loud music as they were setting up but not much, then the Saturday there was an incident/fatality - event closed early. This weekend (4-6/8/23) bad weather so wasn't much loud music. Left property at 09:00.
385545	EO3 Out of hours visit made	#####	ELA	9/9/23 Back Ground noise level taken - no music noise distant traffic noise audible. Quiet rural area. 9/9/23 OTG Gate 22:40 Background reading no event M4-P9 5.10 mins LAeq 52.9 dB L90 25.3 dB Distant traffic noise some cars passed on road but otherwise very quiet rural location and sounds.

419474	EO3 Out of hours visit made	#####	ANJ	25/5/25 OOH Visit ANJ / JJA Weather breezy but mild. Arrived approx. 00:10. Outside OTG entrance. No music or noise audible, string of lights visible down the hill to the right. Monitored outside properties on Hook Lane. No noise or music audible from OTG site. Very quiet residential area, trees rustling was main noise. OTG did not appear to be active. Lights not visible from road on Hook Lane. No noise / music when left area.
420146	EO3 Out of hours visit made	#####	ANJ	25/5/25 OOH Visit ANJ / JJA Weather breezy but mild. Arrived approx. 00:10. Outside OTG entrance. No music or noise audible. Area no noise or music audible from OTG site. Very quiet residential area, trees rustling was main noise. OTG did not appear to be active.
419474	EO3 Out of hours visit made	#####	JBP	20/ 7/2025 00:40 JBP Weather - Slight breeze, little to nil drizzle 00:40 - Hook lane cottage (from 1st floor bedroom front right) windows closed, shouting heard, heard DJ saying "one last song" Noise clip taken P010 LAeq 38.3 db 00:50 - Hook lane cottage (outside property in the garden) light breeze, loud music, screaming, shouting, crowd heard, lyrics clearly heard, Noise clip taken P011 LAeq 43.3 db, LQeq 50 hz hitting 70 db, heard rustling plants in the garden. Noise clip taken P011 LAeq 43.3 db, LZeq 50hz hitting 70db also heard rustling of plants in the garden.

OFFICIAL

420146	EO3 Out of hours visit made	#####	JGR	<p>26/ 7/2025 23:11 GHI Weather - warm, dry, cloudy, light breeze Parked at reception. Could hear the music around 200 - 300m away from the event. Took noise clip P012 at location W3W concerning.imparting.trading. P012 Reception Measurement Start Time Stop Time Elapsed Time Total 26/07/2025 23:09:04 26/07/2025 23:12:49 00:03:45 LAeq [dB] LZeq [dB] 57.05 75.89</p>
420146	EO3 Out of hours visit made	#####	JGR	<p>26/ 7/2025 23:11 Weather - warm, dry, cloudy, light breeze. Gate to OTG & Area visit could hear the music, no audible lyrics, could also hear crickets outside of the van. Around 0.4 miles from location. Noise clip taken</p> <p>P012 Reception Measurement Start Time Stop Time Elapsed Time Total 26/07/2025 23:09:04 26/07/2025 23:12:49 00:03:45 LAeq 57.05 [dB] LZeq 75.89 [dB]</p> <p>P013 Outside riding centre Measurement Start Time Stop Time Elapsed Time Total 26/07/2025 23:18:01 26/07/2025 23:24:46 00:06:45 LAeq [dB] LZeq [dB] 61.31 93.88</p>
419474	EAA Polln - Visit/Insp Complaint	#####	ELA	<p>30/ 7/2025 ELA & JGR Met Mr Johnson, Claire Kelly site manager and Andrew Baylass noise consultant (sound engineer). Discussed concerns regarding noise levels, bass number of events and duration of events. Mr Johnson just hired noise consultant to advise on noise issues. He felt it was just one complainant making trouble but had to advise it was more than one and officer had witnessed independently and identified noise nuance concerns. Did a site visit. More camping tent facility, glamping pods, temporary outdoor stage areas also and same main entertainment marquee structures and bar area.</p>

OFFICIAL

420146	EO3 Out of hours visit made	#####	JJA	2/ 8/2025 23:20 Weather - Clear skies, gentle breeze, dry weather 16 degrees All quiet, no activities
420146	EO3 Out of hours visit made	#####	LBI	30/08/25 Time: 23:14 Officers: Jackie B-P and Leslie B Weather: Dark skies, rainy night (overcast), gentle breeze. Notes: Audible music from outside Mr Ellis's property (Hook Lane). Not loud mainly Bass audible. Gentle breeze, rustling trees/hedges. Sound measurement taken: P010 Outside Mr Ellis property (hook Lane) Measurement Start Time 30/08/2025 23:19:26 Time Total 00:05:02 LAeq 42.19 [dB] LZeq 71.38 [dB] Rattling of trees is dominant noise. Music just audible, bass beat is noticable. Music becomes more audible when breeze dies down, people noise just audible.
419474	EO3 Out of hours visit made	#####	ELA	05/09/25 Time: 23:50 Officers: Lis L & Jade R Weather: Mild, some cloud cover, dry. Notes: Hook Lane Cottage, Mr and Mrs Ellis. Readings taken inside and outside. Could hear and feel the bass. Assessment inside neighbours property bass audible. P002 - OTG outside front gate Start 23:44:39 duration 00:02:04 LAeq 48.89 [dB] LZeq 75.45 [dB] Bass beat is dominant, people noise just audible in background. Bass dominant and could feel it. P003 – Area Measurement Start Time 23:50:14 duration 00:02:01 LAeq 42.2 [dB] 70.26 LZeq [dB] Music is just audible with people noise also. Bass is present, not as intense as previous clip but loud. P007 clip Area Measurement Start Time 00:21:43 duration 00:02:03 LAeq 40.31 [dB] LZeq 69.72 [dB] Bass clearly audible, consistent beat. People noise (talking) and other music tones are audible, bass is dominant.
420146	EO3 Out of hours visit made	#####	JGR	Date: 07/09/25 Time: 00:27 Mild, some cloud cover, dry. OTG - monitoring outside gate to premises. Bass is loud and dominant noise source. Lyrics of music just audible, not as prominent. Can feel bass. P017 noise measurement OTG Gate Start Time 00:29:16 duration 00:01:59 LAeq 45.14 [dB] LZeq 76.16 [dB] Bass beat increases (becomes more dominant and consistent), people noise (shouting) audible in background.

420146	EO3 Out of hours visit made	#####	JGR	<p>Date: 07/09/25 Time: 00:34 Weather: Mild, some cloud cover, dry. OTG entrance bass beat increases becomes more dominant and consistent , people noise(shouting) audible. Hook Lane. officers were approached by Peter (independant noise consultant for OTG). Discussed some of findings, said he has been monitoring every hour. Noise better than yesterday. Peter sated they have carried out some adjustments and put bales around speakers. Local resident cam out confirmed better than yesterday but at 16:00 today it was very bad, India type drum music which was excessively loud</p> <p>Sound measurements-</p> <p>P017 Gate OTG Measurement Start 00:29:16 duration 00:01:59 LAeq 45.14 [dB], LZeq 76.16 [dB]</p> <p>P018 Hook Lane Time 00:34:52 Duration 00:00:21 LAeq 43.03 [dB], LZeq 66.38 [dB]</p> <p>P023 top end of Hook Lane Start 01:01:02 duration 00:03:16 LAeq 47.33 [dB] LZeq 75.3 [dB] Bass is dominant. Music is also audible. People noise(cheering/shouting).</p>
--------	-----------------------------	-------	-----	---



Table 1 Complaints and Investigation information 2021 to 2025 - Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Date received	Time received	Noise complaint	Complaint details	Premises causing noise complaint	Investigation
12-Jul-21	11.17	Noise-Music	Music has started back up again at the weekend. started midday Saturday all the way through to around midnight, Sunday from lunchtime through to the evening. Drum and bass music which penetrates both garden and house.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	2021 EH actions - Notifying OTG of complaints, issue and advised - Ian Johnson on 22 July 2021. Advising of complaint and requesting review of noise management. No Out of Hours monitoring that year due to COVID
13-Sep-21	09:18	Noise-Music	This business has events such as festivals and parties from May to October most weekends, involving loud music for at least twelve hours during a 24hour period. Keeps family awake and noisy through the weekends.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	
03-May-22	10:09	Noise-Music	Experienced many years of noise disturbance from this premises. Noise heard in garden and house through weekends when music events on.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	2022 EH Investigation - Notifying OTG of complaints, issue and advised. Second advice letter sent. Advised on TENS application which was later withdrawn. Out of Hours team carried out monitoring of area. Two noise warning letters sent to OTG.

14-May-22	00:50	Noise-Music	Out to Grass is holding a festival that we can hear the bass and shouts of people very clearly in our property up the road. The bass can be clearly heard over the TVs in our homes and through earplugs when trying to sleep	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW
02-Jul-22	22:29	Noise-Music	Music venue events run over weekends. intrusive as we can't sit outside our property in the summertime when the music is playing and in the evening you can still hear it inside our property which you are constantly aware of the sound and it affects our sleep.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW
02-Sep-22	21:13	Noise-Music	Noise from premises - Out to Grass Music and musical beat and rowdy voices heard from outside and within my house. This has been a noise issue for 12 years.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW
03-Oct-22	00:03	Noise-Music	Noise from music at Out to Grass Friday night 30th September until 2am, Saturday night all night and throughout Sunday at time of emailing music still playing. Impact on ability to sleep	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

30-May-23	08:22	Noise-Music	Noise from music emanating from Out to Grass campsite every time they play music we are disturbed by it. They were playing music last weekend (20th/21st May) late into the night and then this weekend there was music on Thursday 25th May at night until approximately midnight, Friday 26th May until 1.30am, Saturday 27th May from approximately 4pm, possibly earlier until at least 1.30 am and again Sunday 28th May from approximately 4pm until 1.55am. Out of the 10 nights between 20th May and 28th May 6 of those have been impacted by the noise.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	2023 EH Investigation - Notifying OTG of complaints, issue and advised two letters sent. Out of Hours visit to area warning letter sent and Statutory Nuisance guidance sent. Requested visit to discuss Licence activities and noise nuisance. No visit confirmed as end of season and Mr Johnson abroad so not available.
28-Jun-23	14:49	Noise-Music	Ongoing noise from premises - Out to Grass	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	
03-Jul-23	08:16	Noise-Music	The music coming from the site starts at 4pm, & doesn't cease until after midnight. This has happened from Friday (just gone), till yesterday (Sunday the 2nd July). Same last weekend - you can hear noise from music in particular, shouting etc....Disturbs sleep and going outside	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	

24-Sep-23	15:17	Noise-Music	Over this weekend we are being keep awake until 2am on Friday and Sat continued Sun extremely loud with heavy bass pounding out nonstop, this affects us while we are indoors with all windows shut.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	
2024					2024 EH Investigation - No noise complaints received and no Out of hours visits made to area. Not aware of any events taking place at the premises that year.
10-Jul-25	16.08	Noise-Music	Noise from premises - Out to Grass on going noise from out to grass premises on weekends over summer causing noise nuisance inside and outside house	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW	2025 EH Investigation -Notifying OTG of complaints, issue and advised. Out of Hours visit to area warning letter sent and noise management and statutory nuisance information sent. Carried out an advice meeting and visited site. Advice given and requested noise management information with regards Licence activities and noise nuisance. Further officer witness of noise issue from event site served EPA 1990 abatement notice.

27-Jul-25	17:36	Noise-Music	Ongoing Noise complaint from Out To Grass Quiet last 12 months now back. We have endured five full weekends of music out of six consecutive weekends. usually starting mid-day on Fridays and continuing up to Sunday midday, and finishing in the early hours of the morning. We live in a well insulated house with full double glazing, with all doors and windows closed we can clearly hear the sound from out to grass.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW
27-Jul-25	00:36	Noise-Music	Loud music from outdoor festival Loud music being played for the last 7 hours at Out to Grass festival. Loud enough to hear through closed windows. Has been disturbed since middle of July - On Saturdays music starts 5pm and goes through to 01:30am and on Sundays 5pm to 01:30am. Their baby is also being disturbed.	Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Table 2 Herefordshire Environmental Health Visit Investigation information 2021 to 2025 - Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Date	Visit	Monitoring notes.
9/ 7/2022	Out of hours visit made	22.15 - 22:42 Calm, dry night with breeze in trees. Local Area visits at gate and residential premises in area. Intermittent traffic noise. Bass of music heard from OTG event. Sound measurement taken.

OFFICIAL

30/07/22	Out of hours visit made	23:31 Damp, slight breeze OTG. Bass music heard from site. Noise monitoring inside neighbouring property, bass audible. Sound measurement taken
27/08/2022	Out of hours visit made	21:30 Sat . visit to local area. Music audible and bass. Not many people heard. Traffic noise. Sound measurement taken
02/09/2022	Out of hours visit made	22:20. Fri. Officers attended gateway to OTG Lots of bass – voices. Sound measurement taken.
07/07/2023	Out of hours visit made	23:00 - 23:40 area visit and property visit - music audible outside event and residents premises - thumping vibrating bass outside. Very loud thumping music very noticeable beat and quiet in gaps. Talking and children screaming noise in the background. No tune audible just heavy beat. Sound measurement taken
16/7/23	Out of hours visit made	00:06 to 00:20 OTG Gate and area. Breeze in leaves but bass beat dominant sound with some heavier beat to others - bass drop. Sound measurement taken
21/ 7/2023	Out of hours visit made	22:51 OTG Gate and Area No event - very quiet
9/9/23	Out of hours visit made	22:40 OTG gate. Distant traffic noise some cars passed on road but otherwise very quiet rural location and sounds. Background Sound measurement taken
25/5/25	Out of hours visit made	00:10. Outside OTG. Weather breezy but mild. No music or noise audible, string of lights visible down the hill to the right. Monitored outside local properties. No noise or music audible from OTG site. Very quiet residential area, trees rustling was main noise. OTG did not appear to be active.
20/ 7/2025	Out of hours visit made	00:40 Weather - Slight breeze, little to nil drizzle – outside properties in area - loud music, screaming, shouting, crowd heard, lyrics clearly heard. Sound measurement taken

26/ 7/2025	Out of hours visit made	23:11 Weather - warm, dry, cloudy, light breeze Parked at OTG reception. Could hear loud music and bass around 200 - 300m away from the event. Area assessment outside local properties music and bass audible. Sound measurement taken
30/ 7/2025	OTG meeting	Met Mr Johnson, Claire Kelly site manager and Andrew Baylass noise consultant (sound engineer). Discussed concerns regarding noise levels, bass levels, number of events and duration of events. Mr Johnson just hired noise consultant to advise on noise issues. Discussed Statutory Nuisance and Licensing objective concerns with regards to event noise nuisance impact on surrounding area and residents in locality.
2/ 8/2025	Out of hours visit made	23:20 Weather - Clear skies, gentle breeze, dry weather 16 degrees All quiet, no activities
30/08/25	EO3 Out of hours visit made	23:14 Officers. Weather: Dark skies, rainy night (overcast), gentle breeze. Notes: Audible music from outside neighbouring property. Not loud mainly Bass audible. Gentle breeze, rustling trees/hedges. Music becomes more audible when breeze dies down, people noise just audible. Sound measurement taken.
05/09/25	EO3 Out of hours visit made	23:50 Mild, some cloud cover, dry. Notes: Monitoring outside OTG gate and Area visits outside local residents property. Event taking place. Bass beat is dominant noise and could feel it, people noise just audible in background. Sound measurements taken.
07/09/25	EO3 Out of hours visit made	00:27 Mild, some cloud cover, dry. OTG - monitoring outside gate to premises. Bass is loud and dominant noise source. Lyrics of music just audible, not as prominent. Can feel bass. Officers were approached by Peter (independent noise consultant for OTG). Discussed some of findings, said he has been monitoring every hour. Noise better than yesterday. Peter sated they have carried out some adjustments and put bales around speakers. Local resident came out confirmed better than yesterday but at 16:00 today it was very bad, India type drum music which was excessively loud. Sound measurement taken.

