

AGENDA

Regulatory Sub Committee

Date: **Friday 27 February 2015**

Time: **11.00 am**

Place: **Committee Room one, The Shire Hall St Peter's
Square Hereford HR1 2HX**

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

For any further information please contact:

Clive Lloyd, Governance Services

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If you would like help to understand this document, or would like it in another format, please call Clive Lloyd, Governance Services on 01432 260249 or e-mail Clive.lloyd@herefordshire.gov.uk in advance of the meeting.

Agenda for the Meeting of the Regulatory Sub Committee

Membership

**Councillor CM Bartrum
Councillor A Seldon
Councillor P Sinclair-Knipe**

AGENDA

	Pages
1. ELECTION OF CHAIRMAN To elect a Chairman for the hearing.	
2. APOLOGIES FOR ABSENCE To receive apologies for absence.	
3. NAMED SUBSTITUTES (IF ANY) To receive any details of Members nominated to attend the meeting in place of a Member of the committee.	
4. DECLARATIONS OF INTEREST To receive any declarations of interest by Members in respect of items on the agenda.	
5. DECISION NOTICE IN RESPECT OF MEETING 6 FEBRUARY 2015 Decision notice in relation to Regulatory Sub-Committee meeting of the 6 February 2015	9 - 10
6. REVIEW OF A PREMISES LICENCE FOLLOWING THE EXPEDITED/SUMMARY LICENCE REVIEW AND REPRESENTATION AGAINST THE INTERIM STEPS IN RESPECT OF: THE DUCKING STOOL, 11 SOUTH STREET, LEOMINSTER, HR6 8JA - LICENSING ACT 2003 To consider an application for Review of a Premises Licence following the Expedited/ Summary Licence Review and Representation against the Interim Steps In respect of 'The Ducking Stool, 11 South Street, Leominster, HR6 8JA.	11 - 40

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HEREFORDSHIRE COUNCIL

SHIRE HALL, ST PETERS SQUARE, HEREFORD HR1 2HX.

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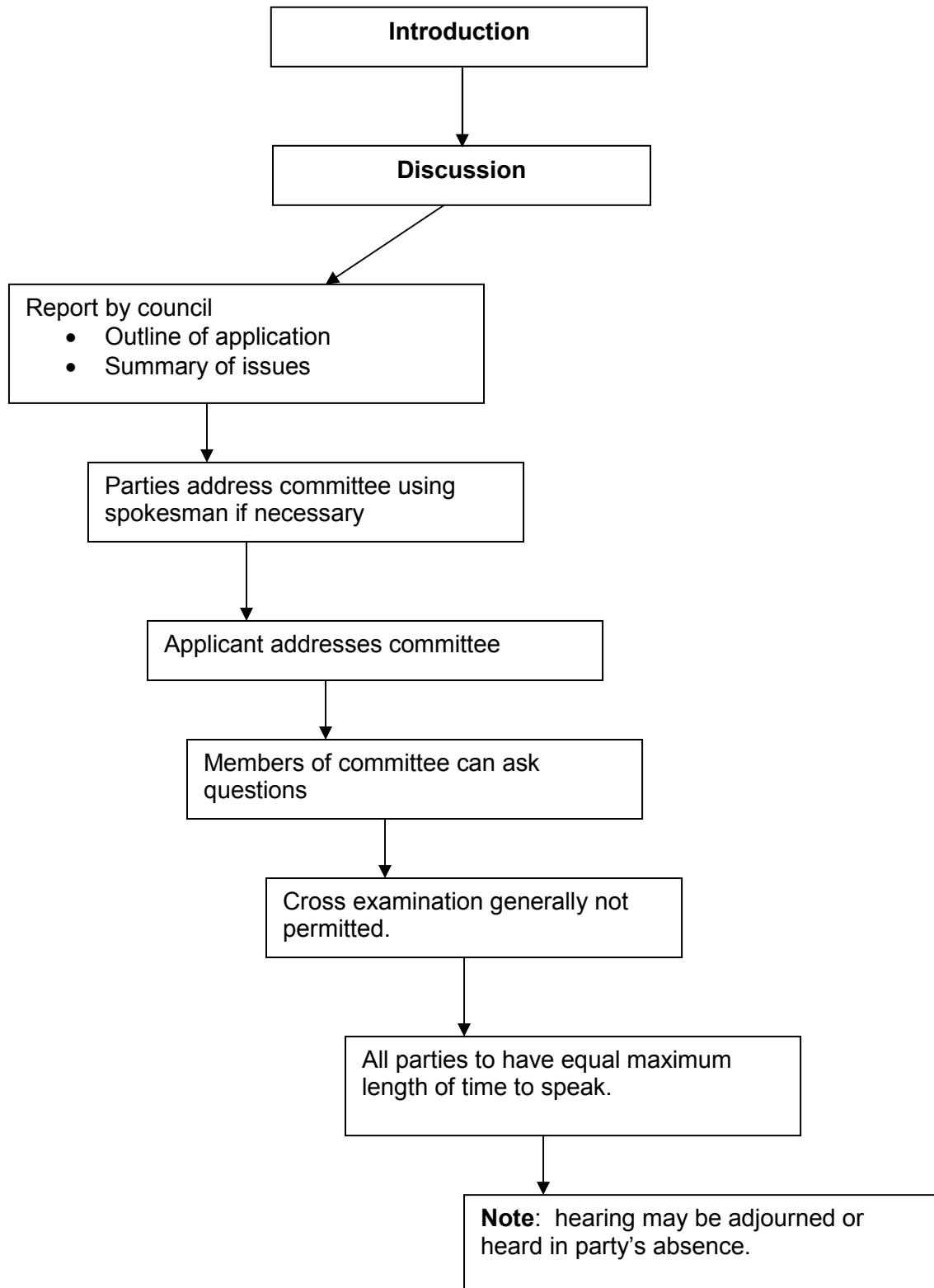
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Licensing Hearing Flowchart



HEREFORDSHIRE COUNCIL
**REGULATORY-SUB COMMITTEE DECISION NOTICE
(THE LICENSING ACT 2003)**

PREMISES	The Ducking Stool
PREMISES LICENCE HOLDER	Mrs Janet Morris
APPLICANT'S NAME	Mrs Janet Morris
APPLICATION TYPE	Representation against the Interim Steps imposed on 6 February 2014 by the Regulatory Sub -Committee
PANEL MEMBERS	Councillor A Seldon (Chairman) Councillor CM Bartrum Councillor Brig P Jones
DATE OF MEETING	06 February 2015

Members of the Licensing Panel of the Council's Regulatory Committee considered the above application, full details of which appeared before the Members in their agenda and the background papers.

Prior to making their decision the Members heard from Inspector Nick Semper, representing West Mercia Police and Mrs Janet Morris, the Premises Licence Holder.

Having carefully considered those matters brought before them and in reaching their decision, the Members had full regard to both the provisions of the Licensing Act 2003 (as amended by the Violent Crime Reduction Act 2006) and the Council's Licensing Policy. The Members made the following decisions in order to promote the licensing objective of the prevention of crime and disorder.

1. The committee is minded, as an interim step, to grant a licence with the additional conditions as confirmed by Fred Spriggs. I remind you that this is an interim step pending the convening of a full review hearing which will be at the beginning of March (date to be set). You must be also aware that the premises will come under considerable scrutiny in the intervening time
2. I advised you on the last occasion that you may consider independent advice. I will stress. this again.

Conditions as recommended by West Mercia Police

1. Removal of the designated premises supervisor and to be replaced with a designated premises supervisor that meets the satisfaction of the West Mercia Police.
2. Reduction in operating hours for licensable activities on Friday and Saturday nights. The terminal hour being reduced to midnight.

HEREFORDSHIRE COUNCIL**REGULATORY-SUB COMMITTEE DECISION NOTICE
(THE LICENSING ACT 2003)**

3. A personal licence holder to be on the premises from 2000hrs to end of licensable hours on Friday and Saturday.
4. A written list of personal licence holders will be supplied to the police and only personal licence holders who are agreed by the police shall be so employed.
5. Requirements that a minimum of two (2) registered SIA door supervisors are employed at the premises and are deployed from 2100hrs on Friday and Saturdays until the conclusion of licensable activities.
6. All door supervisors employed will meet the satisfaction and requirements of West Mercia Police.
7. A register of door supervisors shall be kept at the premises. Such register shall be signed by the door staff and shall show their badge number, name, time of start of duty and time of finish.

ADDITIONAL INFORMATION

1. The Committee is required to review the premises licence in full within 28 days of the application for an Expedited/Summary licence review made on 3 February 2015.
2. There is no right of appeal to a magistrates' court against the licensing authority's decision at this stage.



MEETING:	REGULATORY SUB-COMMITTEE
MEETING DATE:	27th February 2015
TITLE OF REPORT:	REVIEW OF A PREMISES LICENCE FOLLOWING THE EXPEDITED/SUMMARY LICENCE REVIEW AND REPRESENTATION AGAINST THE INTERIM STEPS IN RESPECT OF: THE DUCKING STOOL, 11 SOUTH STREET, LEOMINSTER, HR6 8JA - LICENSING ACT 2003
REPORT BY:	Head of Trading Standards and Licensing

Classification

Open

Key Decision

This is not an executive decision.

Wards Affected

Leominster

Purpose

To consider an application for Review of a Premises Licence following the Expedited/Summary Licence Review and Representation against the Interim Steps In respect of 'The Ducking Stool, 11 South Street, Leominster, HR6 8JA.

Recommendation

That:

The Sub-Committee when determining this review must consider:

- what steps it considers necessary for the promotion of the licensing objectives; and
- what steps should be taken to secure the promotion of the licensing objectives including whether the interim steps should be made permanent.

They should give appropriate weight to:

- The steps that are appropriate to promote the licensing objectives
- The Guidance issued to local authorities under Section 53A of the Licensing Act 2003 by the Violent Crime Reduction Act 2006,

- The Police application made in respect of the expedited review together with the Superintendent's Certificate
- The representations (including supporting information) presented by all parties, and
- The Herefordshire Council Licensing Policy.

Options

1. There are a number of option open to the committee:
 - the modification of the conditions of the premises licence;
 - the exclusion of the sale of alcohol by retail (or other licensable activities) from the scope of the licence;
 - the removal of the designated premises supervisor from the licence;
 - the suspension of the licence for a period not exceeding 3 months; and
 - the revocation of the licence
 - take no further action

Where the authority takes a step mentioned in subsection (a) or (b), it may provide that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

Reasons for Recommendations

2. Ensures compliance with the Licensing Act 2003 and the Crime & Disorder Act 2006.

Key Considerations

3. The powers to call for an expedited review are contained in Section 53A of the 2003 Act by virtue of the Violent Crime Reduction Act 2006. The powers allow:
 - The police to trigger a fast track process to review a premises licence where the police consider that the premises are associated with serious crime or serious disorder (or both); and
 - The licensing authority to respond by taking interim steps quickly, where appropriate, pending a full review.

Applicant	Susan Thomas – Superintendent West Mercia Constabulary Represented by: - Inspector Bob Barnett	
Premise Licence Holder	Janet Morris The Ducking Stool, 11 South Street, Leominster, HR6 8JA	
Solicitor	Heath Thomas	
Type of application: Expedited Review	Date received: 03/2/2015	End of 28 day period 01/03/2015

4. The application for an expedited review was received on 3rd February 2015.
5. A hearing was held on 4th February 2015 within the required 48 hours.
6. At that hearing the committee heard from the police and the premises licence holder.

7. The committee decided to suspend the licence with immediate effect.
8. Copies of the application and certificate were sent to the premise licence holder and responsible authorities.
9. An application was received against the interim steps on 4th February 2015.
10. A hearing was held on 6th February 2015 to consider this.
11. At that hearing the committee decided to amend the interim steps and imposed the following steps pending the full review:
 - Removal of the designated premises supervisor and to be replaced with a designated premises supervisor that meets the satisfaction of the West Mercia Police.
 - Reduction in operating hours for licensable activities on Friday and Saturday nights. The terminal hour being reduced to midnight.
 - A personal licence holder to be on the premises from 2000hrs to end of licensable hours on Friday and Saturday.
 - A written list of personal licence holders will be supplied to the police and only personal licence holders who are agreed by the police shall be so employed.
 - Requirements that a minimum of two (2) registered SIA door supervisors are employed at the premises and are deployed from 2100hrs on Friday and Saturdays until the conclusion of licensable activities.
 - All door supervisors employed will meet the satisfaction and requirements of West Mercia Police.
 - A register of door supervisors shall be kept at the premises. Such register shall be signed by the door staff and shall show their badge number, name, time of start of duty and time of finish.

12. **Current Licence**

The current licence authorises the following licensable activities during the hours shown: -

A Performance of Live Music

Sunday – Thursday 20:00 – 23:00

Friday, Saturday 20:00 – 02:00

Any playing of Recorded Music

Sunday – Thursday 11:00 – 23:30

Friday, Saturday 11:00 – 02:00

Sale by retail of alcohol

Sunday-Thursday 11:00-00:00

Friday, Saturday 11:00-02:30

13. **The Grounds for the Review**

The grounds for the review and the Superintendent's authority are contained in Appendix 1 and 2 of the background papers.

14. The licensing authority have received 12 public representations in relation to the review application. (Details of these can be found within the background papers).
15. No representation has been received from any of the responsible authorities.

