

Supplement to the agenda for

Licensing Sub-Committee

Friday 10 April 2026

10.00 am

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

	Pages
4. REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003	3 - 18

**OUT TO GRASS LEISURE LIMITED
SUPPLEMENTARY SUBMISSIONS ON BEHALF OF THE LICENCE**

1. These submissions supplement the Applicants submissions that appear at pages 3 – 10 of Annex 1 of the Report to the Licensing Committee
2. Attached to these submissions are
 - (a) Further revised and updated operating schedule
 - (b) Proposed Plan
 - (c) Out to Grass (OTG) Noise Complaints Comparison

Revised and updated Operating Schedule

3. As part of their submissions the licence holder proposed an updated operating schedule that appears from page 25 of Annex 1 of the report to the Licensing Committee
4. On the 8 April a telephone call was held between the licence holder and Elisabeth Laughland, the EHO, from the Licensing Authority to see what, if any agreement, could be reached on a revised operating schedule. Ms Laughlands interest relates to the General Conditions that appear at 1 – 4 and this impacting on Public Nuisance at 9 to 31.
5. It is the licence holder's proposal that the proposed operating schedule replaces all of the conditions that currently attach to the premises licence at Appendix 2 to the report to the Licensing Committee
6. It is agreed that the capacity of the premises, inclusive of staff and performers, shall be no more than 500 people
7. It is further agreed that sale of alcohol and the provision of regulated entertainment is limited to the following days and times
 - Thursday 12:00 to 00:00
 - Friday and Saturday 12:00 to 02:00
 - Sunday 12:00 to 00:00

8. It is the licence holders understanding that save for condition 2 (the total number of days on which licensable activities can take place over the course of a calendar year) and condition 3 (the number of larger events that can be held at the premises) there is agreement on the conditions in so far as they impact on the licensing objective of the prevention of public nuisance.
9. The licence holder has also taken the opportunity of updating the operating schedule in so far as it impacts on the remaining 3 licensing objectives and removing ALL conditions that appear on the existing licence that relate to events with a capacity of over 500.
10. It is the licence holders' position that the further re vised operating schedule provides a balance between prompting the licensing objectives, directly addressing the concerns tha the review has raised, and that any detrimental financial impact that may result from the Licensing Authorities decision is appropriate and proportionate to the promotion of the licensing objectives.

Layout Plan

11. At page 9 of Annex 3 of the report to the Licensing Committee, the applicant for the review has proposed a new layout plan.
12. The proposed plan attached to these submissions reduces further the proposed area for the provision of licensable activities and excludes an area to the top of the plan that the EHO had sought to include within the licensed area.

Out to Grass (OTG) Noise Complaints Comparison

13. The Applicant for the review has provided at page 9 of Annex 2 to the report to the Licensing Committee a Noise complaints History in so far as it relates to OTG
14. In response to a FOI request made by the Licence Holder the Licensing Authority confirmed that in the 10 year period from 2015 to 2025 that a total 28 noise complaints were received.
15. A number of these complaints relate to days and times when OTG was closed for business.
16. An analysis of these complaints has been carried out. Some of the complaints are so historic, going back 16 years and for which no information is available (higoighted yellow).
17. Those occasions when complaints have been made and when the site was closed are highlighted in green.

National Licensing Policy Framework (NLPF)

18. The comments below supplement the submissions on National Guidance, Licensing Policy and wider council strategies that appear at paras. 4 – 8 n pages 4 – 7 at Annex 1 to the Report to the Licensing Committee.