Table 3 Herefordshire Environmental health Sound Monitoring information 2021 to 2025 - Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

OFFICIAL

Start Date & Time	Duration	Name	LAeq	LZeq
09/07/2022 22:24	00:02:03	M4-P01 OTG village	39.8	78.2
30/07/2022 23:38	00:02:05	M4-P027 OTG Gate	38.4	64.5
27/08/2022 21:27	00:02:25	M4-P001 OTG Gate	49.2	75.6
02/09/2022 22:12	00:06:04	M4-P002 OTG Gate	43.9	76.3
07/07/2023 22:56	00:02:33	M4-P010 OTG Hook Lane	43.5	61.3
07/07/2023 23:40	00:03:05	M4-P012 OTG village	36.2	75.1
16/07/2023 00:11	00:05:04	M4-P022 OTG Hook Lane	45.6	68.6
20/07/2025 00:50	00:05:10	M4-P011 OTG Hook Lane	43.3	75.6
26/07/2025 23:09	00:03:45	M4-P012 OTG Gate	57.1	75.9
26/07/2025 23:18	00:06:45	M4-P013 OTG village	33	60
30/08/2025 23:19	00:05:02	M4-P010 OTG Hook Lane	42.2	71.4
05/09/2025 23:44	00:02:04	M4-P002 OTG Gate	48.9	75.5
05/09/2025 23:50	00:02:01	M4-P003 OTG Hook Lane	42.2	70.3
06/09/2025 00:21	00:02:03	M4-P007 OTG Hook Lane	40.3	69.7
07/09/2025 00:29	00:01:59	M4-P017 OTG OTG Gate	45.1	76.2
07/09/2025 00:34	00:00:21	M4-P018 OTG Hook Lane	43	66.4
07/09/2025 01:01	00:04:50	M4-P023 OTG Hook Lane	47.3	75.3
09/09/2023 22:40	00:05:10	M4-P09 OTG Gate BG	29 (25.3 L90)	60
		M4-P09 OTG Gate BG L90 25.3 dB		

INFORMATION REQUEST RESPONSE - ENVIRONMENTAL PROTECTION TEAM (EP)

Case Reference: EIR2025/02243

Investigating Officer: Elisabeth Laughland – Principal Environmental Health Officer (EP)

IAT Officer: Sarah Smith

Response Date : 03/12/2025

Please see the below request.

Please see Environmental Protection response to the following FOI request.

Request for further information under Environmental Information Regulations 2004, and Freedom of information act 2000

Under the Environmental Information Regulations 2004, and Freedom of information act 2000, we request you disclose all information gathered during the investigation that led to the service of The Notice ref: U/003876, dated 24 October 2025. This includes monitoring data, officer reports, internal assessments, and correspondence relevant to the conclusion that a statutory nuisance exists.

We would like to specifically request:

1. Complaint History
 - a. A record of all noise complaints received by Herefordshire Council concerning OTG in the last five years.

Answer - A total 14 opened noise complaints received regarding noise nuisance from Out to Grass music was recorded on the data base over the 5 years. - See Table 1 Complaints and investigation Information below

- b. For each complaint:
 - i. The date and time it was received
 - ii. Whether it was investigated
 - iii. The outcome of the investigation

Answer - See Table 1 Complaints and investigation Information below and List of correspondence sent to OTG 2021 to 2025 in relation to noise nuisance complaints and Table 4 List of advice correspondence sent to OTG 2021 to 2025 - Regarding noise concerns from music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW – documents attached.

- c. The total number of unique complainants (not complaints) over this period. Noise Monitoring and Evidence

Answer - A total of 8 different neighbouring properties making complaints of noise from Out to Grass activities causing them a disturbance.

- d. A list of all noise monitoring activities undertaken by the Council relating to OTG in the past five years.
- e. For each instance:
 - i. The date and time
 - ii. The location of monitoring
 - iii. The equipment used
 - iv. The readings recorded (e.g. LAeq, LAmax, LA90 etc.)

Answer – See Table 2 Herefordshire Environmental Health Visit Investigation information 2021 to 2025 & Table 3 Herefordshire Environmental Health Sound Monitoring information 2021 to 2025.

- f. Details of any BS 4142 assessments or similar acoustic evaluations carried out, including reports or data collected.

Answer – Environmental Protection Act 1990 Part 3 Section 79(g) Statutory nuisance assessment – see guidance that explains further – this is primarily a subjective assessment made by an authorised officer of the Local Authority. Note- British Standard BS 4142:2014 'Methods for rating and assessing industrial and commercial sound' specifically excludes noise from 'music and other entertainment.

- g. The criteria used by Environmental Health to determine whether a statutory nuisance exists (including thresholds such as dB levels above background noise, frequency, duration, etc.).

Answer - See enclosed Statutory Nuisance leaflet also further information on webpage [Neighbour nuisance or anti-social behaviour issues - Herefordshire Council](#)

- h. A summary of any evidence that directly links noise complaints to activities occurring at OTG, rather than other nearby premises or sources.

Answer – See Table 2 Herefordshire Environmental Health Visit Investigation information 2021 to 2025 & Table 3 Herefordshire Environmental health Sound Monitoring information 2021 to 2025

2. Context and reasonableness

- a. Out to Grass (OTG) is a licensed premises operating under the Licensing Act 2003, and runs a very limited events calendar. In that light, we ask the Council to clarify how OTG's activities are considered to fall outside what is reasonably expected for a licensed venue, and to explain how you have determined this statutory nuisance and the standard of reasonability applied, specifically in terms of:
 - i. Regularity of events
 - ii. Volume of events
 - iii. Sensitivity of complainants

Answer- This is a request for officer analysis information rather than data request. This information forms part of a Court notice appeal process. The first hearing at Court will be a "Directions" hearing where the Court will order disclosure of material. Until the Court process has finished disclosure is strictly controlled and cannot be bypassed by FOI/EIR/DPA requests.

Tables 1,2, 3 & 4 below:-

Table 1 Complaints and Investigation information from 2021 to 2025 - Regarding regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Date received	Time received	Noise complaint	Complaint details	Investigation
12-Jul-21	11.17	Noise-Music	Music has started back up again at the weekend. started midday Saturday all the way through to around midnight, Sunday from lunchtime through to the evening. Drum and bass music which penetrates both garden and house.	2021 EH actions - Notifying OTG of complaints, issue and advised - Ian Johnson on 22 July 2021. Advising of complaint and requesting review of noise management. No Out of Hours monitoring that year due to COVID
13-Sep-21	09:18	Noise-Music	This business has events such as festivals and parties from May to October most weekends, involving loud music for at least twelve hours during a 24hour period. Keeps family awake and noisy through the weekends.	
03-May-22	10:09	Noise-Music	Experienced many years of noise disturbance from this premises. Noise heard in garden and house through weekends when music events on.	2022 EH Investigation - Notifying OTG of complaints, issue and advised. Second advice letter sent. Advised on TENs application which was later withdrawn. Out of Hours team carried out monitoring of area. Two noise warning letters sent to OTG.
14-May-22	00:50	Noise-Music	Out to Grass is holding a festival that we can hear the bass and shouts of people very clearly in our property up the road. The bass can be clearly heard over the TVs in our homes and through earplugs when trying to sleep	
02-Jul-22	22:29	Noise-Music	Music venue events run over weekends. intrusive as we can't sit outside our property in the summertime when the music is playing and in the evening you can still hear it inside our property which you are constantly aware of the sound and it affects our sleep.	

02-Sep-22	21:13	Noise-Music	Noise from premises - Out to Grass Music and musical beat and rowdy voices heard from outside and within my house. This has been a noise issue for 12 years.	
03-Oct-22	00:03	Noise-Music	Noise from music at Out to Grass Friday night 30th September until 2am, Saturday night all night and throughout Sunday at time of emailing music still playing. Impact on ability to sleep	
30-May-23	08:22	Noise-Music	Noise from music emanating from Out to Grass campsite every time they play music we are disturbed by it. They were playing music last weekend (20th/21st May) late into the night and then this weekend there was music on Thursday 25th May at night until approximately midnight, Friday 26th May until 1.30am, Saturday 27th May from approximately 4pm, possibly earlier until at least 1.30 am and again Sunday 28th May from approximately 4pm until 1.55am. Out of the 10 nights between 20th May and 28th May 6 of those have been impacted by the noise.	2023 EH Investigation - Notifying OTG of complaints, issue and advised two letters sent. Out of Hours visit to area warning letter sent and Statutory Nuisance guidance sent. Requested visit to discuss Licence activities and noise nuisance. No visit confirmed as end of season and Mr Johnson abroad so not available.
28-Jun-23	14:49	Noise-Music	Ongoing noise from premises - Out to Grass	
03-Jul-23	08:16	Noise-Music	The music coming from the site starts at 4pm, & doesn't cease until after midnight. This has happened from Friday (just gone), till yesterday (Sunday the 2nd July). Same last weekend - you can hear noise from music in particular, shouting etc....Disturbs sleep and going outside	

24-Sep-23	15:17	Noise-Music	Over this weekend we are being keep awake until 2am on Friday and Sat continued Sun extremely loud with heavy bass pounding out nonstop, this affects us while we are indoors with all windows shut.	
2024				2024 EH Investigation - No noise complaints received and no Out of hours visits made to area. Not aware of any events taking place at the premises that year.
10-Jul-25	16:08	Noise-Music	Noise from premises - Out to Grass on going noise from out to grass premises on weekends over summer causing noise nuisance inside and outside house	2025 EH Investigation - Notifying OTG of complaints, issue and advised. Out of Hours visit to area warning letter sent and noise management and statutory nuisance information sent. Carried out an advice meeting and visited site. Advice given and requested noise management information with regards Licence activities and noise nuisance. Further officer witness of noise issue from event site served EPA 1990 abatement notice.
27-Jul-25	17:36	Noise-Music	Ongoing Noise complaint from Out To Grass Quiet last 12 months now back. We have endured five full weekends of music out of six consecutive weekends. usually starting mid-day on Fridays and continuing up to Sunday midday, and finishing in the early hours of the morning. We live in a well insulated house with full double glazing, with all doors and windows closed we can clearly hear the sound from out to grass.	
27-Jul-25	00:36	Noise-Music	Loud music from outdoor festival Loud music being played for the last 7 hours at Out to Grass festival. Loud enough to hear through closed windows. Has been disturbed since middle of July - On Saturdays music starts 5pm and goes through to 01:30am and on Sundays 5pm to 01:30am. Their baby is also being disturbed.	

Table 2 : Herefordshire Environmental Health Visit Investigation information 2021 to 2025 - Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Date	Visit	Monitoring notes.
9/ 7/2022	Out of hours visit made	22.15 - 22:42 Calm, dry night with breeze in trees. Local Area visits at gate and residential premises in area. Intermittent traffic noise. Bass of music heard from OTG event. Sound measurement taken.
30/07/22	Out of hours visit made	23:31 Damp, slight breeze OTG. Bass music heard from OTG site. Sound measurement taken
27/08/2022	Out of hours visit made	21:30 Sat . visit to local area. Music audible and bass from OTG site. Sound measurement taken
02/09/2022	Out of hours visit made	22:20. Fri. Music audible and bass from OTG site. Lots of bass – voices. Sound measurement taken.
07/07/2023	Out of hours visit made	23:00 - 23:40 Music audible and bass from OTG site. Very loud thumping music very noticeable beat and quiet in gaps. Talking and children screaming noise in the background. No tune audible just heavy beat. Sound measurement taken
16/7/23	Out of hours visit made	00:06 to 00:20 OTG Gate and area. Music audible and bass from OTG site. Breeze in leaves but bass beat dominant sound with some heavier beat to others - bass drop. Sound measurement taken
21/ 7/2023	Out of hours visit made	22:51 OTG Gate and Area No event - very quiet
9/9/23	Out of hours visit made	22:40 OTG gate. Distant traffic noise some cars passed on road but otherwise very quiet rural location and sounds. Background Sound measurement taken
25/5/25	Out of hours visit made	00:10. Outside OTG. Weather breezy but mild. No noise or music audible from OTG site. Very quiet residential area. OTG did not appear to be active.

20/ 7/2025	Out of hours visit made	00:40 Weather - Slight breeze, little to nil drizzle – Music audible and bass from OTG site - outside properties in area - loud music, screaming, shouting, crowd heard, lyrics clearly heard. Sound measurement taken
26/ 7/2025	Out of hours visit made	23:11 Weather - warm, dry, cloudy, light breeze Music audible and bass from OTG site. Parked at OTG reception. Could hear loud music and bass around 200 - 300m away from the event. Area assessment outside local properties music and bass audible. Sound measurement taken
30/ 7/2025	OTG meeting	Met Mr Johnson, Claire Kelly site manager and Andrew Baylass noise consultant (sound engineer). Discussed concerns regarding noise levels, bass levels, number of events and duration of events. Mr Johnson just hired noise consultant to advise on noise issues. Discussed Statutory Buisance and Licensing objective concerns with regards to event noise nuisance impact on surrounding area and residents in locality.
2/ 8/2025	Out of hours visit made	23:20 Weather - Clear skies, gentle breeze, dry weather 16 degrees All quiet, no activities heard from OTG site.
30/08/25	Out of hours visit made	23:14 Officers. Weather: Dark skies, rainy night (overcast), gentle breeze. Notes: Music audible and bass from OTG site . Audible music from outside neighbouring property. Not loud mainly Bass audible. Music becomes more audible when breeze dies down, people noise just audible. Sound measurement taken.
05/09/25	Out of hours visit made	23:50 Mild, some cloud cover, dry. Notes: Monitoring outside OTG gate and Area visits outside local residents property. Event taking place. Bass beat is dominant noise and could feel it, people noise just audible in background. Sound measurements taken.
07/09/25	Out of hours visit made	00:27 Mild, some cloud cover, dry. OTG - monitoring outside gate to premises. Music audible and bass from OTG site Bass is loud and dominant noise source. Lyrics of music just audible, not as prominent. Can feel bass. Officers were approached by Peter (independent noise consultant for OTG). Discussed some of findings, said he has been monitoring every hour. Noise better than yesterday. Peter sated they have carried out some adjustments and put bales around speakers. Local resident came out confirmed better than yesterday but at 16:00 today it was very bad, India type drum music which was excessively loud. Sound measurement taken.