Community Impact

16. Any decision is unlikely to have any significant effect of the local community.

Equality duty

17. There are no equality or human rights issues in relation to the content of this report.

Financial implications

18. There are unlikely to be any financial implications for the authority at this time.

Legal Implications

19. An appeal may be made within 21 days of the licence holder being notified of the licensing authority's decision to a magistrates' court.
20. An appeal may be made by the premises licence holder, the chief officer of police and/or any other person who made relevant representations.
21. The decision of the licensing authority, following the review hearing, will not have effect until the end of the period allowed for appeal, or until the appeal is disposed of. Any interim steps taken will remain in force over these periods.

Risk Management

22. There is little risk associated with the decision at this time as the legislation allows representation to be made against the interim steps.

Consultees

23. Copies of the application and certificate have been sent to the responsible authorities. A notice has been displayed at the premises, at the offices of the Licensing Authority and details have been shown on the council website.

Appendices

- Appendix 1 Application for expedited review
- Appendix 2 Superintendent's certificate
- Appendix 3 Summary Review Guidance issued by the Home Office

Background Papers

24. Representations from the members of the public.



MEETING:	REGULATORY SUB-COMMITTEE
MEETING DATE:	4th February 2015
TITLE OF REPORT:	Expedited/Summary Licence Review of the Premises Licence: The Ducking Stool, 11 South Street, Leominster, HR6 8JA - Licensing Act 2003
REPORT BY:	Head of Trading Standards and Licensing

Classification

Open

Key Decision

This is not an executive decision.

Wards Affected

Leominster

Purpose

To consider an application for an '*expedited licence review*' of the premises licence relating to The Ducking Stool, 11 South Street, Leominster, HR6 8JA called by Susan Thomas, Superintendent of the West Mercia Constabulary and represented by Inspector Bob Barnett.

Recommendation

That:

Sub-Committee determine the interim steps necessary to prevent serious crime or serious disorder at the premises and to promote the licensing objectives in the overall interests of the local community. They should give appropriate weight to:

- The steps that are necessary to assist with the prevention of serious crime and disorder,
- The representations (including supporting information) presented by all parties,
- The Guidance issued to local authorities under Section 53A of the Licensing Act 2003 by the Violent Crime Reduction Act 2006, and
- The Herefordshire Council Licensing Policy.

Options

1. The interim steps that the licensing authority can consider taking are:

Take no action or

Take any of the following steps: -

- (a) to modify the conditions of the licence;
- (b) the exclusion of the sale of alcohol by retail (or other licensable activities) from the scope of the licence;
- (c) to remove the designated premises supervisor;
- (d) to suspend the licence;

Where the authority takes a step mentioned in subsection (a) or (b), it may provide that the modification or exclusion is to have effect until the full review hearing.

Reasons for Recommendations

2. Ensures compliance with the Licensing Act 2003 and the Crime & Disorder Act 2006.

Key Considerations

3. The powers to call for an expedited review are contained in Section 53A of the 2003 Act by virtue of the Violent Crime Reduction Act 2006. The powers allow:
 - The police to trigger a fast track process to review a premises licence where the police consider that the premises are associated with serious crime or serious disorder (or both); and
 - The licensing authority to respond by taking interim steps quickly, where appropriate, pending a full review.

Applicant	Susan Thomas – Superintendent West Mercia Constabulary Represented by: - Inspector Bob Barnett	
Premise Licence Holder	Janet Morris The Ducking Stool, 11 South Street, Leominster, HR6 8JA	
Solicitor	Not known	
Type of application: Expedited Review	Date received: 03/2/2015	Interim Steps Hearing 48 hours 04/2/2015

4. Current Licence

The current licence authorises the following licensable activities during the hours shown: -

A Performance of Live Music
 Sunday – Thursday 20:00 – 23:00
 Friday, Saturday 20:00 – 02:00

Any playing of Recorded Music
 Sunday – Thursday 11:00 – 23:30
 Friday, Saturday 11:00 – 02:00

Sale by retail of alcohol
Sunday-Thursday 11:00-00:00
Friday, Saturday 11:00-02:30

5. **The Grounds for the Review**

The grounds for the review and the Superintendent's authority are contained in Appendix 1 and 2 of the background papers.

6. The committee have to decide what action should be taken, if any, to prevent further outbreaks of serious crime and disorder and to promote the four licensing objectives in accordance with the recommendation.

Community Impact

7. Any decision is unlikely to have any significant effect of the local community.

Equality duty

8. There are no equality or human rights issues in relation to the content of this report.

Financial implications

9. There are unlikely to be any financial implications for the authority at this time.

Legal Implications

10. The premise licence holder may make representations against the interim steps taken by the licensing authority. There is not a time limit for the premises licence holder to make representation on the interim steps, although this would be within the normal review period of 28 days. On receipt of representations and if they are not withdrawn, a hearing must be arranged within 48 hours of receipt.

Risk Management

11. There is little risk associated with the decision at this time as the legislation allows representation to be made against the interim steps.

Consultees

12. Copies of the application and certificate have been sent to the responsible authorities.

Appendices

13. Application for expedited review
14. Superintendent's certificate
15. Summary Review Guidance issued by the Home Office

Background Papers

None.

FORM FOR APPLYING FOR A SUMMARY LICENCE REVIEW

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

Herefordshire Council Licensing Authority

Blueschool House

Blueschool Street

PO Box 233

Hereford. HR1 2ZF

Application for the review of a premises licence under section 53A of the Licensing Act 2003 (premises associated with serious crime or disorder)

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 the 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.**

I Robert Barnett [on behalf of] the chief officer of police for the West Mercia police area apply for the review of a premises licence under section 53A of the Licensing Act 2003.

1. Premises details:

Postal address of premises, or if none or not known, ordnance survey map reference or description:

**The Ducking Stool
11 South Street**

Post town: Leominster

Post code (if known): **HR8 8JA**

2. Premises licence details:

Name of premises licence holder (if known): Mrs Janet Morris

Number of premises licence holder (if known): PR00921

3. Certificate under section 53A(1)(b) of the Licensing Act 2003 [Please read guidance note 1]:

I confirm that a certificate has been given by a senior member of the police force for the police area above that in his opinion the above premises are associated with serious crime or disorder or both, and the certificate accompanies this application.

(Please tick the box to confirm)

4. Details of association of the above premises with serious crime, serious disorder or both:

[Please read guidance note 2]

This is a well established licensed premises in a small market town. It has operated for a number of years, and in recent years it has developed a weekend late night trade.

Over the years there have been a number of incidents of disorder at the premises that have resulted in police attendance and intervention.

At about 1819hrs on 02 February 2015, a female reported to the police that her son had been assaulted at the venue in the early hours of Sunday 01 February 2015. This was the first time the matter had been brought to the attention of the police.

A police investigation has commenced and is still on going. What has been established is that at about 0100hrs on Sunday 01 February 2015, the victim aged 24 was in the premises with others playing pool, a disturbance took place where he was attacked and knocked to the ground. During this attack he received significant injuries to his face and in particular his left eye. Doorstaff were on duty on the night and did intervene in the incident, however it is the view of the police that at least one door supervisor has made an attempt to suppress the matter and has attempted to eject the 'victim' and not the suspects to the attack. It is the view of the police that this has happened as they are friends.

As part of the police investigation, CCTV was requested from the venue, whilst the quality is very good, the premises licence holder was not able to download it in viewable format as required by the premises licence. This is not the first occasion this has occurred.

The police are of the view that the premises licence holder and therefore the designated premises supervisor have failed to promote the licensing objective of the prevention of crime and disorder. The circumstances of the incident are serious with a number of people - no doubt under the influence of alcohol - attacking one person resulting in serious injury. The degree of injury and the overall circumstances could attract a prison sentence of 3 years or more.

The view of the police is that the following interim steps should be taken

**Premises licence suspended immediately
Designated premises supervisor removed**

To put in place these interim steps in the view of the police is necessary due to the seriousness of the incident and the need to protect the public from harm by promoting the licensing objectives.

Signature of applicant:

Date:

Capacity: Police Inspector 3499

 3/1/15

Contact details for matters concerning this application:

Address:

Leominster Police Station

Telephone number(s): 01432 347102

Email: licensing.hereford@westmercia.pnn.police.uk

Notes for guidance:

1. A certificate of the kind mentioned in the form must accompany the application in order for it to be valid under the terms of the Licensing Act 2003. The certificate must explicitly state the senior officer's opinion that the premises in question are associated with serious crime, serious disorder or both.

Serious crime is defined by reference to section 81 of the Regulation of Investigatory Powers Act 2000. In summary, it means:

- conduct that amounts to one or more criminal offences for which a person who has attained the age of eighteen and has no previous convictions could reasonably be expected to be sentenced to imprisonment for a term of three years or more; or
- conduct that amounts to one or more criminal offences and involves the use of violence, results in substantial financial gain or is conduct by a large number of persons in pursuit of a common purpose.

Serious disorder is not defined in legislation, and so bears its ordinary English meaning.

2. Briefly describe the circumstances giving rise to the opinion that the above premises are associated with serious crime, serious disorder, or both.

West Mercia Police
Herefordshire Territorial Policing Unit
Bath Street
Hereford

CERTIFICATE UNDER SECTION 53A(1)(b) OF THE LICENSING ACT 2003

I hereby certify that in my opinion the premises described below are associated with serious crime / serious disorder / both serious crime and serious disorder¹.

*Premises*²:

The Ducking Stool
11 South Street
Leominster. HR9 8JA

Premises licence number (if known): PR00921

Name of premises supervisor (if known): Mrs Janet Morris

I am a Superintendent ³ in the West Mercia police force.

I am giving this certificate because I am of the opinion that other procedures under the Licensing Act are inappropriate in this case, because⁴:

This is a serious criminal matter of an allegation concerning assault at a level recorded as grievous bodily harm - S18 Offences Against the Persons Act 1861. The view of the police is that other procedures are inappropriate due to the nature and circumstances of the incident and therefore a requirement for urgent action

¹ Delete as applicable.

² Include business name and address and any other relevant identifying details.

³ Insert rank of officer giving the certificate, which must be superintendent or above.

⁴ Give a brief description of why other procedures such as a standard review process are thought to be inappropriate, e.g. the degree of seriousness of the crime and/or disorder, the past history of compliance in relation to the premises concerned.

(Signed) Johnson (Date) 3/2/15

SUPERINTENDENT: S. A. HOUNTS



Home Office

Section 53A Licensing Act 2003

Summary Review Guidance

CONTENTS

- 1. Introduction**
- 2. The Steps – Summary Review**
- 3. The Licensing Authority and the Interim Steps**
- 4. Making representations against the Interim Steps**
- 5. The Review of the Premises Licence**
- 6. Right of Appeal**

ANNEX A

- 1. Certificate Under section 53A(1)(b) of the Licensing Act 2003**

ANNEX B

- 2. Application for the review of a premises licence under section 53A of the Licensing Act 2003 (premises associated with serious crime or disorder)**

INTRODUCTION

- 1.1 This guidance explains how to use the provisions in the Licensing Act 2003 (“the 2003 Act”), inserted by section 21 of the Violent Crime Reduction Act 2006, which allow a quick process for attaching interim conditions to a licence and a fast track licence review when the police consider that the premises concerned is associated with serious crime or serious disorder (or both).
- 1.2 This guidance has no statutory basis but is intended to assist police forces and licensing authorities when considering using the procedures.
- 1.3 The powers are set out in sections 53A to 53C of the 2003 Act and apply only where a premises licence authorises the sale of alcohol. They do not apply in respect of other premises licences, or to premises operating under a club premises certificate. The purpose of these powers is to complement existing procedures in the 2003 Act for tackling crime and disorder associated with licensed premises. Existing powers in Part 8 of the 2003 Act provide for the instant closure of premises by the police in some circumstances (in essence, disorder or nuisance) and the consequent review of premises licences by the licensing authority. The powers under sections 53A to 53C, which are in Part 3 of the 2003 Act, are aimed at tackling serious crime and serious disorder, in particular (but not exclusively) the use of guns and knives.
- 1.4 The powers allow:
 - the police to trigger a fast track process to review a premises licence where the police consider that the premises are associated with **serious** crime or **serious** disorder (or both); and
 - the licensing authority to respond by taking interim steps quickly, **where appropriate**, pending a full review.
- 1.5 In summary, the process is:
 - the chief officer of police for the area in which the premises are situated may apply to the licensing authority for an expedited review of a premises licence where a senior police officer has issued a certificate stating that in his/her opinion the premises are associated with serious crime or serious disorder (or both);
 - on receipt of the application and the certificate, the licensing authority must within 48 hours of the time of its receipt consider whether it is necessary to take interim steps pending determination of the review of the premises licence – the authority must in any event undertake a review within 28 days after the day of receipt of the application.
- 1.6 The options open to the licensing authority at the interim steps stage include:
 - modification of the conditions of the premises licence;
 - the exclusion of the sale of alcohol by retail from the scope of the licence;
 - removal of the designated premises supervisor from the licence; and

- suspension of the licence.

1.7 Following the full licence review, the licensing authority may do any of the above or may revoke the licence.

1.8 The purpose of this guidance is to:

- set out the circumstances where the power can be used; and
- outline the process and the steps at each stage.

THE STEPS

2. Triggering the expedited review

2.1 Section 53A of the Licensing Act 2003 sets out who may apply for an expedited review and the circumstances in which it can be used.

Application for expedited review

2.2 The chief officer of police for the area in which the premises are situated may apply to the relevant licensing authority for an expedited licence review if a **senior member** of the force has issued a **certificate** that in his/her opinion a licensed premises is associated with **serious crime or serious disorder (or both)**.