19. In November 2025 HM Government issued their first National Licensing Policy Framework with aims to support:

- (i) Investment in existing and new venues
- (ii) Extend customer choice
- (iii) Regeneration
- (iv) Better regulation reducing unnecessary bureaucracy and enabling businesses to adapt quickly to the changing customer expectation

20. The NLPF states that *'The Licensing Act is designed to be enabling, not prescriptive'* and goes on to state that

'we need a licensing system that is flexible and responsive – a tool for enabling innovation and investment, not just managing risk... By making licensing predictable and proportionate, we aim to boost local economies and support local communities, create good jobs, keep costs down for consumers, and help meet the government's target to reduce administrative costs of regulatory burdens by 25%'

21. The framework also states:

'licensing should support a diverse range of venues and experiences that reflect the UK's rich hospitality and leisure offer and meet the needs of both domestic and international visitors'

22. Specifically, the framework recognises the need for:

- *light-touch for responsible operators – licensing should be permissive by design. Authorities should avoid unnecessary prescription and instead support operators to demonstrate how they are managing risks to the licensing objectives to a level that manages risks effectively and proportionately. This approach fosters innovation, reduces regulatory burden, and builds trust between regulators and businesses*

- *graduated enforcement – where issues arise, authorities should adopt a graduated response, starting with informal engagement and support, and escalating only where necessary. Enforcement should be proportionate, transparent, and focused on resolving problems rather than penalising businesses unnecessarily*

Ewen Macgregor

Partner

TLT LLP

8 April 2025

Out To Grass Woodend Farm Cradley Herefordshire WR13 5JW

Proposed Operating Schedule

Hours for provision of licensable activities

Sale of alcohol, Live Music, Recorded Music,

- Thursday 12:00 to 24:00
- Friday – Saturday 12:00 to 02:00
- Sunday – 1200 to 2400

Late Night Refreshment

- Thursday 2300 to 2400
- Friday – Saturday 23:00 to 02:00
- Sunday 2300 to 2400

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 total number of days on which licensable activities can be provided under the licence shall be no more than 45 days in the course of a calendar
3. 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.
4. Unless otherwise agreed in writing with the Licensing Authority, 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, with details of anticipated capacity.

Prevention of Crime & Disorder

5. 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.
6. 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) Any visit by a relevant authority or emergency service
7. 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.
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. Noise is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music, bass or drum (recorded or live) or a combination of both.
11. The premises licence holder shall develop, maintain and comply with a Noise Management Plan.**(NMP)**
12. The NMP shall contain (but not be limited to) the following:
 - Differentiate between Large and other events
 - Noise Assessment
 - Noise Control Measures
 - Monitoring and reporting
 - Stakeholder engagement
 - Complaints Management
 - Review and revision **date**
13. 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.
14. Within 2 months of issuing this licence or 28 days prior to the first sites amplified music entertainment activity of the year.
15. 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.
16. 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.
17. 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.

18. The Premises Licence holder must comply with 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.
19. 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.
20. 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.
21. 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 the hotline ~~and general office~~, so that they can report any issues directly to the Licensed Premises.
22. The noise hotline will be operational throughout the hours of regulated entertainment.
23. 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
24. All contacts received to the noise hotline shall have a timely response.
25. Notices shall be placed on the premises, and at all entrances and exits, reminding customers to respect local neighbours.
26. Litter patrols shall be undertaken during the course of any event and up to, and including the day after any event

Public Safety

27. A system shall be in place which can show the number of persons on the premises at any one time.
28. 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