Table 3 Herefordshire Environmental health Sound Monitoring information 2021 to 2025 - Regarding Music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

Start Date & Time	Duration	Name	LAeq	LZeq
09/07/2022 22:24	00:02:03	M4-P01 OTG village	39.8	78.2
30/07/2022 23:38	00:02:05	M4-P027 OTG Gate	38.4	64.5
27/08/2022 21:27	00:02:25	M4-P001 OTG Gate	49.2	75.6
02/09/2022 22:12	00:06:04	M4-P002 OTG Gate	43.9	76.3
07/07/2023 22:56	00:02:33	M4-P010 OTG Hook Lane	43.5	61.3
07/07/2023 23:40	00:03:05	M4-P012 OTG village	36.2	75.1
16/07/2023 00:11	00:05:04	M4-P022 OTG Hook Lane	45.6	68.6
20/07/2025 00:50	00:05:10	M4-P011 OTG Hook Lane	43.3	75.6
26/07/2025 23:09	00:03:45	M4-P012 OTG Gate	57.1	75.9
26/07/2025 23:18	00:06:45	M4-P013 OTG village	33	60
30/08/2025 23:19	00:05:02	M4-P010 OTG Hook Lane	42.2	71.4
05/09/2025 23:44	00:02:04	M4-P002 OTG Gate	48.9	75.5
05/09/2025 23:50	00:02:01	M4-P003 OTG Hook Lane	42.2	70.3
06/09/2025 00:21	00:02:03	M4-P007 OTG Hook Lane	40.3	69.7
07/09/2025 00:29	00:01:59	M4-P017 OTG OTG Gate	45.1	76.2
07/09/2025 00:34	00:00:21	M4-P018 OTG Hook Lane	43	66.4
07/09/2025 01:01	00:04:50	M4-P023 OTG Hook Lane	47.3	75.3
09/09/2023 22:40	00:05:10	M4-P09 OTG Gate BG	29	60
		M4-P09 OTG Gate BG L90 25.3 dB		

Table 4 List of advice correspondence sent to OTG 2021 to 2025 - Regarding noise concerns from music events held at Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern, Herefordshire, WR13 5JW

-  2021 complaint letter to OTG 22 Jul 21
-  2022 2nd complaint letter to OTG 8 Jul 22
-  2022 Complaint letter to OTG 26 May 22
-  2022 OTG Warning letter 30 Jul 22
-  2022 OTG Noise Warning letter 14 Jul 22
-  2022 TEN event noise advice letter 1 Apr 21
-  2023 Complaint letter to OTG 23 Jun 23
-  2023 Letter to OTG 21 Jul 23
-  2023 OTG Noise warning letter & visit request 26 Oct 23
-  2023 Stat Nuisance Leaflet
-  2025 12 Nov email FW Out To Grass Noise consultant engagement
-  2025 12 Nov email Managing Entertainment Noise & Plan Guidance
-  2025 12 Nov email Statutory nuisance leaflet
-  2025 12 Nov email U3875 Mr Ian Johnson Home S80 Oct 2025
-  2025 12 Nov email U3876 Mr Johnson OUT Ltd S80 24 Oct 2025
-  2025 14 Aug email FW Out to Grass Noise complaints and visit to premises Ref 419474
-  2025 24 Jul email FW OTG Noise complaints and visit 30 July Ref 419474
-  2025 24 Jul email Managing Entertainment Noise & Plan Guidance
-  2025 24 Jul email Noise Complaint - warning letter & visit appointment
-  2025 24 Jul email Statutory nuisance leaflet
-  2025 OTG Noise Warning letter 24 Jul 25

FAO: Richard Roberts
Environmental Health and Trading Standard
Plough Lane
Hereford
HS4 0LE
Sent: 12/11/25

To Elizabeth Laughland, Richard Roberts and/or whom it may concern,

Request for further information under Environmental Information Regulations 2004, and Freedom of information act 2000

Under the Environmental Information Regulations 2004, and Freedom of information act 2000, we request you disclose all information gathered during the investigation that led to the service of The Notice ref: **U/003876**, dated 24 October 2025. This includes monitoring data, officer reports, internal assessments, and correspondence relevant to the conclusion that a statutory nuisance exists.

We would like to specifically request:

1. Complaint History
 - a. A record of all noise complaints received by Herefordshire Council concerning OTG in the last five years.
 - b. For each complaint:
 - i. The date and time it was received
 - ii. Whether it was investigated
 - iii. The outcome of the investigation
 - c. The total number of unique complainants (not complaints) over this period.
Noise Monitoring and Evidence
 - d. A list of all noise monitoring activities undertaken by the Council relating to OTG in the past five years.
 - e. For each instance:
 - i. The date and time
 - ii. The location of monitoring
 - iii. The equipment used
 - iv. The readings recorded (e.g. LAeq, LAmax, LA90 etc.)

- f. Details of any BS 4142 assessments or similar acoustic evaluations carried out, including reports or data collected.
 - g. The criteria used by Environmental Health to determine whether a statutory nuisance exists (including thresholds such as dB levels above background noise, frequency, duration, etc.).
 - h. A summary of any evidence that directly links noise complaints to activities occurring at OTG, rather than other nearby premises or sources.
2. Context and reasonableness
- a. Out to Grass (OTG) is a licensed premises operating under the Licensing Act 2003, and runs a very limited events calendar. In that light, we ask the Council to clarify how OTG's activities are considered to fall outside what is reasonably expected for a licensed venue, and to explain how you have determined this statutory nuisance and the standard of reasonability applied, specifically in terms of:
 - i. Regularity of events
 - ii. Volume of events
 - iii. Sensitivity of complainants

We respectfully request a written response within 20 working days as per Regulation 5(2), EIR 2004, including any available documents, policies, reports, or correspondence relevant to the above. If some of the requested information is held by the Licensing Department or any other team, please forward the relevant parts accordingly.

Best Regards,

Clare Kelly - Events Manager - Out To Grass Leisure Ltd.

(on behalf of **Ian Johnson** - Director of OutTo Grass)

Out To Grass Leisure Ltd,
Woodend Farm, Bromyard Road,
Worcestershire
WR13 5JW
infoouttograss@gmail.com

A COPY OF THIS LETTER HAS BEEN ATTACHED TO APPEAL LETTER POSTED TO HEREFORD JUSTICE COURT, ENVIRONMENTAL HEALTH AND BY EMAIL TO ethelpline@herefordshire.gov.uk AND elaughland@herefordshire.gov.uk

Directorate/Division: Economy and Environment
Team: Environmental Protection
Please ask for: Duty Officer
Our Ref: RRO/419474
Direct line: 01432 261668
Email: rroberts@herefordshire.gov.uk
Date: 24/07/2025

Mr Johnson
Out To Grass,
Woodend Farm
Bromyard Road
Cradley
Malvern
WR13 5JW

Email - [REDACTED]

Dear Mr Johnson,

**ENVIRONMENTAL PROTECTION ACT 1990
LICENSING ACT 2003 – LICENSING OBJECTIVE ‘PREVENTION OF PUBLIC NUISANCE’
WARNING LETTER- OFFICERS WITNESSED LOUD AMPLIFIED MUSIC
OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY, MALVERN, WR13 5JW
SITE VISIT ON WEDNESDAY 30 JULY AT 12:30**

I write to inform you that on the 19/07/2025 at 00:50 our night-time noise team witnessed amplified music emanating from your entertainment area, which was excessive in volume for music, vocals and bass levels. I note from your event list you had a Malvern Magic event booking on this weekend.

My purpose in writing to you at this stage is to remind you that noise of this type can amount to a Statutory Nuisance, which the above legislation is designed to control. As the manager / license holder of the property you have a duty to ensure that residents of neighbouring premises do not suffer nuisance from any activity at your premises. Therefore, I would advise you to review and monitor the noise issue and take appropriate action to ensure noise shall not emanate from the premises so as to cause a nuisance. See enclosed leaflet and web site <https://www.herefordshire.gov.uk/environmental-health/problem-neighbours/3> for advice on preventing noise nuisance at events and licensed premises.

Having assessed the information gathered we would require a site visit to discuss this noise nuisance concern and assess the current site set-up and noise controls with regards to your entertainment activities. It is noted you have a number of events booked for the rest of the summer, so it is important we carry out this visit next week. I confirm myself and Mr Josh Greeves will conduct a site visit next **Wednesday 30th July 2025 at 12:30**. If you are unable to attend this appointment please confirm a suitable time and date for next week or arrange for someone to be available on your behalf.

In addition to officer observations of noise concerns, I confirm the area officer Mr Richard Roberts has received complaints regarding noise from this premises causing a nuisance to other residents in the neighbourhood not just for this last weekend, but also from previous events held this year. They have been issued a log sheet with instructions to provide more information if there is continuing problems following this letter and how it is affecting them in their property e.g. time, duration and impact.

Our night-time noise team will continue to monitor your premises when they are in the area. This may involve carrying out noise monitoring using one or more of the following methods; personal observations, noise level measurements and sound recordings. Please note if a Statutory Nuisance issue is identified then formal action, under the above legislation, will be considered.

Furthermore, I would remind you that under Section 136 of the Licensing Act 2003 it is an offence to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation (Premises Licence or a Temporary Event Notice). The Council's Licensing team have been made aware of this incident. The Council's licensing team may consider further action should there be any breach of the licence conditions.

Please can you confirm who will attend the proposed **site visit on Wednesday 30 July at 12:30** or provide an alternative date and time for next week. If we do not hear from you we will continue with visits as planned. The case officer Mr Richard Roberts is currently on leave until the 6th August so if you have any queries or wish to discuss the contents of this letter further, please do not hesitate to contact Josh Greeves 01432 261603 or myself on 01432 261676. Our reference number is detailed at the top right of this letter and should be quoted when contacting us.

Yours sincerely

ELISABETH LAUGHLAND
REGULATORY SERVICE MANAGER (ENVIRONMENTAL HEALTH)

Enclosed leaflets :

- Managing Entertainment Noise & Plan guide
- Statutory nuisance leaflet

Statutory Nuisance

Residents have a legal right to be protected against statutory nuisance, as defined in legislation. Statutory nuisances tend to be property based issues from one premises to another. Therefore an issue which disturbed a person whilst walking on a public footpath, or whilst a visitor somewhere, could not generally be a statutory nuisance.

What is a statutory nuisance?

A statutory nuisance is 'an unlawful interference with a person's use or enjoyment of land or some right over, or in connection with it' or evidence of a significant impact on the health and/ or wellbeing. It is more than a mere annoyance. Statutory Nuisance is defined by Part Three of the 1990 Environmental Protection Act and includes the following matters:

- **Smoke, fumes or gases:** emitted from premises, or from a vehicle, machinery or equipment in a street and bonfires
- **Odour, dust, steam:** from industrial, trade or business premises
- **Noise:** coming from premises, or from a vehicle, machinery or equipment in the street
- **Light:** from badly adjusted security lights or floodlights illuminating complaints property
- **Insects:** from any industrial, trade or business premises
- **The physical state of any premises:** to be in such a state as to be prejudicial to health or a nuisance
- **Accumulations:** anything which could cause a nuisance or present a health risk for humans, for example an accumulation of rotting food which attracts rats or mice

Issues not covered by statutory nuisance law are:

- Aircraft noise
- Odour from domestic premises
- General road traffic noise
- Neighbor's arguing
- Issues occurring on a premises occupied by the Crown for military or Ministry of Defence purposes.

Assessing a Statutory Nuisance.

Nuisance is assessed as much by the reaction of an average reasonable person as by any technical equipment. An authorised investigation officer from Environmental Health decides whether a particular complaint meets the definition of a Statutory Nuisance. Sometimes measurements may be made to support the officers' assessment of a nuisance, however, there are no specific levels detailed within the legislation. The ultimate assessment is an officers' subjective assessment on the impact. The following points give some guidance:

- The problem must be considerable - for legal action a nuisance needs to be more than an annoyance.
- No account can be taken of particular sensitivities, problems of life-style of the complainant.
- Isolated acts cannot usually be taken into account; the nuisance needs to be regularly recurring.
- The Council (and ultimately the Court) has to be satisfied that the problem is an unreasonable and substantial interference with the enjoyment of the complainant's property.

When assessing the potential for nuisance the investigating officer will need to base their judgement on a number of factors. These include:

- How long it lasts _ noise how loud it is.
- How intrusive it is
- How frequent the intrusion is
- Whether it is a one-off or continuing problem
- The time of day / night
- Whether it is deliberate or not
- The nature of the area you live in (e.g. rural or urban)

- What steps the perpetrator has taken to avoid or reduce the nuisance
- The use of the activity causing the noise to the public

N.B. Relevant guidance documents and standards can be used to support the officer assessment. E.g. When investigating a noise of an industrial nature, noise measurement assessments can be used to help indicate whether there is a likelihood of complaints occurring, which can be carried out to assist the officer in their subjective assessment of a statutory nuisance e.g. 'BS4142 -Method for rating industrial noise affecting mixed residential and industrial areas', 'University of Salford, Procedure for the assessment of low frequency noise complaints. NANR 45- Criteria'.

Action available to the Local Authority.

All incoming complaints received by Herefordshire Council Environmental health are assessed and case history checks made. Generally for first enquiries, the initial action is to inform the person / business responsible for alleged statutory nuisance of the complaint, and advice given. Additionally, the complainants will be requested to provide evidence of any further occurrences of the matter and its impact on them in their property. This is usually requested in the form of a log sheet. The log sheets aim is to provide the case officer with sufficient information to demonstrate the on-going problem (time, duration and impact of problem). On receipt of this additional information an officer will assess the data to establish the next course of action. This log information is essential to the investigation as evidence of the nuisance being experiencing and assist the officer in carrying out a suitable, efficient and effective investigation.

If a full statutory nuisance investigation is deemed necessary, then this may involve the following methods relevant to the investigation; carrying out monitoring visits (personal observations), taking photographs, noise level measurements, sound recordings, using or installing monitoring equipment etc. In addition to any evidence provided by the complainant.

If the Local Authority is satisfied that a 'statutory nuisance' exists, or is likely to exist, then it can issue an abatement notice under the Environmental Protection Act 1990 to require the statutory nuisance ceases from continuing. Hence, the vast majority of cases that are presented to the local authority are on-going issues (rather than one-off issues) where a state of affairs exists.

If a served abatement notice is not complied with and the nuisance continues, further evidence of this breach needs to be established by the Local Authority and legal action would be instigated. If found guilty this will result in a criminal conviction and a fine of up to £5,000 for domestic premises and up to £20,000 for commercial premises (and costs).

The Council on identifying a breach of notice can also take action to stop or restrict the nuisance by:

- carrying out works and making the person given the notice pay for them (this can include seizure and confiscation of equipment)
- applying to the High Court for an injunction (if a prosecution is not adequate)

If, however, the Local Authority investigation identifies no Statutory Nuisance or insufficient evidence of a likelihood of a Statutory Nuisance, then there are no further powers available to insist on any improvements and the case will be closed.

Action available to complainant.

An individual can take their own action direct to the Magistrates Court under Section 82 of the Environmental Protection Act 1990. The Magistrates Court will need to be persuaded that the nuisance problem amounts to a statutory nuisance. For further information on this action it is recommend further legal advice is sort or contact Citizens Advice.

Alternatively mediation may be considered. An independent third party will listen to the views of both parties and can help them to reach an agreed compromise. For a list of local mediation services visit webpage <http://www.civilmediation.justice.gov.uk/> .

A Simple Guide for Managing Entertainment Noise & Noise Management Plan

This advice information is intended to provide a simple, non-technical guide for the managers of pubs, clubs and other venues who provide entertainment, such as live music, DJs, karaoke etc., to help manage noise and avoid complaints from neighbours. If you intend to hold a large-scale event or are thinking of installing a sound system to provide regular entertainment you may need to obtain specialist advice, although the advice here will still be relevant.

Managing Noise from Events / Licensed premises

There are three basic concepts to managing noise:

1. Reduce noise at source.
2. Prevent noise escaping.
3. Noise Management.

1. Reduce noise at Source

- Choose speakers that are right for the premises size, type of venue and the entertainment that you wish to provide. For smaller venues or outside areas it is often better to have more, lower-power speakers positioned and directed into the entertainment area to achieve the best result for the audience and noise control, rather than one or two powerful speakers at one end.
- Ensure the bass level are minimised and not excessively heard over main music. Bass sound will carry over distance and through walls easier and cause greater disturbance. Sound checks from inside and outside of premises boundary will be required to suitably assess bass levels.
- PA systems and Karaoke – Carryout sound checks to ensure vocals are not excessively louder than music levels. Clearly audible vocal / announcement noise can cause greater annoyance than just music noise and leads to complaints quicker.
- Turn general volume down to a reasonable level e.g. identify acceptable noise levels to set on your sound system, so music and bass is not clearly audible in neighbouring residential areas compared to the general noise in the area. (This may require changes over the evening and into the night).