2.3 The key definitions used above are:

- **Senior member of the force:** This must be an officer of the rank of superintendent or above.
- **Certificate:** This is a formal note which identifies the licensed premises and includes a signed statement by a senior officer that he believes the premises is associated with serious crime, serious disorder or both. **This form is not prescribed in legislation. However, a sample form which forces may wish to adopt is attached at annex A to this guidance.**
- **Serious crime:** The tests to determine the kinds of conduct that amount to serious crime are set out in section 81(2) and (3) (a) and (b) of the Regulation of Investigatory Powers Act 2000. Those tests are that the conduct:
 - (a) constitutes an offence for which a person who is 21 years of age or over with no previous convictions could reasonably be expected to be sentenced to imprisonment for 3 years or more; and
 - (b) involves the use of violence, results in substantial financial gain or is conduct by a large number of persons in pursuit of a common purpose.
- **Serious disorder:** There is no definitive list of behaviours that constitute serious disorder, and the matter is one for judgment by the local police. The phrase should be given its plain, ordinary meaning, as is the case under section 12 of the Public Order Act 1986 in which it is also used.
- **The application for a summary or expedited review:** this is an application made by, or on behalf of, the Chief Officer of Police under section 53A of the

2003 Act. **The application must be made in the form which is set out in Schedule 8A to the Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 (SI 2005/42). The completed application must be accompanied by the certificate issued by a senior officer. The form which must be used is reproduced in annex B of this guidance.**

2.4 In deciding whether to sign a certificate, the senior officer will want to consider the following (as applicable):

- The track record of the licensed premises concerned and whether the police have previously had cause to give advice about serious criminal or disorderly conduct (or the likelihood of such conduct) attributable to activities taking place on the premises – it is not expected that this power will be used as a first response to a problem.
- The nature of the likely crime and/or disorder – is the potential incident sufficiently serious to warrant using this power?
- Should an alternative power be deployed? Is the incident sufficiently serious to warrant use of the powers in sections 161 to 165 of the 2003 Act to close the premises? Or could the police trigger a standard licence review to address the problem? Alternatively, could expedited reviews be used in conjunction with other powers (for example, modifying licence conditions following the use of a closure power).
- What added value will use of the expedited process bring? How would any interim steps that the licensing authority might take effectively address the problem?

2.5 It is recommended that these points are addressed in the chief officer's application to the licensing authority. In particular, it is important to explain why other powers or actions are not considered to be appropriate. It is up to the police to decide whether to include this information in the certificate or in section 4 of the application for summary review. The police will also have an opportunity later to make representations in relation to the full review.

2.6 In triggering the process, the police will wish to take into account the fact that an intended use of the power is to tackle the use of dangerous weapons and the violence they fuel. For example, in appropriate circumstances the police might want to make representations to the licensing authority suggesting that they modify the conditions of the premises licence to require searches of customers for offensive weapons upon entry. Under the powers in sections 53A to 53C, this could be done on an interim basis pending a full hearing of the issues within the prescribed 28-day timeframe.

2.7 Similarly, the power could, **where appropriate**, be used to reduce the risk of injury caused by glass by requiring the adoption of a safer alternative (but see paragraphs 3.6 and 3.7 below).

2.8 However, it should continue to be borne in mind that these are selective measures. It is not the aim to require all licensed premises to undertake these searches or use toughened glass. Rather, the policy aim is to provide a selective

tool, to be used proportionately, to limit this condition to those pubs that are at risk either because police intelligence shows there is a risk of knives/guns being carried or because crime and disorder has occurred on the premises.

3. The Licensing Authority and the interim steps

3.1 Within 48 hours of receipt of the chief officer's application, the licensing authority must give the premises licence holder and responsible authorities a copy of the application for review and a copy of the certificate, and must also consider whether it is necessary to take interim steps. When calculating the 48 hour period any non-working day can be disregarded.¹

3.2 The licensing authority may want to consult the police about the steps that it thinks are appropriate, pending the determination of the review, to address the immediate problems with the premises, in particular the likelihood of serious crime and/or serious disorder. The licensing authority may consider the interim steps without the holder of the premises licence having been given an opportunity to make representations. This does not, of course, mean that the licensing authority *cannot* afford such an opportunity if it thinks it appropriate and feasible to do so in all the circumstances.

3.3 The determination of interim steps is not a matter that may be delegated to an officer of the licensing authority. The relevant decisions are likely to be taken by a licensing sub-committee. It should also be noted that there is no requirement for a formal hearing in order to take interim steps. This means that the relevant sub committee members can communicate by telephone or other remote means in order to reach a decision. A written record should always be produced as soon as possible after a decision is reached.

3.4 The interim steps that the licensing authority must consider taking are:

- the modification of the conditions of the premises licence;
- the exclusion of the sale of alcohol by retail from the scope of the licence;
- the removal of the designated premises supervisor from the licence; and
- the suspension of the licence.

Modification of the conditions of the premises licence can include the alteration or modification of existing conditions or addition of any new conditions, including those that restrict the times at which licensable activities authorised by the licence can take place. Further examples of possible licensing conditions, including those aimed at tackling crime and disorder, can be found in the amended guidance issued under section 182 of the 2003 Act (available at:

www.homeoffice.gov.uk/publications/alcohol-drugs/alcohol/guidance-section-182-licensing).

3.5 If the licensing authority decides to take steps at the interim stage:

¹ This means that, for example, if the application was received at 3pm on a Friday, the 48 hour period would cover the remaining 9 hours on that Friday and the remaining 39 hours starting on the Monday morning (provided it was not a bank holiday). In this case the licensing authority would have to decide on interim steps by 3pm on the Tuesday.

- the decision takes effect immediately, or as soon after it as the licensing authority directs; but
- the licensing authority must give immediate notice of its decision and its reasons for doing so to the holder of the premises licence and the chief officer of police who made the application. The 2003 Act does not specify that the immediate notice has to be in writing. However, in an individual case the licensing authority may consider that the need for immediate communication at least initially requires a non-written approach, such as a telephone call. This may happen when, for example, the authority decides that the decision should have immediate effect. In such a case, the decision and the reasons for it should be explained clearly and in full to the licence-holder (or someone who may properly act for the licence-holder), and the call followed up as soon as possible with a written version of the decision and the reasons (for example, by email or fax) which is identical to, or not significantly different from, the version given by telephone.

3.6 The licensing authority, in deciding when its decision on interim steps should take effect, should consider the practical implications of compliance in relation to the premises. For example to comply with a modification of the conditions of a licence that requires employment of door supervisors, those running the premises may need some time to recruit appropriately qualified and accredited staff.

3.7 In addition, very careful consideration needs to be given to interim steps which would require significant cost or permanent or semi-permanent adjustments to premises which would be difficult to remove if the outcome of the subsequent full review was to withdraw or modify those steps. For example, making structural changes, installing additional CCTV or replacing all glassware with safer alternatives may be valid steps, but might be disproportionate if they are not likely to be deemed necessary following the full review (or any subsequent appeal). The focus for interim steps should be on the immediate measures that are necessary to prevent serious crime or serious disorder occurring. In some circumstances, it might be better to seek suspension of the licence pending the full review, rather than imposing a range of costly conditions or permanent adjustments.

4. Making representations against the interim steps

4.1 The premises licence holder may make representations against the interim steps taken by the licensing authority. There is no time limit for the premises licence holder to make representations on the interim steps, although in practice this would at some point be superseded by the full review which would have to be completed within 28 days of the application being received by the licensing authority. On receipt of such representations, the licensing authority must (if the representations are not withdrawn) hold a hearing within 48 hours of their receipt. When calculating the 48 hour period, any non-working day can be disregarded.

4.2 The licensing authority must give advance notice of the hearing to the premises licence holder and the chief officer of police. Given that these measures are designed to deal with serious crime and serious disorder on an interim basis only, the process is designed to avoid delay and, as such, significant portions of the Licensing Act 2003 (Hearings) Regulations 2005 (SI 2005/44) (which set out the usual processes governing the conduct of licensing authority hearings) do not apply in order to streamline the hearing process. One result of this is that licensing authority cannot adjourn the hearing to a later date if the licence holder fails to attend

at the scheduled time, as is the case under the normal review procedure. And as is the case with that procedure, the licence holder does not have to be present for the hearing to take place. In addition, there is no timescale for notifying the licence holder of the hearing under the modified process, providing the notification takes place before the hearing is held. However, it is imperative that the licence holder be given as much notice as is possible in the circumstances to afford the holder a maximum practicable opportunity to prepare for and attend the hearing. Licensing authorities should bear in mind that the usual principles of public law decision-making will apply to interim determinations, in a form that has regard to the statutory context of an expedited process.

4.3 At the hearing the licensing authority must:

- consider whether the interim steps are appropriate for the promotion of the licensing objectives; and
- determine whether to withdraw or modify the steps taken.

4.4 When considering the case the licensing authority must take into account:

- the senior officer's certificate that accompanied the application;
- the chief officer's representations (if any); and
- any representations made by the premises licence holder.

4.5 There is no right of appeal to a magistrates' court against the licensing authority's decision at this stage.

5. The review of the premises licence

5.1 The licensing authority must hold a review of the premises licence within 28 days after the day of receipt of the chief officer's application. This must take place even if the chief officer asks to withdraw his application or representations. At the hearing, the licensing authority must:

- consider what steps it considers appropriate for the promotion of the licensing objectives; and
- decide which interim steps (if there are any) cease to have effect altogether or become the subject of any steps which it considers are appropriate when making its determination on the review.

5.2 The steps the licensing authority can take are:

- the modification of the conditions of the premises licence;
- the exclusion of a licensable activity from the scope of the licence;
- the removal of the designated premises supervisor from the licence;
- the suspension of the licence for a period not exceeding 3 months; and
- the revocation of the licence.

Modification of the conditions of the premises licence can include the alteration or modification of existing conditions or addition of any new conditions, including those that restrict the times at which licensable activities authorised by the licence can take place. Further examples of possible licensing conditions, including those aimed at tackling crime and disorder, can be found in the amended guidance under section 182 of the 2003 Act.

5.3 The licensing authority must:

- advertise the review inviting representations from any persons for no less than seven consecutive days, by notice as described in regulation 38 of the Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 (SI 2005/42) and, if applicable, on the licensing authority's website (see regulation 38(1)(b) of the above). The relevant notices should be published on the day after the day of receipt of the chief officer's application.
- advertise that any representations made by the premises licence holder, responsible authority and any other persons should be submitted to the licensing authority within 10 working days of the advertisement of the review appearing.
- give formal notice of the hearing no later than five working days before the day or first day on which the hearing is to be held to the premises licence holder and to every responsible authority².

5.4 A party shall give to the authority a notice no later than two working days before the day or the first day on which the hearing is to be held stating –

- whether he intends to attend or be represented at the hearing;
- whether he considers a hearing to be unnecessary.
- whether he would like permission for any other person (other than the person he intends to represent him at the hearing) to appear at the hearing and, if so, explain on which points that person will be able to contribute.

5.5 The regulations relating to hearings are set out in the Licensing Act 2003 (Hearings) Regulations 2005 (S.I. 2005/44). They apply to final hearings under the section 53A(2)(b) in a similar way to hearings following closure orders under section 167 of the 2003 Act (it should be emphasised that the truncated version of the hearings regulations described in paragraph 4.2 above applies to interim hearings only). The issues they address include who can make representations and what those representations can be about. It is therefore possible for responsible authorities or any other persons to make representations in relation to any of the licensing objectives, not just crime and disorder. Similarly, where it is in the public interest, the regulations relating to the exclusion of individuals from hearings, or conducting the hearing in private, will apply.

5.6 The licensing authority must take into account any relevant representations made. Relevant representations are those that:

² Responsible authorities are defined under sections 13(4) and 69(4) of the 2003 Act.

- 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 any other person (who is not also a responsible authority).
- 5.7 The licensing authority must notify its decision and the reasons for making it to:
- the holder of the premises licence;
 - any person who made relevant representations; and
 - the chief officer of police who made the original application.

6. Right of Appeal

6.1 An appeal may be made to the magistrates' court within 21 days of the licence holder being notified of the licensing authority's determination on the review. An appeal may be made by the premises licence holder, the chief officer of police and/or any other person who made relevant representations.

6.2 The decision of the licensing authority, following the review hearing, will not have effect until the end of the period allowed for appeal, or until the disposal of the appeal.

[insert name and address of police force]

Example Form

Annex A

CERTIFICATE UNDER SECTION 53A(1)(b) OF THE LICENSING ACT 2003

I hereby certify that in my opinion the premises described below are associated with serious crime / serious disorder / both serious crime and serious disorder³.

*Premises*⁴:

Premises licence number (if known):

Name of premises supervisor (if known):

I am a _____⁵ in the
police force.

I am giving this certificate because I am of the opinion that other procedures under the Licensing Act are inappropriate in this case, because⁶:

.....

³ Delete as applicable.

⁴ Include business name and address and any other relevant identifying details.

⁵ Insert rank of officer giving the certificate, which must be superintendent or above.

⁶ Give a brief description of why other procedures such as a standard review process are thought to be inappropriate, e.g. the degree of seriousness of the crime and/or disorder, the past history of compliance in relation to the premises concerned.

(Signed)

(Date)

Statutory Form For Applying For A Summary Licence Review

Annex B

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

Application for the review of a premises licence under section 53A of the Licensing Act 2003 (premises associated with serious crime or disorder)

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 the 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.**

I [on behalf of] the chief officer of police for the police area apply for the review of a premises licence under section 53A of the Licensing Act 2003.

1. Premises details:

Postal address of premises, or if none or not known, ordnance survey map reference or description:

Post town:

Post code (if known):

2. Premises licence details:

Name of premises licence holder (if known):

Number of premises licence holder (if known):

3. Certificate under section 53A(1)(b) of the Licensing Act 2003 [Please read guidance note 1]:

I confirm that a certificate has been given by a senior member of the police force for the police area above that in his opinion the above premises are associated with serious crime or disorder or both, and the certificate accompanies this application.