29. 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

30. An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities.

31. 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

32. 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

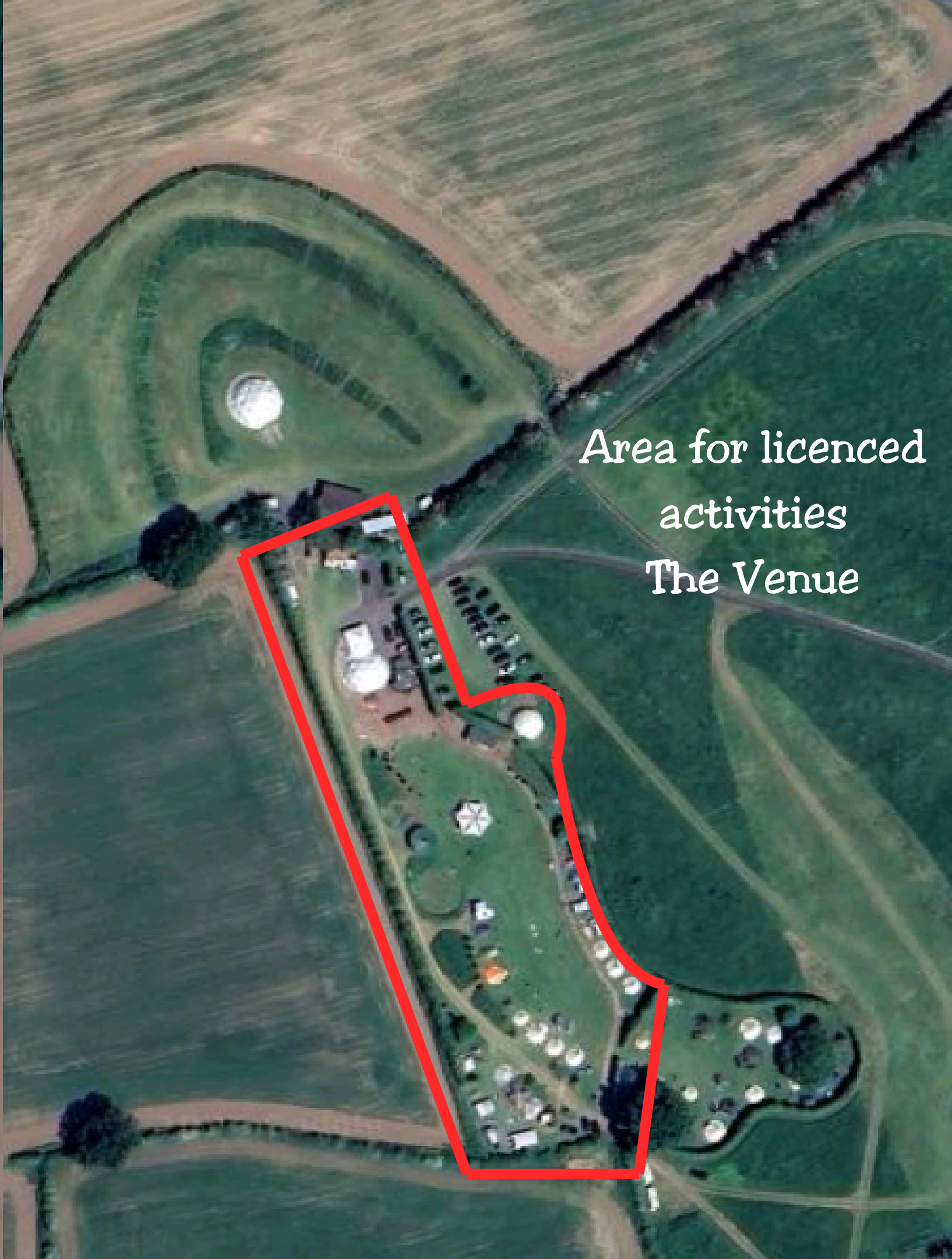
33. The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure artistic installation have been inspected and signed off as being safe prior to the commencement of its use
34. Sign off certificates shall be available for inspection on demand of an authorised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

Protection of Children

35. The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises.
36. 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.
37. 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.
38. The only acceptable identification will be a passport, a photo driving licence, card bearing the official PASS hologram, and any authorised digital identification.
39. 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.
40. 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).
41. No person under the age of 18 shall be permitted on the premises unless accompanied by an adult aged 21 or over.