2. Prevent noise escaping from Premises

- Choose suitably located entertainment areas e.g. inside premises or away from neighbouring premises or in walled / fenced enclosed areas.
- Position speakers so they are directed away from windows, doors and other openings and don't mount directly on walls or other parts of the structure – use proper mounting-stands wherever possible.
- Close doors and windows to the event area / premise after 23:00 or during amplified music events. This can significantly reduce noise breakout.
- Look for acoustically weak areas in the structure: usually windows, doors, vents, roof and other openings, especially ones that open on to residential properties. For regular entertainment sites you may need to improve the sound attenuation of these areas – specialist advice is recommended to ensure money is spent wisely.

3. Noise Management

- Ensure appropriate Bands, Acts and DJ's are hired / work for the venue. Some will try to insist on playing at their preferred volume rather than the appropriate volume for the venue. Larger bands and speakers (if Acts bring their own sound system) are likely to be loud. Consider restricting performances to only using venues sound system and could install noise limiter devices. Ensure a good line of communication with regards to expected volume level and finish times are established prior to event starting. Plan the playing of more gentle tracks at the end of the performance as this can help with reducing volume, calm the mood and mean patrons will be less noisy as they leave.
- Make appropriate performance content checks and provide clear guidelines to the performers at the time of booking. Please note if Acts have adult content or swearing this is very likely to cause offence and distress to locals in the area if it is audible outside the venue.
- Number and duration of noisy events have a significant impact on how the noise affects neighbours. Please keep both to a minimum if entertainment noise is audible outside in neighbouring residential properties. Sensitivity and noise impact becomes greater in late evenings, night-time and early mornings, so will cause increased disturbance and distress to neighbours the later it goes.
- During events regularly monitor outside premises in the general vicinity to assess noise levels (entertainment & people noise) and the impact on local residents. Monitor noise to ensure the levels aren't creeping up and excessively loud (including bass levels & vocals) in the neighbourhood and that levels are reducing suitably if going later into the night. Ensure the person monitoring hasn't been desensitised by internal event volume. The purpose of the assessment is to compare event noise against normal background noise levels and audibility/impact in the general area.
- Implement a clear complaints investigation, actions and response procedure.
- Occasional Marquee, outside events or Licensing TENs – Notify neighbours of planned one-off, or occasional events detailing start and finish times and contact details. It is recommended the music and people move inside the main premises or if in an outdoor / marquee area reduce the noise levels later in the evenings after 23:00 (both music and people noise).

Further Noise control Advice

- **Noise council Guide on Noise from Pop Concerts 1995** (for all types of outdoor events and festivals taking place up to 23:00hrs). This document has been identified as requiring outdating by the IOA. [Code of Practice on Environmental Noise \(lambeth.gov.uk\)](http://www.lambeth.gov.uk)

Other noise guidance – H&S noise at work guidance:

- HSE Sound advice: Control of noise at work in music and entertainment - [Sound advice \(hse.gov.uk\)](http://www.hse.gov.uk)
- **British Beer & Pub Association Guide: H&S Guidance for Pub and Bar Operators** : web link - [THE NOISE AT WORK REGULATIONS 2005 \(beerandpub.com\)](http://www.beerandpub.com)

Professional Services:

Association of Noise Consultants: <http://www.association-of-noise-consultants.co.uk/>
Institute of Acoustics: <http://www.ioa.org.uk/home/default.asp>

Example of Key Elements of a Noise Management Plan (NMP)

The NMP needs to be site specific and event specific and should include (but not exclusively) the following areas:

- **Event Details** - Overview of Location, Venue and Event (including times and duration)
- **Premises Details** – Type of premises / structures the event will be taking place in – e.g. open outdoor event, Marquee, enclosed building and its structure in relation to noise breakout.
- **Location** - Identify noise sensitive receptors in the area and understand background noise levels of area - local residents, other noise sources in area and any changes to noise environment over proposed event duration, after 23:00 classed as night-time therefore increasing sensitivity to noise later into the night the event runs.
- **Noise Management Responsibilities** – Detail lines of responsibility for noise management for the event / entertainment activity.
 - Detail person who has overall noise management control – who has the ultimate responsibility to ensure music is turned down when required or stopped at the end of the event time as specified in plan.
 - Details of noise consultants/ appointed suitably qualified and experienced person in noise control.
 - Detail Stage and Environmental noise control hierarchy.
- **Event Noise Sources** - The identification of the range of potential noise sources relating to the premises (including peripheral activities e.g. generators, bottling out, customers leaving event) and the acceptable levels of noise arising from all specified events.
- **Noise Controls** - A detailed list of steps taken to manage noise pollution:-
 - layout, speaker systems, and orientation of speakers,
 - Vetting of artist/ DJ should including consideration of the music genre and the premises structure. For example heavy bass travels further.
 - event programme design; louder music earlier in evening with set time to reduced volume & base later in the evening and specified stop time.
 - Pre-start sound checks to establish acceptable levels - noisy activity controls and maximum noise levels set, inside event and at the external monitoring points etc.
- **Noise Monitoring Procedure** - Detail the noise monitoring procedure to assess noise levels throughout the event, including sound tests.
 - Detail noise monitoring equipment specifications.
 - The identification of environmental noise monitoring locations to effectively monitor environmental noise impact of even on the area.
 - Defined programme of noise measurement to check that compliance has been achieved through monitoring and testing.
 - Detail subjective noise assessment checks to be made by competent person during monitoring and testing.
 - Design and include noise monitoring record form to be completed throughout the event and made available to LA officer if requested.
 - Detail lines of communication and follow-up actions.
 - Documentation to be kept and made available to Local Authority staff on request.

- **Noise Complaints Procedure:** Detail the noise Complaints Procedure, to include
 - Informative letter / notice to local residents and parish councils etc., which should detail event telephone number for complaints, start time and end time of music.
 - Detail actions required to investigate noise complaint.
 - Record of complaints and actions taken; including corrective action and follow-up assessment.
 - Documentation to be kept and made available to Local Authority staff on request.

- **Customer noise awareness information:** Procedure to make customers aware of the consequences of late night noise and to be proactive in dealing with the problem. E.g.
 - Notices displayed on exits and verbal announcements prior to dispersal asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours

It is recommended the event Noise management plans be made available to the Environmental Health Protection Team at the event management stage / prior to start of entertainment activity to detail how the event organisers intend to promote the 'Prevention of Public Nuisance' objective. Through the licensing process a time for submission of this finalised document are usually detailed in the condition.

Example Noise monitoring form:-

Event : e.g <i>Hereford Summer event – venue details</i>		
Date: _____ Event Start Time _____ End times: _____		
Nominated Noise manager		Noise Assessor(s)
General weather conditions and area observations for the evening: <i>e.g Warm evening 10°C, partial cloud cover 30%, slight SW breeze, dry. Road traffic from the A499 quite busy and audible in area. Built up city centre location with residential premises within 20m of the venue.</i>		
Date / time & Sound levels	Location details, observations & monitoring Information – change in weather.	Assessor comments & Follow-up action
Date /Time:- <i>01/7/22 18:30 to 18:40</i> Noise level <i>(if relevant)</i>	Location:- <i>Pavement outside gate of 1 Town Square.</i> Observations:- <i>Music from event audible, muffled words of song '.....'. No dominant bass detected. Traffic noise more dominant from passing vehicles. Intermittent traffic, so music dominant sound in the area for most of the time. Gulls also heard in area and people talking and walking past.</i>	Actions <i>Sound levels acceptable and although music is audible this is deemed acceptable for this event and time. No concerns identified.</i> Sign xxxxxxxx
Date /Time:-	Location:- Observations:-	Actions Sign
Date /Time:-	Location:- Observations:-	Actions Sign

From: Laughland, Elisabeth
Sent: 24 July 2025 18:40
To: 'infoouttograss@gmail.com' <infoouttograss@gmail.com>
Cc: Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>; Greeves, Josh <josh.greeves@herefordshire.gov.uk>
Subject: Out to Grass - Noise complaints and visit to premises Wednesday 30 July at 12:30 Ref 419474

Dear Mr. Johnson,

**ENVIRONMENTAL PROTECTION ACT 1990
LICENSING ACT 2003 – LICENSING OBJECTIVE ‘PREVENTION OF PUBLIC NUISANCE’
WARNING LETTER- OFFICERS WITNESSED LOUD AMPLIFIED MUSIC
OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY, MALVERN, WR13 5JW
SITE VISIT ON WEDNESDAY 30 JULY AT 12:30**

I am writing to bring to your attention there are ongoing noise nuisance concerns from your entertainment site, Out to Grass, located at Woodend Farm, Bromyard Road, Cradley, Malvern, WR13 5JW. As you are aware, we have been addressing these concerns for several years, and it has become necessary to conduct a site visit to assess your site noise management controls and discuss the issue further.

Our site visit is scheduled for Wednesday, 30th July, at 12:30 PM. If you are unable to attend this meeting at the proposed time, please let us know your availability for that week, or arrange for a representative to be present on your behalf. We want to ensure that this visit is convenient for you and that we can address the noise nuisance concerns effectively.

Attached to this email, you will find the letter detailing the ongoing noise nuisance concerns, as well as noise management and statutory nuisance advice information to assist you in reviewing your entertainment activities on-site. Please take the time to go through these documents to better understand the issue at hand.

Should you have any queries or wish to discuss the contents of the letter further before our meeting, please do not hesitate to contact me at 01432 261676, or Josh Greeves at 01432 261603. Additionally, please quote our reference number, which is detailed at the top right of the letter, when contacting us.

We look forward to working with you and your cooperation in this matter.

Kind regards,

Elisabeth Laughland

Herefordshire.gov.uk

Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA

Regulatory Service Manager (Environmental Health)
Economy and Environment Directorate

Personal Contact Details:

Email: elaughland@herefordshire.gov.uk

Direct Tel: 01432 261676 Office Tel: 01432 261761

Mail: EHTS, Herefordshire Council | Plough Lane | Hereford | HR4 0LE



 Please consider the environment - Do you really need to print this e-mail?

Any opinion expressed in this e-mail or any attached files are those of the individual and not necessarily those of Herefordshire Council. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail in error, you are advised that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender immediately and destroy all copies of it.

Council's Homepage www.herefordshire.gov.uk or follow environmental health on twitter @hfdsEH

From: Laughland, Elisabeth
Sent: 14 August 2025 23:41
To: 'infoouttograss@gmail.com' <infoouttograss@gmail.com>
Cc: Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>; Greeves, Josh <josh.greeves@herefordshire.gov.uk>
Subject: RE: Out to Grass - Noise complaints and visit to premises Ref 419474

Dear Mr Johnson

I wanted to follow up on our site visit on 30th July 2025, where Josh Greeves and I had the opportunity to discuss your noise management practices and events at the Out to Grass site. Firstly, thank you for meeting us and it was good to see firsthand how the events are managed at your site.

As we discussed during our meeting, we have been receiving complaints regarding noise from this year's events. These concerns were also confirmed by letters sent separately to our meeting. Additionally, our officer monitoring the area identified music that was clearly audible both in the surrounding area and inside the properties of local residents during your events. This has raised significant noise nuisance concerns, which is why we requested the meeting.

The meeting provided us with reassurance that you are taking these noise issues seriously. It was agreed that you would send us a comprehensive noise management plan, along with copies of your noise readings from this year's events. This will allow us to further review and address the noise nuisance concerns. Please could you provide this information by next Friday, 22nd August 2025, and ensure that you copy in the case officer, Richard Roberts, as well as Josh Greeves.

During our meeting, you also requested information on the complaints received by our service over the past ten years. Below is a table summarizing the number of noise complaints received each year:

Year	Noise complaints
2015	4
2016	2
2017	3
2018	1
2019	4
2020	1
2021	2
2022	5
2023	4
2025	2
Grand Total	28

We appreciate your cooperation and hope to work together to resolve these issues effectively. Should you have any questions or need further clarification, please do not hesitate to contact us.

Kind regards

Elisabeth

Herefordshire.gov.uk

Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA
Regulatory Service Manager (Environmental Health)
Economy and Environment Directorate

Personal Contact Details:

Email: elaughland@herefordshire.gov.uk

Direct Tel: 01432 261676 Office Tel: 01432 261761

Mail: EHTS, Herefordshire Council | Plough Lane | Hereford | HR4 0LE



 Please consider the environment - Do you really need to print this e-mail?

Any opinion expressed in this e-mail or any attached files are those of the individual and not necessarily those of Herefordshire Council. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail in error, you are advised that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender immediately and destroy all copies of it.

Council's Homepage www.herefordshire.gov.uk or follow environmental health on twitter @hfdSEH

From: Laughland, Elisabeth

Sent: 24 July 2025 18:40

To: 'infoouttograss@gmail.com' <infoouttograss@gmail.com>

Cc: Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>; Greeves, Josh <josh.greeves@herefordshire.gov.uk>

Subject: Out to Grass - Noise complaints and visit to premises Wednesday 30 July at 12:30 Ref 419474

Dear Mr. Johnson,

**ENVIRONMENTAL PROTECTION ACT 1990
LICENSING ACT 2003 – LICENSING OBJECTIVE ‘PREVENTION OF PUBLIC NUISANCE’
WARNING LETTER- OFFICERS WITNESSED LOUD AMPLIFIED MUSIC
OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY, MALVERN, WR13 5JW
SITE VISIT ON WEDNESDAY 30 JULY AT 12:30**

I am writing to bring to your attention there are ongoing noise nuisance concerns from your entertainment site, Out to Grass, located at Woodend Farm, Bromyard Road, Cradley, Malvern, WR13 5JW. As you are aware, we have been addressing these concerns for several years, and it has become necessary to conduct a site visit to assess your site noise management controls and discuss the issue further.

Our site visit is scheduled for Wednesday, 30th July, at 12:30 PM. If you are unable to attend this meeting at the proposed time, please let us know your availability for that week, or arrange for a representative to be present on your behalf. We want to ensure that this visit is convenient for you and that we can address the noise nuisance concerns effectively.

Attached to this email, you will find the letter detailing the ongoing noise nuisance concerns, as well as noise management and statutory nuisance advice information to assist you in reviewing your entertainment activities on-site. Please take the time to go through these documents to better understand the issue at hand.

Should you have any queries or wish to discuss the contents of the letter further before our meeting, please do not hesitate to contact me at 01432 261676, or Josh Greeves at 01432 261603. Additionally, please quote our reference number, which is detailed at the top right of the letter, when contacting us.

We look forward to working with you and your cooperation in this matter.

Kind regards,

Elisabeth Laughland

Herefordshire.gov.uk

Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA
Regulatory Service Manager (Environmental Health)

Economy and Environment Directorate

Personal Contact Details:

Email: elaughland@herefordshire.gov.uk

Direct Tel: 01432 261676 Office Tel: 01432 261761

Mail: EHTS, Herefordshire Council | Plough Lane | Hereford | HR4 0LE



 Please consider the environment - Do you really need to print this e-mail?

Any opinion expressed in this e-mail or any attached files are those of the individual and not necessarily those of Herefordshire Council. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail in error, you are advised that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender immediately and destroy all copies of it.