(Please tick the box to confirm)

4. Details of association of the above premises with serious crime, serious disorder or both:

[Please read guidance note 2]

Signature of applicant:

Date:

Capacity:

Contact details for matters concerning this application:

Address:

Telephone number(s):

Email:

Notes for guidance:

1. A certificate of the kind mentioned in the form must accompany the application in order for it to be valid under the terms of the Licensing Act 2003. The certificate must explicitly state the senior officer's opinion that the premises in question are associated with serious crime, serious disorder or both.

Serious crime is defined by reference to section 81 of the Regulation of Investigatory Powers Act 2000. In summary, it means:

- conduct that amounts to one or more criminal offences for which a person who has attained the age of eighteen and has no previous convictions could reasonably be expected to be sentenced to imprisonment for a term of three years or more; or
- conduct that amounts to one or more criminal offences and involves the use of violence, results in substantial financial gain or is conduct by a large number of persons in pursuit of a common purpose.

Serious disorder is not defined in legislation, and so bears its ordinary English meaning.

2. Briefly describe the circumstances giving rise to the opinion that the above premises are associated with serious crime, serious disorder, or both.



Home Office



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[REDACTED]

[REDACTED] I have secondary double glazing and use cordless headphones to listen to the television or the radio, and I can still hear pounding music and drunken bellowing coming from the garden - usually after 10 o'clock on Fridays and Saturdays.

[REDACTED] often work late (again in the lounge) and so the noise can be very distracting.

I think that midnight is a reasonable time for a pub in a residential area to close.

Thanks for letting me know about the Licensing Review - I hope the committee listens to the residents for a change.

[REDACTED]

[REDACTED]

Hi

Yes, I agree that it will be good to have a reduction in licensed hours, properly regulated. [REDACTED]

[REDACTED]

I remember hearing a sound system Saturday night / Sunday morning being turned up loud and then turned down, turned up and then turned down, as if two people had a difference of opinion over the volume. But I don't remember hearing a police siren (I was working late).



I only heard noise from the Ducking Stool - mostly chatter and shouting because the music was quieter than normal for some reason.



Did anyone suffer with noise over the weekend?

The Royal Oak seemed very quiet but I woke up at about 2am with the heat on Saturday and could hear quite a bit of music outside in the distance. I was wondering if it was the new club in West St?



Bad language + shouting -

Unable to sleep -

Urinating in our entrance

Need to compromise

Vibrating inside our house

Building not fit for purpose

door open, lots of people in garden.



- Respect the fact that the pub is completely surrounded by residential properties.
- Make sure that after 11.00 pm the garden, when used for smoking, is "policed" by staff to make sure that people keep the noise down.
- Keep doors & windows closed as per licensing regs.
- Look into soundproofing the back room
- Turn the music down!!
- Re-assess where the equipment is so that noise can be kept inside the pub.
- Monitor language used in garden as much of it is obscene

[REDACTED]

Log of noise / public nuisance coming from the Ducking Stool on South Street.

[REDACTED]

Note: A number of weekends I was not in Leominster, due to family commitments. This accounts for the breaks in the log, not that the pub was quiet on those weekends where I have not made an entry.

Friday 9th August 2013:

On Friday I was woken at 1.30 by excessive noise emanating from the garden, overlaid with loud music from the pub. There was much screaming, whooping and swearing and this continued for some time. The noise continued as I tried to get back to sleep and I eventually managed to sleep about 2.00pm. Needless to say I was shattered on Saturday morning when I got up for work.

Saturday 10th August 2013:

On Saturday the noise was even worse and continued for much longer, as I could not sleep through it I decided to keep my log updated as advised.

The music was turned off at around 2.20pm. The garden's brightest lights were switched off about 2.30 am and the noise level in the garden started to subside. The remaining garden lights were switched off around 3.00 am and the noise returned to what we refer to as 'normal pub noise level'. The noise eventually ended at 3.30 am.

Friday 16th August 2013:

8.30pm music started and by 9.00pm the garden was filling up and getting louder. Particularly the girls voices. I went to bed early (10.00ish) as I had an early start next day. Noise level was still bad without hearing aids in.

Saturday 17th August 2013:

Weather was not good (much colder and raining) so open garden beyond covered end not so full tonight. Noise became a problem from about 9.30pm onward. Again the whooping and screaming from the girls is the loudest noise that over rides my hearing aids. From then on, I could hear it over the television. I had my doors and windows shut as it had cooled down that weekend. By midnight, the noise level had started dropping.

Tuesday 20th August 2013:

Same constant noise going on but with loud outbursts of shouting / screaming / and swearing. It was particularly bad between 10.00 and 11.00.

Friday 23rd August 2013:

10.30pm despite the rain the noise has been going on all evening. There is no change this weekend in managing the behaviour in the garden despite the residents group forwarding our letter of concerns to the proprietor. The music finished about 2.00am but there has been no attempt to regulate the garden noise which went on after the music finished.

Saturday 24th August 2013:

From 9.30pm the noise in the garden is again louder than the television. At 2.15am the noise in the garden is still going on and there is a lot of shouting and swearing.

Sunday 25th August 2013:

Really loud music coming from the pub. The garden is full and there is lots of shouting and screaming. This has now gone on all night and into the early hours of the morning. I am being kept awake despite having taken out both hearing aids.

Wednesday 28th August 2013:

From 10.00pm onwards the talking and screaming in the garden has become really loud. I can hear it over the television. The girls voices are the most penetrating which override my hearing aids. I is a nice night I do not want to have to close my windows again. Midnight and the pub is closing. Perhaps now I can get some sleep.

Saturday 31st August 2013:

Pub is busy from quite early onwards and by 9.15 onwards it os becoming really loud. There is lots of whooping and shouting going on. Noise continued into early hours of morning.

Monday 2nd September 2013:

(Mondays used to be the quietest day). A large gang of blokes' were shouting and singing in garden between 7.30pm and 10.00pm. No one from the pub come out and ask them to keep the noise down. From 11.00pm it started to subside a bit and from 11.30 onwards was reasonably quiet.

Tuesday 3rd September 2013:

Got home quite late and there is a big party in the pub garden at 10.00pm with girls whooping and signing. I can still hear it over the news and weather on TV at 10.30pm. Again, as the night before, at no time did anyone come out and ask them to quieten down.

Saturday 7th September 2013:

Got home about 10.15 and the noise from the pub garden is really loud with lots of shouting and girls screaming. Went to bed at midnight, but there is no improvement. It can be hard trying to get to sleep sometimes with so much noise going on.

Wednesday 18th September 2013:

From 10.00pm onwards, there has been really loud shouting in the pub garden with no attempt to ask people to quieten down. This is still going on at 11.00pm and I am going to try and sleep through it.

Wednesday 2nd October 2013:

The garden was quit noisy when I got home just after 10.00pm. But from 11.00pm onwards there was suddenly lots of shouting and screaming, feet stamping and clapping going on. This was followed by really load drunken singing that was still going on at 11.30. Trying to get to sleep was hard and I had to get up early the next day. Needless to say, I was exhausted.

Saturday 5th October 2013:

Got home late and the pub garden is noisy as usual. Kept the windows closed as it had been a long day and I needed to get some sleep. The garden was still loud at 11:00 when I turned in.

[REDACTED]

12 February 2015

Mr Fred Spriggs
Herefordshire Planning Department
Herefordshire Council

DELIVERED BY HAND

Dear Sirs

RE: COMPLAINT
THE DUCKING STOOL, SOUTH STREET, LEOMINSTER, HEREFORDSHIRE

[REDACTED]

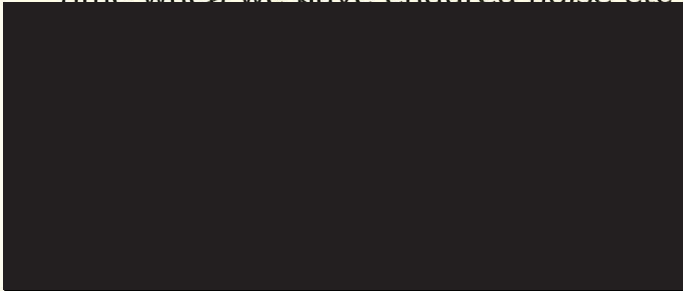
We cannot live in our front rooms because of the noise at night from the Ducking Stool and people spilling onto the Street causing a volume of noise which is, quite frankly, disruptive of sleep and disruptive of social life.

[REDACTED]

I have noted that, in the past, Complaints have gone unheeded and now matters have come to a head because of a particularly vicious incident involving violence at the Ducking Stool. To say that I am not surprised is an under statement. I have heard fights, criminal damage, screaming and shouting on a regular basis until the early hours of the morning and, quite frankly, enough is enough. A lot of people live in the centre of Leominster now especially as the Retail Trade is going downhill. More people are moving into apartments etc which are being let above and indeed in place of Retail Premises. This is bringing new life into the Town. But lack of control and lack of restraint shown by premises such as the Ducking Stool, make life for us Town Dwellers virtually unendurable.

At the very least, the hours of opening should be restricted and not extended. Not just for myself but for other people that I have spoken to and visitors who come to our Town to see its historical pleasures.

I am not the sort of person who writes letters all the time. I do not pester you with Complaints. I make this Complaint at the end of a long period of time when ~~we~~ have endured noise etc which is, quite frankly, unendurable.





Friday, 18 October 2013.


Senior Licensing Officer,
Hereford Council,
Licensing Section,
Blueschool House,
PO Box 233,
Hereford
HR1 2ZB

Dear Sirs,

RE: SOUTH STREET, LEOMINSTER – THE DUCKING STOOL AND ROYAL OAK HOTEL.

This complaint relates mainly to the Ducking Stool but there is one incident regarding the Royal Oak which I draw to your attention – Sunday 13th October 2013 a party was going on at the Royal Oak until after 6am. The noise could be heard along South Street at the junction with Etnam Street and was clearly audible from the front rooms of my premises [REDACTED]. There was no attempt to lower the noise even at that time of the morning.

The Ducking Stool has been a continuous problem on Friday and Saturday nights. Music on occasions but usually rowdiness from people drinking in the beer garden.



Date	times	details
Wednesday 2 nd Jan 2014	10:30 -1am	Violent shouting
Friday 14 th Feb	1am – 3am	Shouting screaming
Friday 25 th April	2am – 3am	Car doors slamming whooping and shouting
Saturday 26 th April	Midnight till 2am	shouting and screaming
Friday 2 nd May 2014	From midnight onwards till 3am	Kept awake with shouting and swearing
Saturday 3 rd May	2 – 3:30 am	Woken up with shouting screaming and swearing constant
Saturday 10 th May 2014	2 am – 3:30 am	Noises from the pub people shouting
Saturday 17 th May 2014	2 am	Woken up again by shouting and screaming sounds like a fight
Saturday 24 th May 2014	2am - 3am	Constant shouting and screaming again woken up
Sunday 25 th May	2am – 3:15 am	Yet again woken up by noise
Saturday 20 th July	1:30 – 3:00	Shouting and screaming
Saturday 27 th July	10:30 – 3:00 am	Shouting and swearing
26 th September	1:30 – 2:30 am	Fighting shouting and swearing
Saturday 27 th September	1:30 – 2:30 am	Shouting
Saturday 10 th jan 2015	Between 1am and 3am	Shouting and swearing
Saturday 24 th jan	Midnight till 1am	Shouting, screaming
Saturday 31 st Jan	2am – 2:30am	Shouting

In the summer 2014 we decided to use ear plugs in the house all night as a family in order to cancel out the noise, however this did result in an ear infection in August, which needed treatment (picture!), it has meant that we have been able to sleep better as night. We do think that the pub, has tried to keep the music noise down since the summer, but this is a residential and conservation area with listed old buildings and we do still wake up at weekends when the noise is especially bad.

The Public Nuisance sound log from [REDACTED]

[REDACTED] gaps in the sound log does not necessarily mean that there was not public nuisance on these dates.


Date	Day	Time	Details
6 th August 2013	Tuesday	10:25pm	Pub doors open at the back with loud music playing
9 th August	Friday	Midnight-2am	Loud music and shouting audible throughout the house
10 th August	Saturday	10pm – 3:30am	Really loud music coming from the pub and the garden – the loudest we have ever heard and going on for the longest time
13 th August	Tuesday	10:45pm	Shouting obnoxious language from the pub garden clearly audible in our living room – impossible to relax and watch tv
23 rd August	Friday	From 10pm till around 2pm	loud music and raised voices can be heard from the pub all through our house even with all windows and doors shut
25 th August	Sunday	10am – at least 1am	Shouting and screaming swearing and laughing going on all the time, finally managed to sleep around 1am
26 th August	Monday	12:30 – 2am	Woken up by noise from the pub – and kept awake by it
28 th August	Wednesday	10pm - midnight	Shouting and bad language is clearly audible in our living room and kitchen – even with all the windows shut
31 st August	Saturday	9:30 - late	Noisy until we managed to get to sleep woken up again when they left the pub around 3am – noises on the street – shouting, sounded like a fight
2 nd September	Monday	All evening until 11pm	Very loud shouting coming from the pub garden
7 th September	Saturday	All evening until after midnight	Shouting and screaming with swearing in the pub garden – woken up between 2am – 3am with people on the street – shouting leaving the pub
13 th September	Friday	2-3am	intermittent car doors slamming, engines revving , shouting in South street as customers left the pub
21 st September	Saturday	2- 3:30 am	woken up last night from 2am until at least 3:30 with continual shouting swearing and what sounded like a

			fight on South Street, I phoned the police and reported the disturbance around 3:10.
27 th September	Friday	2-3am	woken up and kept awake between 2-3am last night by a screaming distressed woman and a man threatening extreme violence outside my window, as well as the usual slamming of doors and general noise of drunken people leaving the pub
29 th September	Sunday	Midnight	whole house woken up around midnight to what sounded like loud music being played in our own house - could not sleep afterwards
2 nd October	Wednesday	10:30 pm - 11:30	shouting and screaming from 10:30 onwards
4 th October	Friday	10:45	Loud music being played audible in our house with all the windows closed
5 th October	Saturday	2:30 - 3am	woken up by 3pm sound of multiple door slamming - and loud car stereo play as customers left pub
12 th October	Saturday	2- 3am	Intermittent shouting and swearing
19 th October 2013	Saturday	2am - 3:45	Woken up by noise from garden - music and shouting - followed by more shouting on the street - this got worse and worse - I made an audio recording - all sorts of shouting and swearing kids running around doors banging sounds like a street party 20-30 people right outside our bedroom window - finally got to sleep around 4:30am

Concerns for Jan/Ducking Stool to address

① At a weekend after a busy working week I need to unwind and relax and catch up on sleep.