Camp Site



Area for licenced
activities
The Venue

OUT TO GRASS - NOISE COMPLIANTS HISTORY

Year	Date received	Complaint Category	Complaint details	Out to Grass Response
2010	21-Jul-10	Noise-Music	Loud music played over the last two Saturday nights	No historic information to check
2011	28-Jun-11	Noise-Music	Loud Music	No historic information to check
2013	03-Jan-13	Noise-Music	Loud Music	No historic information to check
2013	14-May-13	Noise-Music	Loud music	No historic information to check
2013	25-Sep-13	Noise-Music	loud music/festival	No historic information to check
2013	26-Sep-13	Noise-Music	Noise Music	No historic information to check
2014	17-Apr-14	Noise-Music	loud music/festival	No historic information to check
2014	22-Apr-14	Noise-Music	Noise Nuisance	No historic information to check
2014	22-Apr-14	Noise-Music	Noise from Out To Grass Events.	No historic information to check
2015	29-Apr-15	Noise-Music	for info, event taking place this weekend	No historic information to check
2015	26-Jun-15	Noise-Music	Anon complaint about Out to Grass	No historic information to check

2015	26-Sep-15	Noise-Music	loud music	No historic information to check
2015	29-Sep-15	Noise-Music	Loud base noise on Sunday from 10pm-1am	No historic information to check
2016	05-Feb-16	Noise-Music	loud music	No historic information to check
2016	30-Apr-16	Noise-Music	loud music/festival	No historic information to check
2017	17-May-17	Noise-Music	Loud music	This is a Wednesday, no event and also no event following weekend.
2017	26-Aug-17	Noise-Music	Loud music	Shenanigans - internal family event that ends at midnight, 1 stage
2017	04-Sep-17	Noise-Music	Noise - loud music	J & K Wedding
2018	17-May-18	Noise-Music	Noise - loud music	Thursday, no event on, no event on that following weekend either 19th onwards. 2 complaints now on this date, someone's Birthday locally?
2019	02-Jan-19	Noise-Music	loud music	No event on, guessing this is a NYE party? Maybe a private party at farm or elsewhere? NOT OTG
2019	03-Jan-19	Noise-Music	Rave type party.	No event on, guessing this is a NYE party? Maybe a private party at farm or elsewhere? NOT OTG

2019	14-Jan-19	Noise-Music	Noise from Out to Grass.	No event on, season not even started yet and domes wouldn't be set up in winter due to winds and weather.
2019	01-Jun-19	Noise-Music	Noise - loud music. Ongoing.	E&T Wedding
2020	25-Aug-20	Noise-Music	Complaint: Music	Site wasn't open in 2020
2021	19-Jul-21	Noise-Music	Complaint: Music	No event on this weekend, this is a Monday. Site not open.
2021	05-Nov-21	Noise-Music	Noise from music events	No event, too cold and the site would be packed down
2022	18-May-22	Noise-Music	Complaint: Music	Its got to be the above b'day of someone, third year in a row midweek
2022	17-May-22	Noise-Music	Noise from music festival	Its got to be the above b'day of someone, third year in a row midweek
2022	08-Jul-22	Noise-Music	Complaint: Music	Rick and Lauras Wedding
2022	09-Sep-22	Noise-Music	Noise from premises - Out to Grass	Frolic Event
2022	27-Feb-23	Noise-Music	Noise from music at Out to Grass	Not open, domes not up, system not installed
2023	23-Jun-23	Noise-Music	Noise from music emanating from Out to Grass campsite	Internal camping weekend - music would have been off at 12, one dome, family camping

2023	30-Jun-23	Noise-Music	Ongoing noise from premises - Out to Grass	NACF event
2023	12-Jul-23	Noise-Music	The music coming from the site starts at 4pm, & doesn't cease until after midnight	Site not open
2023	26-Sep-23	Noise-Music	Over this weekend we are being keep awake until 2am on Friday and Sat	Something Different
2025	18-Jul-25	Noise-Music	Noise from premises - Out to Grass	Malvern Magic
2025	14-Aug-25	Noise-Music	Ongoing Noise complaint from Out To Grass WR13 5JW	No music on 14th and event with very small amount of music on following weekend
2025	05-Aug-25	Noise-Music	Loud music from outdoor festival	Setting up for a non music event no sound system

No information available

Site not open