Council's Homepage www.herefordshire.gov.uk or follow environmental health on twitter @hfdSEH

Mr I D Johnson
Out To Grass Leisure Limited
Woodend Farm
Bromyard Road
Cradley
Malvern
Worcestershire
WR13 5JW

Dear Mr Ian Johnson

**ENVIRONMENTAL PROTECTION ACT 1990
SECTION 80 NOTICE IN RESPECT OF STATUTORY NOISE NUISANCE – REF U/003875
PREMISES: OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY,
MALVERN WR13 5JW**

Following complaints regarding music and bass disturbance from your premises activities. I confirm officer visits were made to assess noise impact to the area over the summer including 20/7/2025 & 05/09/2025, a noise warning letter was sent to you on 24/7/25 and a site meeting was carried out by Elisabeth Laughland and Josh Greeves with yourself on 30/07/2025 to discuss noise management controls connected to your business activities. Having assessed all the information gathered during this investigation please find enclosed a notice in respect of a statutory nuisance arising at the above premises.

Please be advised that, as the Notice places a legal requirement to take actions in compliance with the Notice, it is an offence not to comply with the Notice, for which the Council can take prosecution proceedings and / or undertake works in default including seizure of equipment. It is advisable to read through the attached carefully and contact this office if you have any queries.

To assist in compliance with this Notice a copy of the attached will be sent to all parties identified as having an interest in the premises. If you anticipate any difficulties in complying with the Notice, you are advised to contact this division at the earliest opportunity.

If you need any further information, or would like to discuss this further, please do not hesitate to contact me at this office.

Yours sincerely



**Mr Richard Roberts
ENVIRONMENTAL HEALTH OFFICER
ENCLOSURE**

Environmental Protection Act 1990: Section 80 Notice in Respect of Statutory Nuisance

Reference: U/003876

Date: 24 October 2025

To: Mr Ian Dennis Johnson

of: Out To Grass Leisure Limited, Woodend Farm, Bromyard Road, Cradley, Malvern
WR13 5JW

TAKE NOTICE that under the provisions of Section S.79(1)(g) of the Environmental Protection Act 1990 The Herefordshire Council is satisfied of the existence and Likely recurrence of a statutory nuisance at the premises known as :

Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern WR13 5JW

which is within the Council's area, arising from:

NOISE FROM AMPIFIED MUSIC BEING PLAYED AT SUCH A VOLUME AND TONE AS TO BE A NUISANCE

As the person responsible for the said nuisance of the said premises **you are required IMMEDIATELY** from the service of this notice **TO ABATE THE NUISANCE** and **THEREAFTER NEITHER TO CAUSE, PERMIT NOR OTHERWISE ALLOW THE RECURRENCE** of the same and for that purpose require you to:

ADEQUATELY CONTROL THE VOLUME AND BASS LEVEL OF THE MUSIC SO THAT IT DOES NOT MATERIALLY INTERFERE WITH THE USE AND ENJOYMENT OF NEIGHBOURING RESIDENTIAL PROPERTIES

If you wish to appeal against this notice you may do so, within 21 days from date of service, to a Magistrates' Court. The grounds of appeal prescribed in the Regulations are attached.

This is a Notice to which paragraph (2) of regulation 3 of the Statutory Nuisance (Appeals) Regulations 1995 applies and in consequence, in the event of an appeal, this notice shall **NOT** be suspended until the appeal has been abandoned or decided by the Court, as in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

THIS NOTICE WILL NOT BE SUSPENDED PENDING DETERMINATION OF AN APPEAL

If you do not stop causing a nuisance, or contravene without reasonable excuse any requirement of this notice, you will have committed an offence under Section 80(4) of the Environmental Protection Act 1990. On summary conviction **you will be liable to a fine not exceeding £5,000 (five thousand pounds)**, together with a further fine not exceeding £500 (five hundred pounds)* **for each day** the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to a fine not exceeding £20,000 (twenty thousand) pounds. The Council may also take proceedings for securing the

abatement, prohibition or restriction of the nuisance. If you fail to execute all or any of the works in accordance with this notice, the Council may execute those works and recover from you the necessary expenditure incurred.



Dated: 24th October 2025

Signature:
(Authorised Officer)

This matter is being dealt with by Mr Richard Roberts, Environmental Health Officer who can be contacted at:

Environmental Health & Trading Standards,
Plough Lane,
Hereford.
HR4 0LE

Notes

The Statutory Nuisance (Appeals) Regulations 1995 provide as follows:

Appeals under section 80(3) of The Environmental Protection Act 1990 (“the 1990 Act”).

- 2 (1) The provisions of this regulation apply in relation to an appeal brought by any person under Section 80(3) of the 1990 Act (appeals to magistrates) against an abatement notice served upon him by a local authority.
- (2) The grounds on which a person served with such a notice may appeal under Section 80(3) on any one or more of the following grounds that are appropriate in the circumstances of the particular case:-
- (a) that the abatement notice is not justified by Section 80 of the 1990 Act (summary proceedings for statutory nuisances);
 - (b) that there has been some informality, defect or error in, or in connection with, the abatement notice, or in connection with, any copy of the abatement notice served under section 80A(3) (certain notices in respect of vehicles, machinery or equipment);
 - (c) that the authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the abatement notice are otherwise unreasonable in character or extent, or are unnecessary;
 - (d) that the time, or, where more than one time is specified, any of the times, within which the requirements of the abatement notice are to be complied with is not reasonably sufficient for the purpose;
 - (e) where the nuisance to which the notice relates:-
 - (i) is a nuisance falling within Section 79(1)(a), (d), (e), (f) or (g) of the 1990 Act and arises on industrial, trade or business premises, or
 - (ii) is a nuisance falling within Section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, or
 - (iii) is a nuisance falling within section 79(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial trade or business purposes, that the best practicable means were used to prevent, or to counteract the effects of, the nuisance;
 - (f) that, in the case of a nuisance under Section 79(1) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the abatement notice by virtue of Section 80(1)(a) of that Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of -
 - (i) any notice served under Section 60 or 66 of the 1974 Act, or
 - (ii) any consent given under Section 61 or 65 of the 1974 Act, or
 - (iii) any determination made under Section 67 of the 1974 Act;
 - (g) that, in the case of a nuisance under section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);
 - (h) that the abatement notice should have been served on some person instead of the appellant, being:-
 - (i) the person responsible for the nuisance, or
 - (ii) in the case of a nuisance arising from any defect of a structural character, the owner of the premises, or
 - (iii) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;
 - (i) that the abatement notice might lawfully have been served on some person instead of the appellant being:-
 - (i) in the case where the appellant is the owner of the premises, the occupier of the premises, or
 - (ii) in the case where the appellant is the occupier of the premises, the owner of the premises, and that it would have been equitable for it to have been so served.
 - (j) that the abatement notice might lawfully have been served on some person in addition to the appellant, being:-
 - (i) a person also responsible for the nuisance
 - (ii) a person who is also an owner of the premises, or
 - (iii) a person who is also an occupier of the premises, or
 - (iv) a person who is also the person responsible for the vehicle, machinery or equipment, and that it would have been equitable for it to have been so served.
- (3) If and so far as an appeal is based on the ground of some informality, defect or error in, or in connection with, the abatement notice, or in connection with, any copy of the notice served under Section 80A(3), the court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.
- (4) Where the grounds upon which an appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his notice of appeal on any other person referred to, and in the case of any

appeal to which this regulation applies he may serve a copy of his notice of appeal on any other person referred to, and in the case of any appeal to which this regulation apply he may serve a copy of his notice of appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.

- (5) On the hearing an appeal the court may:-
- (a) quash the abatement notice to which the appeal relates, or
 - (b) vary the abatement notice in favour of the appellant in such manner as it thinks fit to
 - (c) dismiss the appeal,
- and an abatement notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the local authority.
- (6) Subject to paragraph (7) below, on the hearing of appeal the court may make such order as it thinks fit:-
- (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, or
 - (b) as to the proportions in which any expenses which may become recoverable by the authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.
- (7) In exercising its powers under paragraph (6) above the court:-
- (a) shall have regard as between an owner and an occupier to the terms and conditions whether contractual or statutory of any relevant tenancy and to the nature of the works required and
 - (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that that person has received a copy of the notice of appeal in pursuance of paragraph (4) above.

Suspension of Notices

- 3 (1) Where:-
- (a) an appeal is brought against an abatement notice served under Section 80A of the 1990 Act, and
 - (b) either:-
 - (i) compliance with the abatement notice would involve any person in expenditure on the carrying out of works before the hearing of the appeal, or
 - (ii) in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act the noise to which the abatement notice relates is noise caused in the course of the performance of some duty imposed by law on the appellant, and
 - (c) either paragraph (2) does not apply or if it does apply but the requirements of paragraph (3) have not been met the abatement notice shall be suspended until the appeal has been abandoned or decided by the court.
- (2) This paragraph applies where:-
- (a) the nuisance to which the abatement notice relates:-
 - (i) is injurious to health, or
 - (ii) is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or
 - (b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the abatement notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.
- (3) Where paragraph (2) applies the abatement notice:-
- (a) shall include a statement that paragraph (2) applies and that as a consequence it shall have effect notwithstanding any appeal to a magistrates' court which has not been decided by the court, and
 - (b) shall include a statement as to which of the grounds set out in paragraph (2) apply.

Mr I D Johnson
Woodend Farm
Bromyard Road
Cradley
Malvern
Worcestershire
WR13 5JW

Dear Mr Ian Johnson

**ENVIRONMENTAL PROTECTION ACT 1990
SECTION 80 NOTICE IN RESPECT OF STATUTORY NOISE NUISANCE – REF U/003875
PREMISES: OUT TO GRASS, WOODEND FARM, BROMYARD ROAD, CRADLEY,
MALVERN WR13 5JW**

Following complaints regarding music and bass disturbance from your premises activities. I confirm officer visits were made to assess noise impact to the area over the summer including 20/7/2025 & 05/09/2025, a noise warning letter was sent to you on 24/7/25 and a site meeting was carried out by Elisabeth Laughland and Josh Greeves with yourself on 30/07/2025 to discuss noise management controls connected to your business activities. Having assessed all the information gathered during this investigation please find enclosed a notice in respect of a statutory nuisance arising at the above premises.

Please be advised that, as the Notice places a legal requirement to take actions in compliance with the Notice, it is an offence not to comply with the Notice, for which the Council can take prosecution proceedings and / or undertake works in default including seizure of equipment. It is advisable to read through the attached carefully and contact this office if you have any queries.

To assist in compliance with this Notice a copy of the attached will be sent to all parties identified as having an interest in the premises. If you anticipate any difficulties in complying with the Notice, you are advised to contact this division at the earliest opportunity.

If you need any further information, or would like to discuss this further, please do not hesitate to contact me at this office.

Yours sincerely



**Mr Richard Roberts
ENVIRONMENTAL HEALTH OFFICER**

ENCLOSURE

Environmental Protection Act 1990: Section 80 Notice in Respect of Statutory Nuisance

Reference: U/003875

Date: 24 October 2025

To: Mr Ian Dennis Johnson

of: Woodend Farm, Bromyard Road, Cradley, Malvern WR13 5JW

TAKE NOTICE that under the provisions of Section S.79(1)(g) of the Environmental Protection Act 1990 The Herefordshire Council is satisfied of the existence and Likely recurrence of a statutory nuisance at the premises known as :

Out To Grass, Woodend Farm, Bromyard Road, Cradley, Malvern WR13 5JW

which is within the Council's area, arising from:

NOISE FROM AMPIFIED MUSIC BEING PLAYED AT SUCH A VOLUME AND TONE AS TO BE A NUISANCE

As the person responsible for the said nuisance of the said premises **you are required IMMEDIATELY** from the service of this notice **TO ABATE THE NUISANCE** and **THEREAFTER NEITHER TO CAUSE, PERMIT NOR OTHERWISE ALLOW THE RECURRENCE** of the same and for that purpose require you to:

ADEQUATELY CONTROL THE VOLUME AND BASS LEVEL OF THE MUSIC SO THAT IT DOES NOT MATERIALLY INTERFERE WITH THE USE AND ENJOYMENT OF NEIGHBOURING RESIDENTIAL PROPERTIES

If you wish to appeal against this notice you may do so, within 21 days from date of service, to a Magistrates' Court. The grounds of appeal prescribed in the Regulations are attached.

This is a Notice to which paragraph (2) of regulation 3 of the Statutory Nuisance (Appeals) Regulations 1995 applies and in consequence, in the event of an appeal, this notice shall **NOT** be suspended until the appeal has been abandoned or decided by the Court, as in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

THIS NOTICE WILL NOT BE SUSPENDED PENDING DETERMINATION OF AN APPEAL

If you do not stop causing a nuisance, or contravene without reasonable excuse any requirement of this notice, you will have committed an offence under Section 80(4) of the Environmental Protection Act 1990. On summary conviction **you will be liable to a fine not exceeding £5,000 (five thousand pounds)**, together with a further fine not exceeding £500 (five hundred pounds)* **for each day** the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to a fine not exceeding £20,000 (twenty thousand) pounds. The Council may also take proceedings for securing the abatement, prohibition or restriction of the nuisance. If you fail to execute all or any of the works

in accordance with this notice, the Council may execute those works and recover from you the necessary expenditure incurred.



Dated: 24th October 2025

Signature:
(Authorised Officer)

This matter is being dealt with by Mr Richard Roberts, Environmental Health Officer who can be contacted at:

Environmental Health & Trading Standards,
Plough Lane,
Hereford.
HR4 0LE

Notes

The Statutory Nuisance (Appeals) Regulations 1995 provide as follows:

Appeals under section 80(3) of The Environmental Protection Act 1990 ("the 1990 Act").

- 2
- (1) The provisions of this regulation apply in relation to an appeal brought by any person under Section 80(3) of the 1990 Act (appeals to magistrates) against an abatement notice served upon him by a local authority.
 - (2) The grounds on which a person served with such a notice may appeal under Section 80(3) on any one or more of the following grounds that are appropriate in the circumstances of the particular case:-
 - (a) that the abatement notice is not justified by Section 80 of the 1990 Act (summary proceedings for statutory nuisances);
 - (b) that there has been some informality, defect or error in, or in connection with, the abatement notice, or in connection with, any copy of the abatement notice served under section 80A(3) (certain notices in respect of vehicles, machinery or equipment);
 - (c) that the authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the abatement notice are otherwise unreasonable in character or extent, or are unnecessary;
 - (d) that the time, or, where more than one time is specified, any of the times, within which the requirements of the abatement notice are to be complied with is not reasonably sufficient for the purpose;
 - (e) where the nuisance to which the notice relates:-
 - (i) is a nuisance falling within Section 79(1)(a), (d), (e), (f) or (g) of the 1990 Act and arises on industrial, trade or business premises, or
 - (ii) is a nuisance falling within Section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, or
 - (iii) is a nuisance falling within section 79(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial trade or business purposes, that the best practicable means were used to prevent, or to counteract the effects of, the nuisance;
 - (f) that, in the case of a nuisance under Section 79(1) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the abatement notice by virtue of Section 80(1)(a) of that Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of -
 - (i) any notice served under Section 60 or 66 of the 1974 Act, or
 - (ii) any consent given under Section 61 or 65 of the 1974 Act, or
 - (iii) any determination made under Section 67 of the 1974 Act;
 - (g) that, in the case of a nuisance under section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);
 - (h) that the abatement notice should have been served on some person instead of the appellant, being:-
 - (i) the person responsible for the nuisance, or
 - (ii) in the case of a nuisance arising from any defect of a structural character, the owner of the premises, or
 - (iii) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;
 - (i) that the abatement notice might lawfully have been served on some person instead of the appellant being:-
 - (i) in the case where the appellant is the owner of the premises, the occupier of the premises, or
 - (ii) in the case where the appellant is the occupier of the premises, the owner of the premises, and that it would have been equitable for it to have been so served.
 - (j) that the abatement notice might lawfully have been served on some person in addition to the appellant, being:-
 - (i) a person also responsible for the nuisance
 - (ii) a person who is also an owner of the premises, or
 - (iii) a person who is also an occupier of the premises, or
 - (iv) a person who is also the person responsible for the vehicle, machinery or equipment, and that it would have been equitable for it to have been so served.
 - (3) If and so far as an appeal is based on the ground of some informality, defect or error in, or in connection with, the abatement notice, or in connection with, any copy of the notice served under Section 80A(3), the court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.
 - (4) Where the grounds upon which an appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his notice of appeal on any other person referred to, and in the case of any appeal to which this regulation applies he may serve a copy of his notice of appeal on any other person referred to, and in the case of any appeal to which this regulation apply he may serve a copy of his notice of appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.