Instead as I and my family tried to watch TV and hang out together (remembering that our living room is at the back of the building)

The noise from  Ducking stool ^{mid evening} ~~8 PM~~ on. totally ruined our evening from 8 PM on. It vibrated our building by the songs and general screaming of loads of drunk people. As the evening progressed the noise got worse and worse. ~~then~~

② when we went to bed it was worse, with rowdy behaviour (our bedrooms at the front) And went on to gone 2 in the morning. It is very unpleasant. I felt ill and stressed. Litter on the streets, cans etc are horrible.

③ ~~noise~~

④ A totally public nuisance
We are dealing with listed buildings that can't cope with noise like that - not a insulated building.
It is a area with ~~of~~ respectful ~~people~~ vulnerable members of the public
we are concerned that complaining - there could be smashed windows or reproductions.



CONCERNS FOR DUCKING STOOL.

* PEOPLE OUT ON THE STREET IN THE EARLY HOURS OF THE MORNING (AROUND MIDNIGHT TO 3 AM). SWEARING, FIGHTING, SHOUTING. IT AFFECTS ~~MY~~^{OUR} SLEEP.

* LOUD MUSIC & KARAOKE LATE INTO THE NIGHT IS VERY DISTURBING.

* OUR CATS ARE SCARED OF THE NOISE.

~~* WRITE TO MANAGER TO BE PROVEN THAT THE PROBLEMS ARE~~

* NOISE POLLUTION

* THE STREET IS SOMETIMES LITTERED WITH BEER CANS AND VOMIT ON OCCASION.

* LAST SATURDAY NIGHT/SUNDAY MORNING MUSIC WAS MUGELY LOUD. WE HAD TO WAKE UP AT 4 AM TO GO TO LONDON AND ONLY GOT AROUND TWO HOURS SLEEP.

* WE'VE HAD OUR WINDOW SMASHED, DOORBELL STOLEN AND CASE THROWN AT OUR FRONT DOOR IN THE PAST.

Sounds like the ducking stool have a live band on tonight (very loud) does their licence allow this for a Tuesday night ?

it's just getting to much at the weekends and we have to consider our quality of life and our family and friends no longer wish to come and visit at weekends due to the noise and disturbance

Sent from my iPhone

On 25 Oct 2013, at 09:07,

Thank you . That sounds very positive.
Kind regards

On Thursday, October 24, 2013,
Great news I will try to get as many people to attend as possible

Sent from my iPhone

On 24 Oct 2013, at 18:32

Hi Folks,

The open meeting about the three main pub / street public nuisances will be on:


Thursday 31st October at 6.30pm in the Town Council office on West Street.


Representatives from Licensing, Environmental Health, Police and HAND will be attending. This is being quietly advertised as an 'information meeting' as some of the issues are emotive for some people. Residents from Etnam Street, Central carpark / Burgess Street / South Street / School Lane / Corn Street will be in attendance too.


The aim is to better understand everyones positions, duties and remits, as well as the position of the residents who are on the recieving end and build a balanced way forward to solve this.

Please let residents who you think would want to come know about it, but there will be no great public advertisement of this first meeting.

I will contact so that our neighbours in the sheltered housing will have an advocate present. In the mean time please continue to keep your logs up to date.



We carried out a full conversation to the 3 property's 
The council passed planning permission in 2007 /2008 for residential property's and at this time there was no late hours at the ducking stool, we now find our investment in these property's to be a disaster as we have problems with tenants vacating because of noise issues, we were never contacted with any information regarding the hours at the pub.



Sent from my iPad

[REDACTED]

RE: NOISE NUISANCE DUCKING STOOL PUBLIC HOUSE LEOMINSTER
(up to 13/10/13)

Dear Sir

[REDACTED]

[REDACTED]

We moved in knowing there was a pub and expected some noise and the last three and a half years it has by and large been managed. Over the last 6 months it has been getting a lot worse with the loud music/swearing/drunken behavior. Since the license extension (03.00) at weekends it has gone totally out of control. After complaining the music has gone down a little but doors and windows are still left open and the customers unfortunately are getting louder and more drunken and hostile with up to 20-30 people shouting/swearing/singing etc at the top of there voices till 02:45 in the morning (video evidence available upon request) there seems to be no attempt by the management to stop this.

This we believe is having a detrimental effect on our health and quality of lives. [REDACTED]

[REDACTED]

[REDACTED]

also occasionally has her two very young grandchildren [REDACTED] staying at weekends and the drunken behavior is distressing to them.

As most of the problems accrue between midnight and 03:00 our only option is to call 101 but unfortunately on a few occasions they have been very unhelpful and refused to log the complaint stating it is not their problem , this makes us feel very vulnerable and isolated and has discouraged us from phoning this number on occasions.

We have also since the extension on several occasions had to swill away what appears to look and smell like urine [REDACTED] to the pathway that leads to our property, this is disgusting.

Yours Sincerely

[REDACTED]

RECORD OF PHONING POLICE DUE TO NOISE NUISANCE FROM THE DUCKING
STOOL (UPTO 13/10/13)

31/08/13 (00:03) Phoned 101

15/09/13 (02:27) Phone 101

22/09/13 (12:46) Phone Herefordshire Police Headquarters (log 309522913) as stated in my cover letter I phoned Police headquarters as the 101 number were telling me its was not their problem and no help making us feel very venerable and scared in our own home, I would have phoned 101 on other occasions but have lost all faith in this number

RECORD OF NOISE NUISANCE FROM THE DUCKING STOOL PUB (UPTO 13/10/13)

Saturday night into Sunday morning 31/08/13 loud music/shouting/swearing/singing/aggressive behavior till 02:45

Saturday night into Sunday morning 07/09/13 as above till 02:45

Friday night into Saturday morning 13/09/13 as above till 02:55

Saturday night into Sunday morning 14/09/13 as above till 02:50

Saturday night into Sunday morning 21/09/13 as above till 02 35

Friday night into Saturday morning 27/09/13 as above till 02:50

Saturday night into Sunday morning 28/09/13 as above till 02:55

Saturday night into Sunday morning 5/10/13 as above till 02:50

Saturday night into Sunday morning 12/10/13 as above till 02:35

The noise level during the week has also been higher than the norm since moving in [REDACTED] but tends to finish at 23:00

The above record is only since I have been making a log and has been going on longer than that.

I have also noticed on tripadvisor.co.uk web site the Talbot hotel situated across the road from the Ducking Stool has been left a lot of negative feedback regarding the noise level and behavior of the pubs customers sometimes up to 04:00 in the morning. This will start to affect tourism which is something Leominster can ill afford to lose

[REDACTED]

[REDACTED] this plus another to follow, m'notes taken as things happened:-

00.15 it's all on 'tape', I've been recording this week's street party since around 10.30 last night, and like Topsy, it grewed. Mostly pretty good humoured. I do hope there's enough battery. 01.20, th loud chatter has stopped, but the music is pretty clear. I think the word's been put around, I think a police car may have just cruised past, either a PA system or very loud intercom drifting along the street, once gone the voices swelled again. Laughter and banter volume increased just as when the teacher leaves the classroom.

There's been some unusually heavy traffic through this evening too.

SORRY, dictaphone batteries died in minutes. [REDACTED]

Sent from iPhone



My note taken at the time. I have it on dictaphone. Had to use earplugs and 2 sleeping tablets.

01.29 Since 12.30am men and women have filled the streets outside yelling and squabbling nonstop. I've set the dictaphone to record at around 01.00. I don't have the energy or will any more to make notes.
03.15 stopped recording.



Sent from iPhone

Since 10.30 last night spasmodic spells of loud vocals, & from 11.15-ish bangers.
 00.32 squealing & yelling. Raucous f. laughter, loud rhythmic beat. "Hey! Hey!!" m.
 F. Squawking repeatedly, whooping. DOUBLE EXPLOSIONS. M. "I AN'T F-ING
 YOU F-IN' C-NT. I AIN'T YOU F-ING, " in a threatening voice.
 Others join in to try calming him. He carries on. More f. laughter.
 I try blocking the noise with the radio but to have it loud enough to work makes it too loud, it'd carry to MY
 neighbour.
 F. Arguing with m. Very insistent that he listen getting louder, others join in. Escalating sounds of their voices
 competing to make their point. I can't keep up. Screeching row coming from west. St. Direction. The streets
 sound as if they're FULL of folk. Pub door has been banging intermittently since nearly 11.pm. It'll come off its
 hinges if it gets much more of this treatment. F. screeches "OI.....C'MON 'ERE, C'MON, 'AVE YER DONE THAT
 THEN.....yer 'AVENT YER BU--ER!"
 BEAT BEAT BOOM BOOM of the music nearly out-decibels the door banging but not quite. In fact I think there's a
 competition happening, door loudest? Beat loudest? Door? Beat? Door?..... His voice? her voice? His...? Hers.....?
 Bang beat yell roar.... Hey ho, 'tis new year, who am I to spoil their fun....?
 01.00 Car or shop alarm outshrills the rumpus.
 Bloke yells angrily threatening someone's vitals, woman shrieks a name becoming more and more shrill, m.
 laughs another tries to calm both. Up and down the street. Boom boom bang bang thump thump "wether yo.
 What the f.... !" M.
 Laughter loud & happy.
 F. "Martin, Martin....."
 Her voic carries from somewhere up West St.
 M. "Hey C'MON, HEY, HEY, C'MON!!"
 F. Squeals.
 Bump bump bump.
 F. Impersonates the call of a peacock three times with real accuracy. M. Voices chorus laughter.
 F. "HAHAHAHA!" (More duck like than peacock. Quite clever really.)
 More yelping with m. overtones. Much laughter. Boom boom bump boom thump.
 "Didja? Didja? HEY IM SPEAKIN' TER YER!!"
 " HAHHAHAHA!" Cackles she.
 "Hoi! HOI! H O I!!!!" M.
 The duck lady cuts in again.
 M. "YER F'ING...."
 M. Growls
 Shrieking now.
 Argybargy argybargy shouting.
 I DO WISH I COULD VIDEO THIS
 Happy New Year folks.
 01.39 I've now been taping the noise [REDACTED] for ten minutes, and turned radio 3 on from my
 sitting room window for ten. The police have been there that time, lights flashing. I truly don't know if my music
 can be heard above the hubbub, but there are still people hanging around watching as if its an interesting piece of
 street theatre. I'm trying not to show my face but I so do want to see if there's ANY reaction to the classical
 music that I've got blaring. Turned it down - but rowdies still at it. Maybe it just isn't classical enough. There's a
 big dog barking, I think in one of the police cars, it's been barking
 since I came to the window. One of the cars has gone now. Oh, the dog and the 'music' are competing now.
 Switched boom boxes to the bigger one, put a cd of 70 mins of 'classical to drive your motor home to'. Starting
 with THE ARRIVAL OF THE QUEEN OF SHEBA at full vol. next Verdi's SPRING. Howzat!? I wonder.....
 At least it smothers irate voices - I findin it almost calming.....mmm.....nice
 02.00 police gone. Rowdies gone.

Sent from iPhone

WHISTLE, sharp and high.
Chatter in middle distance, loud m cackling.
Door bangs. M voice,
"Who is it, yeah, yeah."
F laughter,
"Yeah, hehe, yehehe...." Mock argybargy.
Door bang. Time,
02.23.
Gone quiet. NOW GO TO SLEE.....
DOOR BL...g BANG!
Bang, bang,
M voices
No Thumpthumpety.
More m voices from West St., now f. Mixed voices, loud talk.
Double bang. Double bang. (How'd they do THAT?)
Mixed voices.
02.32 - omg-it has gone QUIET
Loud BELCH, then m voices shout, sound non-English. That's a first
02.35
M voices. "Hya, hya, blerdyblerdybler....."
Sporadic calling from both ends of South St.
02.39
A party coming from West St. loudly goes, where? I'm too tired to register.
More laughing and jeering m voices from High St. direction, m laughter from directly below.
02.43 Silence! Oops, no, here it comes again, f calls; mixed chatter; +++++. From West St. M with deep voice,
f responses. Laughter, raucous f cackle; chorus mixed voices & more cackles & shouting,
"F.....ng 'ell....." Growling m voice.
"Shu-u-err-up!"
Getting LOUDER & LOUDER & LOUDER 02.54 MY DOORBELL IS BEING RUNG &
the crowd is even NOISIER if that's possible.
02.55 call 999, hold 'phone to the noise for police to hear, [REDACTED]
policewoman asks me what she's listening to (door bangs again) I say the crowds outside my window. She
asks if they're fighting or are there any weapons, I think I say no, but it's 3a.m. And I'm sick of this. She
thanks me courteously, and rings off.
I set my iPhone to 'camera' and 'video' and for twenty increasingly shaky & chilly minutes hold it and follow
the rowdy gathering up & down the street again and again. When there are only half a dozen left shouting
and swearing, I try to review what's done. I find I've pressed the wrong button, and have nothing on record. I
do record the last few minutes, they are pathetic in comparison, but they are there.
03.43 door double bangs. F voice calls to someone
03.47 all is quiet now fingers crossed.