- (5) On the hearing an appeal the court may:-
- (a) quash the abatement notice to which the appeal relates, or
 - (b) vary the abatement notice in favour of the appellant in such manner as it thinks fit to
 - (c) dismiss the appeal,
- and an abatement notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the local authority.
- (6) Subject to paragraph (7) below, on the hearing of appeal the court may make such order as it thinks fit:-
- (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, or
 - (b) as to the proportions in which any expenses which may become recoverable by the authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.
- (7) In exercising its powers under paragraph (6) above the court:-
- (a) shall have regard as between an owner and an occupier to the terms and conditions whether contractual or statutory of any relevant tenancy and to the nature of the works required and
 - (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that that person has received a copy of the notice of appeal in pursuance of paragraph (4) above.

Suspension of Notices

- 3 (1) Where:-
- (a) an appeal is brought against an abatement notice served under Section 80A of the 1990 Act, and
 - (b) either:-
 - (i) compliance with the abatement notice would involve any person in expenditure on the carrying out of works before the hearing of the appeal, or
 - (ii) in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act the noise to which the abatement notice relates is noise caused in the course of the performance of some duty imposed by law on the appellant, and
 - (c) either paragraph (2) does not apply or if it does apply but the requirements of paragraph (3) have not been met the abatement notice shall be suspended until the appeal has been abandoned or decided by the court.
- (2) This paragraph applies where:-
- (a) the nuisance to which the abatement notice relates:-
 - (i) is injurious to health, or
 - (ii) is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or
 - (b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the abatement notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.
- (3) Where paragraph (2) applies the abatement notice:-
- (a) shall include a statement that paragraph (2) applies and that as a consequence it shall have effect notwithstanding any appeal to a magistrates' court which has not been decided by the court, and
 - (b) shall include a statement as to which of the grounds set out in paragraph (2) apply.

Statutory Nuisance

Residents have a legal right to be protected against statutory nuisance, as defined in legislation. Statutory nuisances tend to be property based issues from one premises to another. Therefore an issue which disturbed a person whilst walking on a public footpath, or whilst a visitor somewhere, could not generally be a statutory nuisance.

What is a statutory nuisance?

A statutory nuisance is 'an unlawful interference with a person's use or enjoyment of land or some right over, or in connection with it' or evidence of a significant impact on the health and/ or wellbeing. It is more than a mere annoyance. Statutory Nuisance is defined by Part Three of the 1990 Environmental Protection Act and includes the following matters:

- **Smoke, fumes or gases:** emitted from premises, or from a vehicle, machinery or equipment in a street and bonfires
- **Odour, dust, steam:** from industrial, trade or business premises
- **Noise:** coming from premises, or from a vehicle, machinery or equipment in the street
- **Light:** from badly adjusted security lights or floodlights illuminating complaints property
- **Insects:** from any industrial, trade or business premises
- **The physical state of any premises:** to be in such a state as to be prejudicial to health or a nuisance
- **Accumulations:** anything which could cause a nuisance or present a health risk for humans, for example an accumulation of rotting food which attracts rats or mice

Issues not covered by statutory nuisance law are:

- Aircraft noise
- Odour from domestic premises
- General road traffic noise
- Neighbor's arguing
- Issues occurring on a premises occupied by the Crown for military or Ministry of Defence purposes.

Assessing a Statutory Nuisance.

Nuisance is assessed as much by the reaction of an average reasonable person as by any technical equipment. An authorised investigation officer from Environmental Health decides whether a particular complaint meets the definition of a Statutory Nuisance. Sometimes measurements may be made to support the officers' assessment of a nuisance, however, there are no specific levels detailed within the legislation. The ultimate assessment is an officers' subjective assessment on the impact. The following points give some guidance:

- The problem must be considerable - for legal action a nuisance needs to be more than an annoyance.
- No account can be taken of particular sensitivities, problems of life-style of the complainant.
- Isolated acts cannot usually be taken into account; the nuisance needs to be regularly recurring.
- The Council (and ultimately the Court) has to be satisfied that the problem is an unreasonable and substantial interference with the enjoyment of the complainant's property.

When assessing the potential for nuisance the investigating officer will need to base their judgement on a number of factors. These include:

- How long it lasts _ noise how loud it is.
- How intrusive it is
- How frequent the intrusion is
- Whether it is a one-off or continuing problem
- The time of day / night
- Whether it is deliberate or not
- The nature of the area you live in (e.g. rural or urban)

- What steps the perpetrator has taken to avoid or reduce the nuisance
- The use of the activity causing the noise to the public

N.B. Relevant guidance documents and standards can be used to support the officer assessment. E.g. When investigating a noise of an industrial nature, noise measurement assessments can be used to help indicate whether there is a likelihood of complaints occurring, which can be carried out to assist the officer in their subjective assessment of a statutory nuisance e.g. 'BS4142 -Method for rating industrial noise affecting mixed residential and industrial areas', 'University of Salford, Procedure for the assessment of low frequency noise complaints. NANR 45- Criteria'.

Action available to the Local Authority.

All incoming complaints received by Herefordshire Council Environmental health are assessed and case history checks made. Generally for first enquiries, the initial action is to inform the person / business responsible for alleged statutory nuisance of the complaint, and advice given. Additionally, the complainants will be requested to provide evidence of any further occurrences of the matter and its impact on them in their property. This is usually requested in the form of a log sheet. The log sheets aim is to provide the case officer with sufficient information to demonstrate the on-going problem (time, duration and impact of problem). On receipt of this additional information an officer will assess the data to establish the next course of action. This log information is essential to the investigation as evidence of the nuisance being experiencing and assist the officer in carrying out a suitable, efficient and effective investigation.

If a full statutory nuisance investigation is deemed necessary, then this may involve the following methods relevant to the investigation; carrying out monitoring visits (personal observations), taking photographs, noise level measurements, sound recordings, using or installing monitoring equipment etc. In addition to any evidence provided by the complainant.

If the Local Authority is satisfied that a 'statutory nuisance' exists, or is likely to exist, then it can issue an abatement notice under the Environmental Protection Act 1990 to require the statutory nuisance ceases from continuing. Hence, the vast majority of cases that are presented to the local authority are on-going issues (rather than one-off issues) where a state of affairs exists.

If a served abatement notice is not complied with and the nuisance continues, further evidence of this breach needs to be established by the Local Authority and legal action would be instigated. If found guilty this will result in a criminal conviction and a fine of up to £5,000 for domestic premises and up to £20,000 for commercial premises (and costs).

The Council on identifying a breach of notice can also take action to stop or restrict the nuisance by:

- carrying out works and making the person given the notice pay for them (this can include seizure and confiscation of equipment)
- applying to the High Court for an injunction (if a prosecution is not adequate)

If, however, the Local Authority investigation identifies no Statutory Nuisance or insufficient evidence of a likelihood of a Statutory Nuisance, then there are no further powers available to insist on any improvements and the case will be closed.

Action available to complainant.

An individual can take their own action direct to the Magistrates Court under Section 82 of the Environmental Protection Act 1990. The Magistrates Court will need to be persuaded that the nuisance problem amounts to a statutory nuisance. For further information on this action it is recommend further legal advice is sort or contact Citizens Advice.

Alternatively mediation may be considered. An independent third party will listen to the views of both parties and can help them to reach an agreed compromise. For a list of local mediation services visit webpage <http://www.civilmediation.justice.gov.uk/> .

A Simple Guide for Managing Entertainment Noise & Noise Management Plan

This advice information is intended to provide a simple, non-technical guide for the managers of pubs, clubs and other venues who provide entertainment, such as live music, DJs, karaoke etc., to help manage noise and avoid complaints from neighbours. If you intend to hold a large-scale event or are thinking of installing a sound system to provide regular entertainment you may need to obtain specialist advice, although the advice here will still be relevant.

Managing Noise from Events / Licensed premises

There are three basic concepts to managing noise:

1. Reduce noise at source.
2. Prevent noise escaping.
3. Noise Management.

1. Reduce noise at Source

- Choose speakers that are right for the premises size, type of venue and the entertainment that you wish to provide. For smaller venues or outside areas it is often better to have more, lower-power speakers positioned and directed into the entertainment area to achieve the best result for the audience and noise control, rather than one or two powerful speakers at one end.
- Ensure the bass level are minimised and not excessively heard over main music. Bass sound will carry over distance and through walls easier and cause greater disturbance. Sound checks from inside and outside of premises boundary will be required to suitably assess bass levels.
- PA systems and Karaoke – Carryout sound checks to ensure vocals are not excessively louder than music levels. Clearly audible vocal / announcement noise can cause greater annoyance than just music noise and leads to complaints quicker.
- Turn general volume down to a reasonable level e.g. identify acceptable noise levels to set on your sound system, so music and bass is not clearly audible in neighbouring residential areas compared to the general noise in the area. (This may require changes over the evening and into the night).

2. Prevent noise escaping from Premises

- Choose suitably located entertainment areas e.g. inside premises or away from neighbouring premises or in walled / fenced enclosed areas.
- Position speakers so they are directed away from windows, doors and other openings and don't mount directly on walls or other parts of the structure – use proper mounting-stands wherever possible.
- Close doors and windows to the event area / premise after 23:00 or during amplified music events. This can significantly reduce noise breakout.
- Look for acoustically weak areas in the structure: usually windows, doors, vents, roof and other openings, especially ones that open on to residential properties. For regular entertainment sites you may need to improve the sound attenuation of these areas – specialist advice is recommended to ensure money is spent wisely.

3. Noise Management

- Ensure appropriate Bands, Acts and DJ's are hired / work for the venue. Some will try to insist on playing at their preferred volume rather than the appropriate volume for the venue. Larger bands and speakers (if Acts bring their own sound system) are likely to be loud. Consider restricting performances to only using venues sound system and could install noise limiter devices. Ensure a good line of communication with regards to expected volume level and finish times are established prior to event starting. Plan the playing of more gentle tracks at the end of the performance as this can help with reducing volume, calm the mood and mean patrons will be less noisy as they leave.
- Make appropriate performance content checks and provide clear guidelines to the performers at the time of booking. Please note if Acts have adult content or swearing this is very likely to cause offence and distress to locals in the area if it is audible outside the venue.
- Number and duration of noisy events have a significant impact on how the noise affects neighbours. Please keep both to a minimum if entertainment noise is audible outside in neighbouring residential properties. Sensitivity and noise impact becomes greater in late evenings, night-time and early mornings, so will cause increased disturbance and distress to neighbours the later it goes.
- During events regularly monitor outside premises in the general vicinity to assess noise levels (entertainment & people noise) and the impact on local residents. Monitor noise to ensure the levels aren't creeping up and excessively loud (including bass levels & vocals) in the neighbourhood and that levels are reducing suitably if going later into the night. Ensure the person monitoring hasn't been desensitised by internal event volume. The purpose of the assessment is to compare event noise against normal background noise levels and audibility/impact in the general area.
- Implement a clear complaints investigation, actions and response procedure.
- Occasional Marquee, outside events or Licensing TENs – Notify neighbours of planned one-off, or occasional events detailing start and finish times and contact details. It is recommended the music and people move inside the main premises or if in an outdoor / marquee area reduce the noise levels later in the evenings after 23:00 (both music and people noise).

Further Noise control Advice

- **Noise council Guide on Noise from Pop Concerts 1995** (for all types of outdoor events and festivals taking place up to 23:00hrs). This document has been identified as requiring outdating by the IOA. [Code of Practice on Environmental Noise \(lambeth.gov.uk\)](http://www.lambeth.gov.uk)

Other noise guidance – H&S noise at work guidance:

- HSE Sound advice: Control of noise at work in music and entertainment - [Sound advice \(hse.gov.uk\)](http://www.hse.gov.uk)
- **British Beer & Pub Association Guide: H&S Guidance for Pub and Bar Operators** : web link - [THE NOISE AT WORK REGULATIONS 2005 \(beerandpub.com\)](http://www.beerandpub.com)

Professional Services:

Association of Noise Consultants: <http://www.association-of-noise-consultants.co.uk/>

Institute of Acoustics: <http://www.ioa.org.uk/home/default.asp>

Example of Key Elements of a Noise Management Plan (NMP)

The NMP needs to be site specific and event specific and should include (but not exclusively) the following areas:

- **Event Details** - Overview of Location, Venue and Event (including times and duration)
- **Premises Details** – Type of premises / structures the event will be taking place in – e.g. open outdoor event, Marquee, enclosed building and its structure in relation to noise breakout.
- **Location** - Identify noise sensitive receptors in the area and understand background noise levels of area - local residents, other noise sources in area and any changes to noise environment over proposed event duration, after 23:00 classed as night-time therefore increasing sensitivity to noise later into the night the event runs.
- **Noise Management Responsibilities** – Detail lines of responsibility for noise management for the event / entertainment activity.
 - Detail person who has overall noise management control – who has the ultimate responsibility to ensure music is turned down when required or stopped at the end of the event time as specified in plan.
 - Details of noise consultants/ appointed suitably qualified and experienced person in noise control.
 - Detail Stage and Environmental noise control hierarchy.
- **Event Noise Sources** - The identification of the range of potential noise sources relating to the premises (including peripheral activities e.g. generators, bottling out, customers leaving event) and the acceptable levels of noise arising from all specified events.
- **Noise Controls** - A detailed list of steps taken to manage noise pollution:-
 - layout, speaker systems, and orientation of speakers,
 - Vetting of artist/ DJ should including consideration of the music genre and the premises structure. For example heavy bass travels further.
 - event programme design; louder music earlier in evening with set time to reduced volume & base later in the evening and specified stop time.
 - Pre-start sound checks to establish acceptable levels - noisy activity controls and maximum noise levels set, inside event and at the external monitoring points etc.
- **Noise Monitoring Procedure** - Detail the noise monitoring procedure to assess noise levels throughout the event, including sound tests.
 - Detail noise monitoring equipment specifications.
 - The identification of environmental noise monitoring locations to effectively monitor environmental noise impact of even on the area.
 - Defined programme of noise measurement to check that compliance has been achieved through monitoring and testing.
 - Detail subjective noise assessment checks to be made by competent person during monitoring and testing.
 - Design and include noise monitoring record form to be completed throughout the event and made available to LA officer if requested.
 - Detail lines of communication and follow-up actions.
 - Documentation to be kept and made available to Local Authority staff on request.

- **Noise Complaints Procedure:** Detail the noise Complaints Procedure, to include
 - Informative letter / notice to local residents and parish councils etc., which should detail event telephone number for complaints, start time and end time of music.
 - Detail actions required to investigate noise complaint.
 - Record of complaints and actions taken; including corrective action and follow-up assessment.
 - Documentation to be kept and made available to Local Authority staff on request.