Three hours and 44minutes of unacceptable disturbance after midnight.

05.45-DOOR DOUBLE BANGS??!!

NB, Two names were repeated several times: in my hearing if not in my notes: LAUREN & DENZIL.
This is necessarily an abbreviated account because I am incapable of typing fast enough to record each and
every event. And I doubt no-one would wish to read such.

Yours,

[REDACTED]

Sent from iPhone

[REDACTED]



01.03 18th august, awoken to thrumming beat of music next door. If anything more will report. Some people on West St. Side calling loudly to one another.
00.53 Sat. 14th sep. woken by woman shouting across st. To m. Companions until 01.25.
02.30. Sun. 15th Sep. powerful car pulled up, doors slammed 2/3 times, pulled away amid shouts m. & f. Loud conversation between m. & f. Laughing & talking 'til 03.05. Car doors slam. F. Laughter & cars rev. @ 03.12.
For info.
P2 from last night to follow.



Sent from iPhone

Since moving back home after university and visiting Leominster, a town I was not very familiar with, I was made extremely welcome by the owners of the Ducking Stool. Both Matt and Jan are wonderful people, who not only try their best to provide a safe and high standard open house but they also make everyone feel welcome. Not only do I feel comfortable in socialising with my friends here but I happily take my children to the Ducking Stool during the day times for lunch. Matt and Jan cater for all ages and occasions and in my opinion, is the best pub in Leominster.

For a short time, I worked for the Ducking Stool as a barmaid one day a weekend. My experience of this made me favour the Ducking Stool and it's owners even more. I have never felt so supported and cared for in a working position and I can confidently say the door men were very good at their job. With this, I can honestly say I did not see one fight or brawl in my whole time working there and have always had a lovely time when socialising there.

I really do hope that the Ducking Stool get reinstated with their original licence as they really do deserve it and this current situation and licence restriction is no reflection of the pub in any way and is, in my opinion, a disgrace.

Thank you for taking the time to read my email.

Yours sincerely,

[REDACTED]

Sent from my iPhone

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

[REDACTED]

Sent: 11 February 2015 22:20

To: Licensing

Subject: Ducking stool leominster

To whom it may concern i would just like to say, I feel it is unfair at the decision made against the duking stool i have lived in Leominster all my life so have used the pub on lots of occasions and have never felt scared or threatened, A specially now they have two bouncers, so to implement these rules i feel unfair

[REDACTED]

[REDACTED] Original Message-----

From: [REDACTED]

Sent: 11 February 2015 23:13

To: Licensing

Subject: Ducking Stool Leominster

Sirs,

I am by no way a regular at The Ducking Stool in Leominster but it is one of the few pubs I go in if I am out for the evening. Whenever I have walked past, on a weekend, there has always been door staff on. I have always felt safe when I go inside and have never felt threatened (unlike many Hereford pubs I have been in). The incident that happened there recently, that led to the suspension of their license, hasn't been made public so I can't comment on it, but I showed my support when it was reinstated by taking my family in (all legal age drinkers) at the earliest opportunity. In fact the Ducking Stool will now be my pub of choice as I think they need the vote of confidence the Leominster community is showing them.

[REDACTED]

Sent from my Sony Xperia™ smartphone

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

From: [REDACTED]

Sent: 11 February 2015 15:56

To: Licensing

Subject: RE The Ducking Stool, Leominster

To whom it may concern.

[REDACTED]

I am sending this e-mail in relation to the decision recently made about the licensing of The Ducking Stool, South Street, Leominster.

I am a regular patron of this pub and have witnessed first hand the warm, welcoming, family friendly, atmosphere that both Jan and Matt strive to achieve. They are both personal friends of mine since moving here 5 years ago from South Wales.

I feel disappointed in the decisions taken as The Ducking Stool is one of the safest pubs I have ever spent time in, the staff and management work hard at maintaining the safety of patrons, and there is rarely any trouble.

I also feel that the restriction of their licensing terms is detrimental to Leominster town, as now young people, such as myself will now travel further afield eg, Hereford, for a night out at a weekend. This is money not being spent in our home town.

Both Jan and Matt Morris work extremely hard at providing a safe and welcoming public house, and in my opinion the actions of a minority should not have an adverse upon their livelihood.

Sincerely

[REDACTED]

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

From: [REDACTED]

Sent: 12 February 2015 07:32

To: Licensing

Subject: The Ducking stool Leominster

To Whom it may concern,

As a resident of Leominster and perhaps regarded as a middle aged member of the community I would like to share with you my views on the proprietors and licensing at The Ducking Stool.

Firstly I do frequent the premises on occasion and know a lot of the clientele that socialise there due to my job in customer services outside of the pub. 99% of the customers are well behaved when out but unfortunately every pub ends up having an "issue" however I have only ever witnessed one said "issue" and was extremely impressed as it was dealt with quickly and very professionally. I have to admit when I read about the Ducking Stool being regularly visited by the police I was shocked and deemed this untrue as I know that there are at least two other establishments that have been visited by the police due to unruly behaviour as much as three times on a weekend.

As far as the licensing is concerned, Leominster does have a larger group of "nightclub" goers but unfortunately we don't have one anymore and the Ducking Stool does provide a safe environment with some decent music for members to have a dance and a drink later in the evening. You would have thought having such a premises would allow people to know they don't have to fork out huge taxi fares to get to and from Hereford the nearest place with any sort of nightlife, and the security of being in their own town!

Reducing the hours at the Ducking Stool not only will destroy the owners livelihood (another business strangled by "red tape") but also I believe it will reduce the amount of people staying in Leominster for a night out therefore the knock on affect to other pubs and the takeaway businesses would be dramatic.

I also want to state that we have an 18 year old daughter who we have told if ever she is out and feels unsafe wherever she may be in town to go straight to the Ducking Stool where she knows and we know she would be safe day or night.

I hope you take my opinions and comments into consideration and reinstate the licence at the Ducking Stool.

Yours Faithfully

[REDACTED]

Sent from my iPhone

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

From: [REDACTED]
Sent: 11 February 2015 22:15
To: Licensing
Subject: ducking stool Leominster.

I write with reference to the application to suspend the premises license at the ducking stool, Leominster. I completely appreciate the reasons behind the suspension of the license and understand that they have failed to demonstrate how the licensing objectives have been met however I don't feel closing the premises down is the answer. I think the council needs to take a more proactive response to work with the licensees and show them the correct way, what measures has the licensing officer taken in the last 6 months to work with the premises? Has he visited the premises on a Friday or Saturday night? Has he spoken to the poor quality door supervisors employed or checked their status? They were employed on a cash in hand basis without any insurances and failed to carry out their jobs did the licensing officer address this with the licensee? I feel a proportion of the blame for the way the premises is currently is down to the poor support provided by the licensing officer the role should be more about educating and less about prosecuting. There are many licensed premises failing to comply with the four licensing objectives but the council are failing to recognise it until something drastic happens such as it has here and the they attempt to make an example I feel you should be ashamed with the way the licensed trade is

being managed currently and look to yourselves to find the answer I have worked up and down the country and no where have I found such a poor licensing approach as there is towards Leominster especially given the current financial hardship in this industry.

>

>

>

> Kind regards

>

> [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

From: [REDACTED]

Sent: 11 February 2015 12:38

To: Licensing

Subject: License of the ducking stool leominster

To whom this may concern,

I don't agree on the restriction of the license for the ducking stool in leominster.

Mrs Morris is a lovely lady and helps everyone that steps through her door she is the reason the people of leominster have some where that's warm and welcoming late at night to have a drink.

My self and a lot of other people are distraught that she as to now close at 12. She worked her self hard to get the license in the first place and to provide somewhere for people to go on the closure of the local nightclub.

After 12 is where Mrs Morris makes her money and can afford to keep the ducking stool open.

I hope you can re think the decision.

Many thanks

[REDACTED]

Sent from my iPhone

From: [REDACTED]

Sent: 11 February 2015 21:24

To: Licensing

Subject: Ducking stool

Dear Sirs/ Madam

With regard to the licensing of the Ducking stool in Leominster, I have worked on Taxis around Leominster for over 13 years, and even when picking up from either there or The Oak the amount of trouble has been minimal. The bouncers are very good and control it well, any

one too drunk they will ring for a cab to take them home if needed and with myself being female they will always give me the option.

Leominster no longer has a club and without somewhere to go instead of going home the kids are more likely to hang around the town causing trouble- The Ducking stool gave them somewhere to dance off excess energy.

Please reconsider your decision

[REDACTED]

From: [REDACTED]
Sent: 12 February 2015 12:50
To: Licensing
Subject: The Ducking Stool

To whom it may concern,

I feel that after recent events at The Ducking Stool in Leominster, I would like to voice a personal view of the pub if you will allow me.

I am sixty years old and am a resident of Leominster born and bred and can honestly say until the present licensee took over, I had never set foot over the threshold.

Having been invited into the place by a friend, I was pleasantly surprised and have been a regular customer ever since along with my husband. We were made to feel incredibly welcome by both the licensee and the clientele that use the establishment. Especially the younger customers as they know there is a standard of behaviour that is expected of them. We have never been shown anything but respect.

My husband, being a Parkinson's Disease sufferer has been supported not only in his personal life by playing darts for one of their darts teams but also in helping to fundraise for the local Parkinson's group often with Matthew acting as MC and Jan supplying refreshments. We have had very successful evenings with many of the young regulars supporting our fundraising efforts.

I have always found the security staff vigilant, polite and swift to address any trouble that may crop up occasionally. As I say, most of the customers know that the licensee has a strict policy about bad behaviour, neither will they tolerate any bad language in my experience which means that even older customers can feel comfortable. I have to admit to occasionally taking advantage of the late license and have noticed upon leaving that any high noise levels in the street are not coming from the Ducking Stool but from other establishments nearby.

I hope that when you consider the terms of their license, that you take into account the points that I have presented for you.

Thank you

[REDACTED]



10 February 2015

Dear Fred Spriggs

The residents association was constituted in April 2014 for the benefit of the local community and to support residents. Some of our members have moved away because of the public nuisance issues of the pub (see pages 2 and 3 attached). There are 19 residential properties within 100 feet of the pub including 8 SHYYP flats (see map page 1). We are writing in support of the Police's call for a revue on the late night extension for licensing hours for the Ducking Stool pub, to midnight on Fridays and Saturdays, we would further request that Section 15 of 17 'Hours Premises are open to the public 'Standard Days And Timings' for Friday and Saturday nights is amended to 12:30 from the current time of 2:30 in the premises license.

In our presentation form, for interested parties we reflect the following licensing objectives:

1. To prevent Crime and Disorder
2. To Prevent Public Nuisance

In support we have attached a number of records made by residents at 9, 7, 13 and 15 South street as well as 6a Corn Square which also backs onto the pub (see map attached). We also have letters and customer revues from the Talbot, which although are not residents do point to the reputation that Leominster has amongst some visitors to the town because of this late night extension and do provide examples of people's experiences of Public Nuisance, Crime and Disorder. We are aware of problems other residents have had, but they have not wanted to come forward to report them to you. We would like to note that the Residents Association supports the pub's continued operation and acknowledge that the management have tried to keep the levels down, but we feel that the hours for operation in such a heavily residential area are fundamentally unsuitable.



Chair
SSRA

HEREFORDSHIRE COUNCIL
Licensing Act 2003

REPRESENTATION FORM – INTERESTED PARTIES

On making your representation please have regard to the 'Making Representations Guidance Notes' which further explains the process and the information that can be considered by the licensing authority.

When completing this form please print clearly and legibly.

Please return this form, and any additional information within the statutory period to:
The Licensing Section,
Unit 10
Blackfriars Street,
Hereford
HR4 9HS
licensing@herefordshire.gov.uk

Your Name: South Street and Neighborhood	Contact Telephone No.
Address: Residents association	E-mail address:
	Please state your interest in the premises you are making a representation about: eg local resident/local business local resident association
Name & Address of premises you are making a representation about: Dickington pub 11 South St	

DATA PROTECTION ACT 1998. Please indicate by ticking here if you are not content for your personal details to be circulated as necessary prior to any hearing.

A representation must reflect one or more of the licensing objectives, therefore please write the details of your representation in the relevant boxes below:

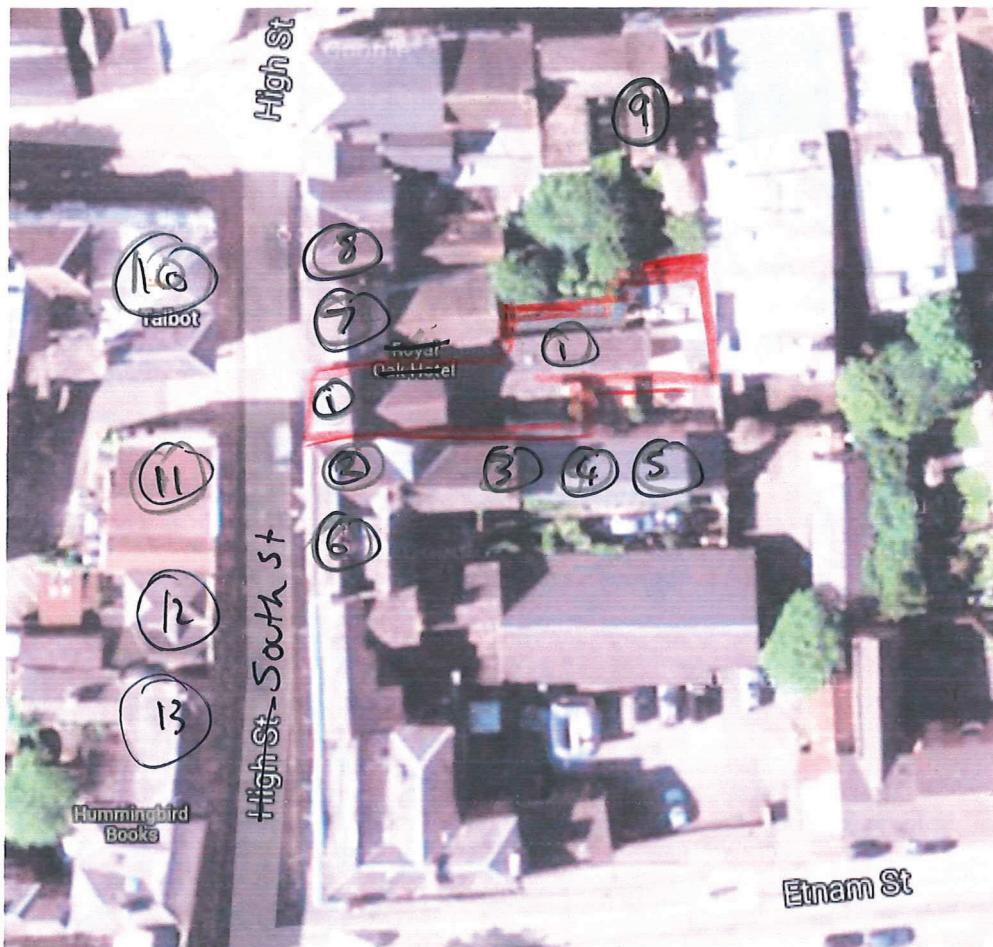
To Prevent Crime & Disorder Licensing objectives have been undermined by fighting, roughness and aggressive language over a long period.
Public Safety
To Prevent Public Nuisance Licensing objectives have been undermined by constant and disturbing noise, shouting, swearing and music of a loud nature
To Protect Children from Harm

Date: 10th Feb 2015

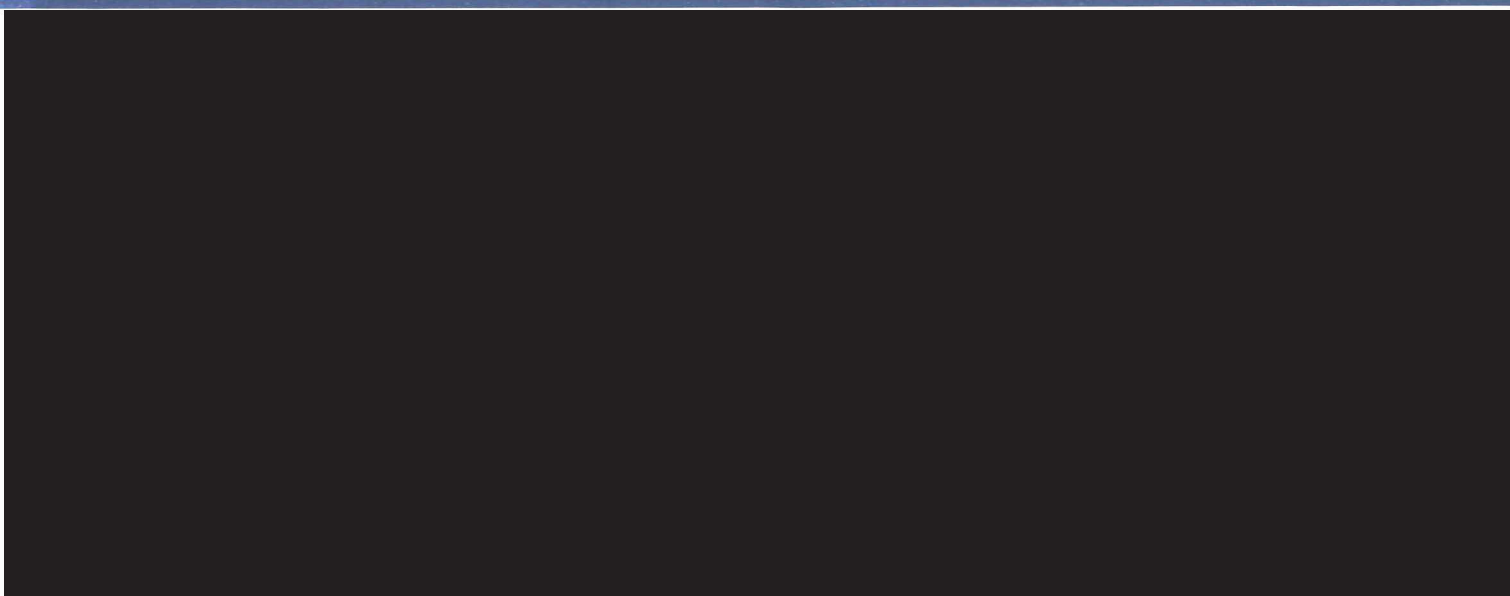
ELL/DEDE 1 Representation Form Interested Parties

If you have any queries about this form or are unsure of when the statutory period ends please contact the Licensing Helpline on 01432 260105

18 Residential properties within
 36m, surrounding pub + gardens of
 Ducking stool 11 South St. Leominster.




- | | |
|-------------------------------|-------------------------|
| ① Duckingstool Pub. + gardens | ⑨ 6A Com Sq. |
| ② 13 South St | ⑩ Talbot |
| ③ 13 " 4 mens cottage | ⑪ 6 South St |
| ④ " 5 mens cottage | ⑫ 8a South St |
| ⑤ " 6 mens cottage | ⑬ SHYPP
10 South St. |
| ⑥ 15 South St. | (8 flats) |
| ⑦ 9 South St | |
| ⑧ 7 South Sts | |






12th February 2015.

Dear Sirs.




We are now aware that the extended hours licence afforded to the Ducking School has been suspended. We believe, alas only until March 2015.






Dear Sirs.



The disruption that is currently being caused, is due to the noise levels late at night being emitted from the adjacent establishment: The Ducking Stool, West Street, Leominster. Who, without our prior knowledge, have been recently granted an extended hours licence.

We would appreciate it if this matter could be investigated, with a view to The Ducking Stool extended hours licence being revoked.



Talbot Hotel

★★★ West Street, Leominster HR6 8EP, England (Formerly BEST WESTERN Talbot Hotel)



b00074
Warrington, United Kingdom

Contributor

-  18 reviews
-  5 hotel reviews
-  Reviews in 12 cities
-  10 helpful votes

"Lovely hotel but we not so great room"


 Reviewed 20 February 2014

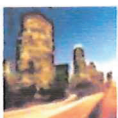
We stayed here over the valentines weekend on a voucher deal (thanks to my kind in-laws) and the hotel itself is a lovely old coaching inn which was full of character in the main parts. My only complaint was that our room was at the front of the hotel, opposite what must have been the noisiest, busiest pub in Leominster! We didn't complain to the hotel because that obviously wasn't their fault and we were on a voucher deal so we thought that those rooms are probably reserved (although it does mean that we are unlikely to come back). The staff were absolutely lovely and really friendly and the breakfast was great too - definitely go for the brioche with salmon and scrambled eggs. We just didn't get much sleep!!!!

Room Tip: Try not to get room 3 on the second floor.

[See more room tips](#)


Stayed February 2014, travelled as a couple

 Value  Rooms



wart1
stourbridge

Top Contributor

-  123 reviews
-  47 hotel reviews
-  Reviews in 65 cities
-  95 helpful votes

"Quaint and friendly, just a bit tired"

 Reviewed 24 February 2014

First impressions on arrival very positive- found the place easily enough and ample on site parking followed by big smile and genuinely warm welcome from charming receptionist. Indeed all staff invariably helpful and friendly. Loved the warm, "period" feel- low ceilings, exposed timber, old furniture, creaking floorboards, open fire in bar, etc. In a place like this that has been altered and added to over many centuries the rooms are not going to be uniform and were clearly not built before en suite bathrooms were expected, so en suites are small, shower only and not that "private". Our first room was oddly decorated, not at all in keeping with the period and prone to noise from the street. WC ceased to work and we were moved to a rather more pleasant room, albeit where again the plumbing was a bit unwilling. Parts of the property, inside and out, could do with a lick of paint- easy for decline to set in to such an old building if neglected too long. Bar areas very pleasant with nice beer on tap, good bar snacks (tasty, substantial and good value) and reasonable restaurant- not exactly fine dining but a fair choice and we found something to slake our thirst on the wine list. Nice breakfasts. Good value and we would stay again but ask for a quieter room- creaking floorboards are fine and part of the charm but ululations from the street are best avoided if possible.

Room Tip: Preferably not overlooking the street

[See more room tips](#)



elizabeth m
London, United Kingdom

Contributor

- 16 reviews
- 6 hotel reviews
- Reviews in 9 cities
- 13 helpful votes

"WE WOULD HAVE LOVED TO HAVE RATED IT 5*"

Reviewed 4 March 2014

Such a shame that Leominster seems to have MORE than it's fair share of VERY LOUD LATE NIGHT PEOPLE or 'The Lungs Of Leominster' as we shall always refer to them from now on! The Talbot staff were excellent, the food was excellent, the room was excellent BUT, my oh my, what a racket between Midnight & 4.30 am!!!! As it is winter the windows were closed BUT STILL THE SHOUTING & HOLLERING KEPT US AWAKE, so much so that we curtailed our break & went home a day early TO GET SOME SLEEP. How the Talbot could ever address this noise issue I have no idea, but we would say this is a very nice hotel to stay in.

Room Tip: Dual aspect rooms require earplugs !

[See more room tips](#)

Stayed March 2014, travelled as a couple

Value Rooms



Dave A
Solihull, England, United Kingdom

Senior Contributor

- 40 reviews
- 8 hotel reviews
- Reviews in 20 cities
- 20 helpful votes

"Weekend stay in Leominster"

Reviewed 17 March 2014

A very pleasant stay in the Talbot Hotel, Leominster. It's an old traditional hotel, none of your mod-cons, but that's not a criticism. We were on the top floor, at the front and because it lacks double glazing, street noise can be a distraction. The staff were very friendly, the food, both the bar snacks and the breakfast were really good. The only not so good comment would be that the rooms are a bit tired and could do with a refresh.

Room Tip: Don't have one at the front of the hotel, street noise can be a distraction

[See more room tips](#)

Stayed March 2014, travelled as a couple

Value Rooms
 Location Cleanliness
 Sleep Quality Service

[Less](#) ▲

Was this review helpful? 3



Sue B
Chichester, United Kingdom

Senior Reviewer

★ 7 reviews

📅 3 hotel reviews

🌐 Reviews in 7 cities

👍 13 helpful votes

"This is a lazy hotel"

●○○○○ Reviewed 26 May 2014

We arrived weary from long journey to find car park full. The receptionist told us locals are a bit naughty and park there.. We could walk through co op car park and use local doctors parking round corner...?! So hotel - why not do something! A voucher and/or clamp system is so easy. Locals don't stay at the hotel and pay - returning guests will.

We read hotel can get some road noise however it does not say about clubs turning out between 2 and 3 in morning and constant chanting, swearing and just bellowing. The windows are not double glazed and noise kept us awake. Again, do something, just show you've tried - maybe secondary glazing. Anything to try and provide what guests pay for - a nights comfortable sleep.....

There was a door into our bathroom from hallway in addition to a room door. Obviously previously communal bathroom but it made us feel vulnerable as my daughter and I were travelling alone. It's unsightly and offers no security.. Should do something.

We had a meal in the bar and as the waitress put my plate down the chips fell off over me and on floor which she ignored, didn't apologise, and even though I just smiled, honest....., she then told me it was my fault for moving my keys and walked off..... Ok I'll do something... I'll pick up the chips!



David L
Carlisle, United Kingdom

Senior Reviewer

★ 9 reviews

📅 4 hotel reviews

🌐 Reviews in 6 cities

👍 3 helpful votes

"An old inn in a market town"

●●○○○ Reviewed 25 July 2014

We stayed at Talbot house to break our journey from Cumbria to Devon.

Leominster is an interesting historic town as was the hotel - a little old fashioned and rather dated. In some ways it suits the town! he welcome was genuine once we found our way around the one way system. The room was not special. It overlooked the main street which was to cause trouble the second night. Even with all the windows closed we could not avoid being woken at 2 am when rowdy parties started to leave the pub opposite.

The breakfast was very good and adequate with a good selection to suite all appetites .

The bar meals in the evening were not special.

AS a budget hotel to stay a night whilst travelling, it met our needs but I don't think we would go there for a holiday.

Room Tip: Ask for a room not overlooking the street. There were rooms overlooking courtyard / car park which m...