- **Customer noise awareness information:** Procedure to make customers aware of the consequences of late night noise and to be proactive in dealing with the problem. E.g.
 - Notices displayed on exits and verbal announcements prior to dispersal asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours

It is recommended the event Noise management plans be made available to the Environmental Health Protection Team at the event management stage / prior to start of entertainment activity to detail how the event organisers intend to promote the 'Prevention of Public Nuisance' objective. Through the licensing process a time for submission of this finalised document are usually detailed in the condition.

Example Noise monitoring form:-

Event : e.g <i>Hereford Summer event – venue details</i>		
Date: _____ Event Start Time _____ End times: _____		
Nominated Noise manager		Noise Assessor(s)
General weather conditions and area observations for the evening: <i>e.g Warm evening 10°C, partial cloud cover 30%, slight SW breeze, dry. Road traffic from the A499 quite busy and audible in area. Built up city centre location with residential premises within 20m of the venue.</i>		
Date / time & Sound levels	Location details, observations & monitoring Information – change in weather.	Assessor comments & Follow-up action
Date /Time:- <i>01/7/22 18:30 to 18:40</i> Noise level <i>(if relevant)</i>	Location:- <i>Pavement outside gate of 1 Town Square.</i> Observations:- <i>Music from event audible, muffled words of song '.....'. No dominant bass detected. Traffic noise more dominant from passing vehicles. Intermittent traffic, so music dominant sound in the area for most of the time. Gulls also heard in area and people talking and walking past.</i>	Actions <i>Sound levels acceptable and although music is audible this is deemed acceptable for this event and time. No concerns identified.</i> Sign xxxxxxxx
Date /Time:-	Location:- Observations:-	Actions Sign
Date /Time:-	Location:- Observations:-	Actions Sign

From: Laughland, Elisabeth
Sent: 12 November 2025 19:20
To: Out to Grass <infoouttograss@gmail.com>
Cc: Reynolds, Jade <jade.reynolds2@herefordshire.gov.uk>; Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>
Subject: FW: Out To Grass - Noise consultant engagement (EP SRU 419474 & notice 3875 & 3876

Dear Mr Johnson,

I confirm I have received an email below from Malcom at Coppice Audio, introducing himself as being engaged by your, – 'Ian Johnson at Out To Grass to assist with the issues' raised. I assume this is regarding the noise nuisance issues and attached noise Abatement Notices served on you and 'Out to Grass Leisure Limited'. I am not aware of your contracting this person to liaise with us on your behalf so writing to you directly for this confirmation. Once confirmed, I can send the detailed information in this email directly to Malcolm or you can forward it yourself.

Regarding the questions raised in Malcom's email below about Statutory Nuisance and your licensable activities, please refer to the attached leaflet for further clarification. I confirm under Part III of the Environmental Protection Act 1990, noise complaints or concerns identified by the local authority must be investigated to determine if they constitute a 'statutory nuisance.' For an issue to be established as a statutory nuisance, it must either unreasonably and substantially interfere with the use or enjoyment of a home or other premises or injure health or be likely to injure health. The leaflet provides more detailed guidance on this matter.

When assessing potential nuisances, our investigating officers consider several factors, including duration, intrusiveness, frequency, whether the issue is a one-off or recurring, time of day, the nature of the area, the structure where the event is taking place, steps taken to avoid or reduce the nuisance, and the reasonableness of the activity causing the noise.

Environmental Health concerns regarding your site, noise nuisance, and the current license's suitability to meet the 'Prevention of Public Nuisance' objective are as follows: frequently the event music, especially the bass levels, is clearly audible in the area through the day and especially later in the evenings. Due to the bowl topography of the land and the quiet rural location, complaints have been received both locally and from further afield. Our Out of Hours noise team has witnessed bass music audible outside and inside local residents' properties on several occasions this year. Noisy events witnessed on the 20/ 7/2025 Time: 00:40, 26/ 7/2025 Time: 23:11, 30/08/25 Time: 23:14 and 05/09/25 Time: 23:50. The main entertainment structures at Out to Grass are geodomes (marquee type structures) with limited sound attenuation, supplemented by straw bales forming a limited noise barriers on one side. Additional external entertainment areas have little to no sound attenuation properties. The typical music events span several days, mainly from Thursday to Sunday, creating a noise impact especially with bass levels, throughout the day and late evenings.

The current license conditions, agreed upon in 2013, were for two main music events in May and September. However, the number of music events has significantly intensified. The site now operates as a commercial event/festival, glamping, and camping site, with events most weekends running from April to September. A site meeting on 30th July 2025, with myself, Josh Greeves, you, event manager Claire Kelly, and sound engineer Andrew Baylass, confirmed that these events/festivals were a main business activity necessary to supplement farm income.

During this meeting, we discussed noise management and the suitability of the current license. We recommended reviewing event activities and noise management controls to ensure

compliance with the 'Prevention of Public Nuisance' objective and consider varying the license to reflect current and proposed event use. We requested noise monitoring records for this year's events, which have yet to be received. The noise control documents provided identified there was an awareness of the noise impact, however there was little specific detail on controls and monitoring. The documents appeared to be incomplete and in draft form.

There has been a long history of noise complaints and subsequent investigations, actions, and enforcement related to music events at your premises, with Noise Abatement Notices served in 2001 and 2015. Despite short-term improvements or breaks in events over COVID and 2024, noise issues have repeatedly returned with little change in premises structure, and noise levels. There has been an increase in events and site development to expand into a private hire event/festival venue, camping, and glamping site. Following our assessment of this summer's music events a further Abatement Notices have been served (see attached).

Considering the significant change and intensification of events at the site, it is the opinion of the Environmental Health service that the licensing objective 'Prevention of Public Nuisance' is not being met with the current license conditions. We have not received sufficient information from Out to Grass to indicate these concerns are being addressed, nor have we received any proposed variation to the premises license. We are now considering calling a Licensing review to request that the Licensing committee consider proposed changes to the license conditions to better protect the area from event music causing a public noise nuisance. Proposals to consider:-

1. Restrict the number of large festival events e.g. two a year, with requirements for full noise management plan to be provided and approved prior to events.
2. Restrict entertainment days to a maximum of 15 days a year, and condition to ensure the events are suitably spread out over the summer period to ensure residents have suitable respite from noise.
3. Request the Live Music Act 2012 is disapplied and require shorter time periods where amplified entertainment music can be played on site - namely during the smaller events.
4. Review the current site entertainment area – consider including Geodome in quiet family camping area.

Please consider the points raised in this email, particularly regarding ensuring your licensable activities meet the 'Prevention of Public Nuisance' objective. Please provide a response detailing your noise control proposals and timescales for implementation by 24 November 2025. Please send your response to Mr. Richard Robert the case officer and copy myself and Jade Reynolds, the Principal EHO for the team.

I look forward to your response and cooperation in this matter.

Kind regards,

Elisabeth Laughland

Herefordshire.gov.uk

Elisabeth Laughland B.Sc.(Hons), M.Sc., MCIEH CEnvH, MIOA
Regulatory Service Manager (Environmental Health)

Economy and Environment Directorate

Personal Contact Details:

Email: elaughland@herefordshire.gov.uk

Direct Tel: 01432 261676 Office Tel: 01432 261761

Mail: EHTS, Herefordshire Council | Plough Lane | Hereford | HR4 0LE



P Please consider the environment - Do you really need to print this e-mail?

Any opinion expressed in this e-mail or any attached files are those of the individual and not necessarily those of Herefordshire Council. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail in error, you are advised that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender immediately and destroy all copies of it.

Council's Homepage www.herefordshire.gov.uk or follow environmental health on twitter @hfdsEH

From: Coppice Audio [REDACTED]
Sent: 11 November 2025 19:37
To: Laughland, Elisabeth <Elisabeth.Laughland@herefordshire.gov.uk>; infoouttograss@gmail.com; [REDACTED]
Subject: Out To Grass

You don't often get email from coppiceaudio@gmail.com. [Learn why this is important](#)

Dear Ms Laughland,

Coppice Audio have been engaged by Ian Johnson at Out To Grass to assist with the issues you have raised.

We have met with Claire and Ian to get some background but need some more information from yourself before we can make recommendations and design an appropriate solution.

There are a variety of approaches and techniques we can use and to help whittle this down we have prepared a list of questions which we would appreciate your response to.

- 1) We understand that it is not all of the events that have resulted in complaints, can you confirm which events caused issues?
- 2) What exactly is causing the complaints - ie music or general site noise? After speaking with Claire and Ian our feeling is that the sound system is the main issue.
- 3) If the music is the issue, is it all of the frequencies that are carrying or just the bass?
- 4) What directions are the complaints coming from? Our site survey suggests there are two main areas, one cottage at the top of Hooks lane and the second is two? properties near the top of the Farm drive, our preliminary design is focusing on these areas and does cover 360 degrees around the main stage however if there are areas that are not causing an issue we can use allocated materials from those areas to further reinforce the problem areas.
- 5) One of the conditions of the OTG license states that music from the site must not be heard in the neighbouring properties with the windows closed, I understand that you feel that this does not apply and that nuisance laws overrule this. Can you tell us what levels we need to be achieving at the perimeter of the site?

Once we have this information we can confidently move forward with a solution.

We are commencing bench tests on a variety of materials with a view to fabricate removable acoustic panels for the main stage dome, we can if required get our designs verified at the Acoustic Test Laboratories at the University of Salford and may involve them for the design process should it be more complex than it initially appears.

Regards,

Malcolm.



Environmental Health Proposed changes to Out To Grass Licence.

1. Request the Live Music Act 2012 is disapplied and require shorter time periods where amplified entertainment music can be played on site - namely during the smaller events.
2. Reduce entertainment timings: -

Live music .Recorded Music

Current on timings :-

Sunday – Thursday 12:00 to 24:00

Friday – Saturday 12:00 to 02:00

Proposed changes:-

Live music .Recorded Music

Thursday - 12:00 to 24:00

Friday – Saturday 12:00 to 02:00

Sunday –12:00 to 22:00

Christmas eve and boxing day and bank holidays 12:00-02:00 if they fall on Monday to Wednesday.

3. Licenced areas- Request the site entertainment area to include dome tent in family camping area - See attached plan

Section - For Events of less than 500 people (including staff etc)

Remove Current - The prevention of Public Nuisance

Noise or vibration shall not emanate from the premises so as not to cause a nuisance.

The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.

'Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'

Remove condition –

'Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'

Add conditions: -

The applicant must provide a Noise Management Plan to the Environmental Health Department at Herefordshire Council prior to the event taking place. Noise limits and background levels to be used must be agreed with Environmental Health Officers and incorporated into the plan.

Section - FOR ANY EVENT OF 500 PEOPLE OR MORE

Current - Prevention of Public Nuisance

The applicant must provide a Noise Management Plan to the Environmental Health Department at Herefordshire Council prior to the event taking place. Noise limits and background levels to be used must be agreed with Environmental Health Officers and incorporated into the plan.

The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.

Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

Remove Condition

Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

Add conditions

The Premises Licence will only permit a maximum of fifteen (15) days of amplified music entertainment per calendar year to take place on the premises. For the purposes of this licence a music entertainment day or event shall be defined as an entertainment where the primary purpose is a programmed act / performance featuring amplified music.

The Premises Licence will only permit a maximum of two (2) ticketed entertainment events open to the general public per calendar year to take place on the premises. For the purposes of this licence an event is where there is an organized, scheduled gathering for performances or acts over a specified period of time.

The Premises Licence holder must appoint an appropriate noise control expert to draft a Noise Management Plan (NMP) for the amplified music activities held on the site. Within 2 months of issuing this licence or 28 days prior to the first sites amplified event activity of the year the draft NMP must be submitted to Environmental Health for review. Environmental Health shall communicate any issues with the NMP to the premises licence holder in writing within one calendar month of receipt and agree any amendments with the Premises Licence holder or DPS. Where notification of any issues is not received within one month of receipt of the NMP the draft NMP shall be deemed to be agreed.

The final NMP will be submitted to the Licensing Authority and Environmental Health least 14 days prior to the first amplified music entertainment day.

The Premises Licence holder must comply with the Noise Management Strategy as set out in the NMP and shall ensure that the promoter or organiser, the sound system supplier and all individual sound engineers are informed of any sound control limits.

The Premises Licence holder must review the NMP on an annual basis or in the event that further amendments are made to the NMP after submission of the final NMP, the Premises Licence holder or the DPS shall notify the Licensing Authority and Environment Health of the change prior to the start of the season or event.

The Noise Management Plan will include confirmation that noise levels will be monitored throughout the event at specified external locations to ensure that no noise nuisance is being caused. A written record shall be kept on the premises detailing the name of the person carrying out the monitoring, the monitoring locations, the date and time and the result obtained. Such record shall be made available on demand of an "authorised person" (as defined by Section 134 of the Licensing Act 2003) or the police.

For the ticketed entertainment events open to the general public, an appropriate noise control expert shall be appointed. The noise control expert shall advise on the content of the Noise Management Strategy to be included in the NMP and shall liaise with the Environmental Health Department prior to and during the event, as necessary.

For any event that is not a ticketed entertainment events open to the general public, a noise control expert shall be appointed if deemed necessary by the licence holder.

All music (other than background music that is not audible from the nearest noise sensitive premises) shall stop by 02:00 hrs.

The date of any ticketed entertainment events event, together with the details of the event organiser will be notified Environmental Health at least 28 days prior to the event.

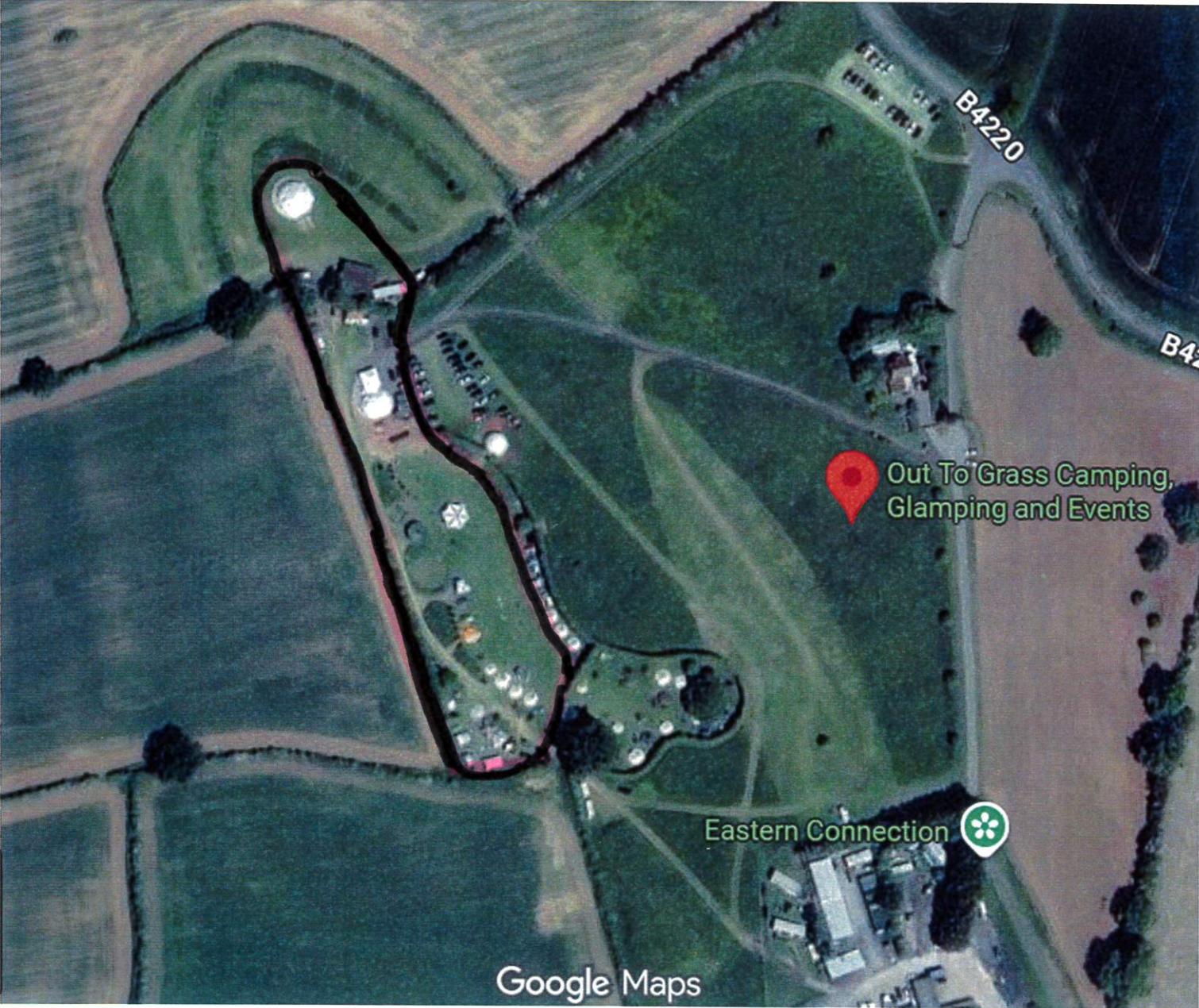
The Premises License Holder will maintain a noise log, and this will be kept on the Licence site and will be available at all times for inspection by officers of Herefordshire Council.

A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the Festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept in the site Office.

The log will be available at all times for inspection in the Site Office. The noise hotline number will be operational throughout the hours of regulated entertainment.

The premise licence holder or his nominated person will communicate with Local Residents and Local Businesses to ensure they are aware of contact numbers to hotline and general office and contact names. Make public a program of planned amplified music entertainment days and events no less than 28 days of the event.

Google Area Picture – 10/10/2025



Supplement to the agenda for

Licensing Sub-Committee

Monday 23 March 2026

10.00 am

**Online meeting / Conference Room 2 - Herefordshire Council,
Plough Lane Offices, Hereford, HR4 0LE**

	Pages
5. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	3 - 10

From:**Sent:** 19 March 2026 12:51**To:****Cc:** Licensing <licensing@herefordshire.gov.uk>**Subject:** RE: OUT TO GRASS - LICENCE REVIEW - SUBMISSIONS EH RESPONSE TO LICENCE HOLDER

OFFICIAL

Good Afternoon,

Ref - Response to Out to Grass (OTG) documents and Licensing conditions proposals

I confirm Environmental health have received OTG Licence condition proposals, documents and noise management plan (NMP) provided as part of this Licence review. We have further considered this information and comments as follows:-

It is noted, the NMP and proposals has been completed by Claire Kelly – we are not aware of Ms Kellys qualification and expertise in acoustics and noise controls. The documents make reference to consulting a sound engineer. For the noise management plan we would be requiring an appropriately qualified noise control expert to have input on the Noise management plan to ensure all aspects of sound control has been considered i.e. the **sound source** – type of music, sound system etc, **sound pathways** - premises structure and layout effectiveness of barriers, and impact at **receptors** - noise levels/ audibility's assessment at noise sensitive premises (impact on garden and inside premises to be considered due to duration and frequency of events and public nuisance to the general area).

We reviewed Out to Grass's proposed conditions and agreed to some, with changes to wording for others. However, the high number of large events proposed and lack of limits on smaller events are concerning, as we consider these conditions are unlikely to improve compliance with meeting the 'Prevention of Public Nuisance' licensing objective. This is mainly due to the following points of concern:-

- **Structure** – very little to no sound attenuation properties for the entertainment structures on site and some events have outside entertainment stages.
- **Site and Location** - The site is located in a quiet rural and tranquil area, both in the day and even more so at night.
- **Level and type of music** – Typical music played on the site is loud amplified music with a heavy drum and bass character and bass drops.
- **Duration of events** – currently the conditions permit very long and frequent music events running from 12:00 noon through to 02:00 over the weekends and slightly reduced time over the weekdays. These were initially considered in 2013 with the main event activity being two weekend music festival a year. The business model for the premises has significantly changed since this date, now running mainly as a private function festival site throughout the summer months (6 months a year).
- **Number of events** - Entertainment at the site has expanded from two music festivals to a private hire venue and camping area, operating almost every summer weekend. N.B Standard planning procedures are typically required for alterations to a music entertainment venue, this has not been the case for this site activity; consequently, licensing conditions serve as the sole regulatory measures currently in force.
- **Premises History** – Over the past 25 years, Environmental Health has received repeated excessive noise complaints regarding the OTG Entertainment site. Despite ongoing guidance from Environmental Health Services and the issuance of Abatement Notices in 2001, 2015, and 2025, noise issues have persisted. While occasional reductions in noise were observed, typically coinciding with fewer events, these improvements were temporary, and the concerns returned with little to no improvement.

- **Confidence in management** – The overall management of the site has not been changed over the 25 years. Considering all the above mentioned factors including extensive Environmental health involvement over the years the Authority currently has little to no confidence in the management for controlling entertainment noise on site.

Please find attached Environmental Health revised condition proposals to the committee. The conditions marked blue are agreed conditions with OTG proposals, Black are current (to remain) and red are Environmental health's proposed changes. All conditions with strike through to delete. These have been carefully considered with the balance of the business economic impact against its noise impact on the area. For the number of annual events we have made consideration to the 'Concert guide' that detailed an annual maximum of 12 music days (only up to midnight) and the Licensing TENs process where a maximum of 15 TEN days can be held per calendar year at a single premises. Our proposed 15 days music entertainment days are with the proviso the reduced hours and additional restrictions of 2 Large events only (max three day duration for each event) and the remaining days classed as small events, are applied.

The NMP in our proposed conditions is intended to be a key document for further controlling noise impact. The NMP would be required to distinguish between noise management controls for the two types of events. For the two Large events there will be an anticipated increased audible noise level to the area, however all the other small event would be required to implement stricter audibility control requirements, particularly later in the evening e.g. reduced audibility after 23:00 and further reduction after 00:00 (mid-night) to barely audible; no distinctive bass sound being audible over and above lower music levels at an agreed monitoring location.

Supplementary evidence of sound clips and additional noise guidance document are also being sent to Licensing for the committee hearing. Also attached is a revised Licensed area site plan as one Geodome was accidentally left out of previous plan – proposed changed to include family camping Geodome and café facilities area. For the sound clips it is noted the bass levels are the key factor for presenting these sound clips, so appropriate speaker / headphone systems will be required to fully hear this noise impact. (Environmental health will provide speaker for the licence Review hearing). Normal computer and TV speakers may not have the bass settings to adequately play this bass music noise.

Kind Regards

xxiii OTG Plan proposed changes - Amended 18/03/2026

Environmental Health Proposed changes to Out To Grass Entertainment Licence.

1. Request the Live Music Act 2012 is disapplied to this premises. *(This is to allow conditions to be applied to reduced amplified entertainment music timings and restrict entertainment days.)*
2. Licenced areas- Request the site entertainment area to include dome tent in family camping area – *(See attached plan - xxiii OTG Plan. proposed changes Amended)*
3. ~~Section – FOR ANY EVENT OF 500 PEOPLE OR MORE~~ *(Delete Agreed)*

Environmental Health - Proposed changes to Licence Conditions

Part 1 – Premises Details

The times the licence authorises the carrying out of licensable activities

Live music .Recorded Music

~~Sunday – Thursday 12:00 to 24:00~~
~~Friday – Saturday 12:00 to 02:00~~

Thursday - 12:00 to 24:00
Friday – Saturday 12:00 to 02:00
Sunday –12:00 to 22:00

~~Non standards timings~~

~~An additional 2 hours at the end of permitted hours on Christmas Eve and Boxing Day, if these fall on a day other than a Saturday.~~

~~An additional 2 hours at the end of permitted hours on the Sunday of Bank Holiday weekends.~~

~~From the end of permitted hours on New Years Eve until the commencement of permitted hours on New Years Day.~~

~~An additional hour at the end of permitted hours on the day British Summertime begins.. (delete Agreed)~~

Annex 2 - Conditions consistent with the operating Schedule

Section - For Events of less than 500 people (including staff etc)

General

The dates of any Event shall be notified to the Police and the Licensing Authority at least 14 days before the first day of the event, with total number of people planned to attend detailed.

The capacity of the premises, inclusive of staff and performers, shall be no more than 500 people. (Agreed)

The Premises Licence will only permit a maximum of fifteen (15) days where amplified music entertainment can take place on the premises per calendar year. For the purposes of this licence a music entertainment shall be defined as an entertainment where the primary purpose is a programmed act / performance featuring amplified music.

The Premises Licence will only permit a maximum of three days, where amplified music entertainment can take place over consecutive days – within a 72-hour period (an 'Event').

The Premises Licence will only permit a maximum of two (2) 'Large Events per calendar year to take place on the premises.

N.B For the purposes of this licence a ~

- 'Large Event' shall be defined as an entertainment, where at each event, the capacity is between 300 to 500 people, inclusive of staff and performers.
- 'Small Events' shall be defined as an entertainment, where at each event the capacity is less than 300 people, inclusive of staff and performers.

The prevention of Public Nuisance

Noise or vibration shall not emanate from the premises so as to cause a nuisance. Noise is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live), bass or drum (recorded or live) or a combination of all.

~~The premises licence holder shall develop and maintain a Noise Management Plan.(NMP)~~

Suggested rewording:- The Premises Licence holder must appoint an appropriate noise control expert to draft a Noise Management Plan (NMP) for the amplified music activities held on the site. Within 2 months of issuing this licence or 28 days prior to the first sites amplified music entertainment activity of the year. The draft NMP must be submitted to Environmental Health for review. Environmental Health shall communicate any issues with the NMP to the premises licence holder in writing within one calendar month of receipt and agree any amendments with the Premises Licence holder or DPS. Where notification of any issues is not received within one month of receipt of the NMP the draft NMP shall be deemed to be agreed.

~~For each Large Event, an Event Specific Noise Management Plan shall be devised.~~ The NMP must clearly differentiate and detail appropriate controls and monitoring required for 'Large' and 'Small' events. The NMP shall contain (but not be limited to) the following: (Agreed)

- Noise Assessment
- Noise Control Measures
- Monitoring and reporting
- Stakeholder engagement
- Complaints Management
- Review and revision

~~The NMP shall be reviewed at least annually~~ *Suggested rewording:-* The Premises Licence holder must review the NMP on an annual basis or in the event that further amendments are made to the NMP after submission of the final NMP, the Premises Licence holder or the DPS shall notify the Licensing Authority and Environment Health of the change prior to the start of the season or event.

~~A copy of the NMP shall be retained on site and made available to authorised officers of the licensing authority.~~
(Agree)

The Premises Licence holder must comply with the Noise Management Strategy as set out in the NMP and shall ensure that the promoter or organiser, the sound system supplier and all individual sound engineers are informed of any sound control limits.

Make public a program of planned amplified music entertainment days and events no less than 28 days of the event.

The date of any Large events, together with the details of the event organiser will be notified to Environmental Health at least 28 days prior to the event.

The Premises License Holder will maintain a noise monitoring log for each amplified music entertainment events, and this will be kept on the Licence site and will be available at all times for inspection by officers of Herefordshire Council.

The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.

~~A contact number for the premises, which shall be manned during any event, shall be made available to local residents.~~ *Suggested rewording:-* The premise licence holder or their nominated person will communicate with Local Residents and Local Businesses to ensure they are aware of contact names and contact details to hotline and general office, so that they can report any issues directly to the Licensed Premises.

The noise hotline will be operational throughout the hours of regulated entertainment. All contacts must received a timely response.

~~A record of any call contact to the Hotline during events shall be maintained and shall record:~~

- (a) Date and time of call
- (b) Name and location of caller
- (c) Nature of complaint/incident
- (d) Any remedial action taken

The Complaint log will be available at all times for inspection in the Site Office.

Notices shall be placed on the premises, and at all entrances and exits, reminding customers to respect local neighbours

Litter patrols shall be undertaken during the course of any event and up to, and including the day after any event

~~Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'~~

xxiii OTG Plan. proposed changes - Amended 18/03/2026



Supplement to the agenda for

Licensing Sub-Committee

Monday 23 March 2026

10.00 am

**Online meeting / Conference Room 2 - Herefordshire Council,
Plough Lane Offices, Hereford, HR4 0LE**

	Pages
5. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	3 - 4



Sound clips from Environmental Health on YouTube:

1. xxv Sound Clip -01 M4-P09 OTG Gate BG
https://youtu.be/IS6e_IdTEI8?si=ftOIzq9YMQbZ9rC-
2. xxv Sound Clip -02 M4-P010 OTG HookLn
https://youtu.be/Au3nLKFK_5c?si=zLAN5ZzhwShpXjlo
3. xxv Sound Clip -03 M4-P011 OTG B'Roo
<https://youtu.be/ypeT-N0IMmQ?si=a8rbDw046ylnNSa3>
4. xxv Sound Clip -04 M4-P022 OTG Hook
<https://youtu.be/rWfeqXEEYAA?si=KsMjn1d-bM17imAu>
5. xxv Sound Clip -05 M4-P011 OTG HookL
<https://youtu.be/hEA9sUFXRvo?si=OPuCN4YUu8ZP0VTh>
6. xxv Sound Clip -06 M4-P010 OTG Bed'r
<https://youtu.be/zMnzCcdxXAU?si=oahr4ca52WH6YLMG>
7. xxv Sound Clip -07 M4-P012 OTG Gate
https://youtu.be/zvUCLbh5C4o?si=_mfYPZtSIFL640JV
8. xxv Sound Clip -08 M4-P013 OTG rid C
<https://youtu.be/l32nKrWhMV?si=Qjnze0no9T3JEGfR>
9. xxv Sound Clip -09 M4-P010 OTG Hook
https://youtu.be/Cr59NNbou-c?si=ZL07_BmgUBEyzSIS
10. xxv Sound Clip -10 M4-P002 OTG Gate
https://youtu.be/KdDBhUgN9bQ?si=eNos9w7M9_Qhl_L4
11. xxv Sound Clip -11 M4-P003 OTG Hook
https://youtu.be/kv89NxP7_As?si=fuQzYr60reQu0ywt
12. xxv Sound Clip -12 M4-P005 OTG B'ro
<https://youtu.be/-RsDkqDyksM?si=jm3JprSji8sRlag7>
13. xxv Sound Clip -13 M4-P021 OTG B'ro
<https://youtu.be/9MfGmMjiJuo?si=m4CG2pcKfKT28cvZ>
14. xxv Sound Clip -14 M4-P017 OTG OTG
<https://youtu.be/4KcRYpVCZsA?si=SoQ8KduV9UAlqNNu>
15. xxv Sound Clip -15 M4-P019 OTG B'ro
<https://youtu.be/3FZNu3SrYQs?si=R8B0-fuQ3dwQIVEV>
16. xxv Sound Clip -16 M4-P023 OTG Hook
https://youtu.be/v5P_YvUD0a4?si=xiCPvyKLNdERMTfZ