[See more room tips](#)

Stayed July 2014, travelled as a couple

●●○○○ Location

●○○○○ Rooms

●●○○○ Service

[Less ▲](#)

Was this review helpful? 3

[Ask David L about Talbot Hotel](#)



Ray M
Cambridge

Senior Reviewer

★ 9 reviews

🌐 Reviews in 5 cities

🏆 29 helpful votes

"Worth a visit"

⊙⊙⊙⊙⊙ Reviewed 7 August 2014

The Talbot is a typical quirky Best Western hotel and there is a real sense of age as you enter the hotel. The staff were very friendly and helpful in amending a booking at the last moment, The rooms were clean and comfortable, though there is no lift so watch out if you don't like stairs.

Unfortunately we had a room on the front of the hotel which was very close to one of Leominster's late night licenced clubs and the noise on a Friday and Saturday was a real nuisance up to about 2:30am.

Our real disappointment however was in the restaurant. The food could best be described as boring with a very limited menu and I think prepared by a cook who had no aspirations to be a chef.

Room Tip: Avoid front rooms on a Friday or Saturday night

[See more room tips](#)

Stayed August 2014, travelled as a couple

⊙⊙⊙⊙⊙ Rooms
⊙⊙⊙⊙⊙ Cleanliness
⊙⊙⊙⊙⊙ Service

[Less](#) ▲

Was this review helpful? Yes 10



Anne D
Oxford

Senior Reviewer

★ 7 reviews

🏨 3 hotel reviews

🌐 Reviews in 6 cities

🏆 8 helpful votes

"Brilliant value for money"

⊙⊙⊙⊙⊙ Reviewed 29 September 2014

We went here for a two night stay using an Amazon voucher. The value for money was absolutely fantastic. The hotel itself was very old and quaint. We had a spacious room on the top floor which was clean and had everything you could want - comfy bed, tea and coffee making (with the nice addition of a teapot), and a TV with a multitude of stations. Breakfast was what made this place though. There was a fabulous buffet to choose from, and top of that, a huge freshly-cooked and tasty English breakfast was served to your table. Not only that, but the staff were friendly and efficient.

The only downside to the visit (and something that is mainly outside of the hotel's control), is the noise in the street outside when the nightclubs in the town empty at 2am. Both nights we were awoken to screaming, shouting and fighting outside. Some secondary glazing might help with the problem. But all in all, a very pleasant stay.

Room Tip: Try and choose a room at the back of the hotel rather than the front to avoid being woken up.

[See more room tips](#)

Stayed September 2014, travelled as a couple

⊙⊙⊙⊙⊙ Value
⊙⊙⊙⊙⊙ Rooms
⊙⊙⊙⊙⊙ Service



HillWalkerCenter...
Canterbury

Senior Contributor

- 22 reviews
- 13 hotel reviews
- Reviews in 17 cities
- 19 helpful votes

"Reasonable hotel"

Reviewed 5 October 2014

We stayed two nights on an Amazon local voucher. The room we were given was spacious and clean, the bed was comfortable and the bathroom although very small was clean and the shower was good, plenty of hot water. We liked the addition of the teapot to the tea and coffee making facilities in the room (other hotels take note!) but sadly the room overlooked the road and we were woken both nights by late revellers, secondary double glazing would have really helped here. There was a big minus though, the seven doors leading to our room were, no doubt, required by fire regulations but one of the short corridors had such a bad smell that I tried to hold my breath when walking down it. I think it was caused by some kind of cleaning fluid but it was strong acrid and most unpleasant and coloured how I felt about staying here as it was strongly reminiscent of cheap and nasty motels in America and I imagine not the image that the Talbot wants to project!

I should mention that the wifi was one of the best I have encountered a strong signal in our bedroom, quite unusual. The breakfast was more than adequate and the staff efficient and very friendly. A room at the back would solve the noise problem and the unpleasant smell was only in one short corridor.

Stayed October 2014, travelled as a couple

- Rooms
- Cleanliness
- Service



Snowdonia46
Island of Anglesey, United Kingdom

- 1 review
- 1 helpful vote

"Good value."

Reviewed 8 October 2014

Just what you might expect of a 15th Century coaching inn - oak beams, low ceilings, the odd creaking floorboard - this hotel is full of character but includes a couple of modern necessities as well, such as a free (smallish) car park and WIFI. Our room was a suitable size with an extremely comfortable bed and a nice bathroom with shower. Having read other reviews that mentioned noise from the street at weekends, I asked for a room at the back when I made the booking. This was provided and we enjoyed an excellent night's sleep. The members of staff we met were very polite, cheerful and helpful. We didn't eat at the Talbot but found a nice Italian restaurant just a short walk along High Street.

Room Tip: Rooms at the rear are quieter.

[See more room tips](#)

Stayed October 2014, travelled as a couple

- Location
- Cleanliness
- Service



Andrew F
Brighton, United Kingdom

Amex Traveller

2 reviews

Reviews in 2 cities

"Charming hotel"

Reviewed 14 November 2014

The Talbot hotel is charming, feels like going back in time. Obviously a very old building right in the centre of town. Apparently once a coaching inn. Creeking staircase, olde worlde decor & furniture which is appropriate. Better than staying in a soulless budget chain hotel. We got a very good deal on the room so was very good value for money. The rom looked a bit dated but clean & appropriate. its not a swish boutique hotel. We ate in the hotel restaurant which fine & probably the best Leominster could offer, breakfast was fine too. The staff were all friendly. My only complaint was the noise made by drunken youngsters at stupid o'clock on the Saturday night which woke us up, but this was beyond the hotel's control

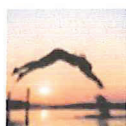
Room Tip: Maybe a room at the back might be quieter

[See more room tips](#)

Stayed October 2014, travelled as a couple

Service

Less



Spoony101
Tiverton, United Kingdom

2 reviews

Reviews in 2 cities

"Better places to stay."

Reviewed 17 December 2014

I dont write many reviews, but I feel I need to on this. Firstly, the staff on reception were excellent, couldnt get any better. From there though, pretty much all down hill. We booked 2 nights, Friday and Saturday, Friday night we probably got about an hours sleep, people outside screeming, shouting, swearing and various altercations until 4 in the morning. We asked to change rooms to one at the back of the hotel, which the lady on reception sorted no problems, even had our bags moved while we were out for the day. The food was ok, pricey, there is an Italian just down the road, which was excellent and reasonably priced too. Cracking pizza. The car park was full on non hotel visitors, so had to park in the car park nearby, not that the hotel car park was secure anyway. Rooms were ok, outdated yes, but clean and well presented. Bathroom was small, the first room we had the shower was excellent, the second room, really poor, no heat or pressure. The hotel is in need of some refurb, but it has its own charm, they receptionist told us it used to be several buildings, now one, so thats why the corridors are a bit random. There is a bar in the hotel, was full not all hotel guests. Resturant was nice, again they had a party of non hotel guests. If you do stay here, request a room away from the road. Probably be ok if you just crash one night on route somewhere else. We left on the Saturday evening, mostly due to coming down with Flu, but also we couldnt risk going without sleep for another night with a 3 hour drive home to do.

Room Tip: Away from road!

[See more room tips](#)

Stayed December 2014, travelled as a couple

paul999mac

Unit 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England

Date Published

9/2/13

Ratings

Overall Score	3
Sleep Quality	2
Service	5
Value	3
Rooms	5
Cleanliness	5
Location	5

Comments

"Nice and quaint but noisy and uncomfortable bed."

We stayed in room number 3 for 2 nights on a living social deal. Our room was on the first floor facing onto the main road and a local pub called the Ducking Stool. Each night we were either kept awake or woken up by the pubs customers leaving the premises drunk and very loud, shouting at each other seemed the norm... This went on until 4am on the first night but only 2 am on the second. Therefore ask for rooms away from there. The bed room was large as was the bed, but it was one of those romantic style beds, the type where you are thrown into the middle with your partner, my wife in this case, celebrating our 34th wedding anniversary. It wasn't comfortable either. Our first night was spent in the restaurant with only one other couple. The food was well cooked and tasty but expensive, a sweet followed the main course for which I paid £4.95 for 4 limp 'profita rolls' as indicated on our bill. I should have asked the cost as there was no price listed for sweets, I just didn't expect to pay so much. The staff were excellent and very friendly which made up for some of the disappointment in the hotel. Free WiFi is fine but didn't quite reach as far as our room with any noticeable strength. Would I revisit. Probably but I would make sure I was well away from the Ducking Stool and test the bed first.

Room Tip: Avoid the Ducking Stool side of the hotel

Topics Attitude of Staff Billing Irritants - General Irritants - Noise Restaurant

Gundy, Colin

Guest Name Gundy, Colin
Email colin@starsilk.net
Name Code 6006637196862114
Response Date 8/22/13 2:40 AM
Net Promoter Segment Detractor

Property identifier 83126
Property name 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
Survey Method Web survey
Checkout date 8/19/13
Customer Type BWR
Nights 1
Country

Satisfaction Scores International

Drivers	1	2	3	4	5	6	7	8	9	10
Overall Experience						6				
Overall Service						6				
Overall breakfast				4						
Quality of Guest Room						6				
Working Order of Room Amenities								8		
Cleanliness of Guest Room								8		
Intent to Recommend	1									
Loyalty and Value Summary										
Return	1									
Value for price paid				4						
Overall Product						6				
Reservation and Arrival										
Caring, helpful staff at check-in										10
Appearance of hotel exterior							7			
Appearance of lobby								8		
Guest Room Satisfaction										
Overall Accommodations						6				
Comfort of bed								8		
Décor/furnishing of guest room/suite					5					
Hotel Staff and Service										
Quality of hotel staff/service overall									9	
Caring attitude of hotel staff									9	
Helpfulness of hotel staff									9	
Professional appearance of staff									9	
Internet										
In-room internet								8		
Restaurant										
Overall sat with restaurant										10
Restaurant staff service										10
Breakfast										
Presentation of breakfast items					5					
Quality of breakfast items				4						
Departure										
Caring, helpful staff at check-out										10

ISSUES

Problem incidence

No	Yes
----	-----

Issue

STAFF HANDLING VS. EXPECTATIONS

Noise

Exceeded	Met	Exceeded
----------	-----	----------

Not Recommended

Other (As detail in 'Not recommended')

Exceeded	Met	Exceeded
----------	-----	----------

Not Recommended

Comments

Hotel improvement

The cooked breakfast on 3rd morning was excellent, on mornings 1 & 2 it was pretty awful.

Can't over emphasise that this hotel can't help being in an unsavoury town, but it could make a start by enforcing its own declared wall plaque that this car park is not a public right of way, and thus reduce the number of unsavouries who clearly inhabit the car park at night - time for a BW inspection I think!

Topics [Parking](#) [Quality of Food & Beverage](#)

Intent to Recommend - 6 or lower

Shabby bedrooms with creaking floors. Undersize car park (we still await a possible fine from the adjacent Co-op car park for exceeding their 2 hour rule) and worst of all the car park has signs all around of the use by druggies and drunks (the hotel even unwittingly provides a brick built corner shelter with seats to accomodate drop outs), a good clean up of the car park would help. We stayed 3 nights in total, on each night there were fights in the streets outside, which kept us awake, with 2 hotel windows broken on the first night. Our relations who live at nearby Kington advised us NOT to leave the hotel at night as you will surely be mugged!

Topics [Irritants - General](#) [Irritants - Noise](#) [Parking](#) [Policies](#)

Other problem

As detail in 'Not recommended'

Topics

Stay Purpose

Leisure

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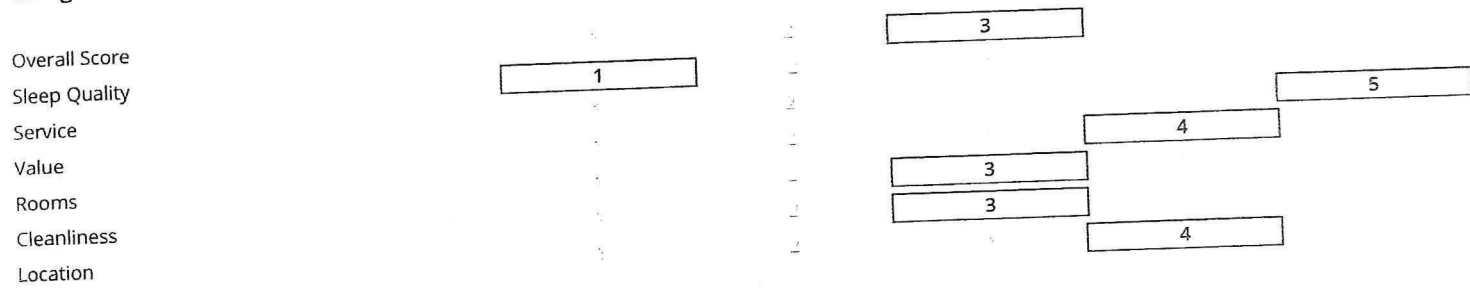
LordUnstone

Unit 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England

Date Published

9/28/13

Ratings



Comments

"Nice hotel, but..."
 The disadvantage of a city centre hotel was brought home to us by the seemingly incessant racket from the town's drunken yobs through the night! Otherwise, a comfy hotel although we were aware of different smells throughout the building. Our en suite bathroom smelled strongly of bleach, the room must have had an earlier heavy spray of air freshener, but the nice smell emanating from the kitchen at breakfast time was fine!

Topics Bathroom Irritants - General Irritants - Smell

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ALERT C: Closed

Flen, David

1 / 50 Medallia

Guest Name	Elen, David	Property identifier	83126
Email	dj.elen@mac.com	Property name	83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
Name Code	200674102	Survey Method	Web survey
Response Date	7/9/13 3:20 AM	Checkout date	7/7/13
Net Promoter Segment	Detractor	Customer Type	D
		# Nights	2
		Country	

Satisfaction Scores International

	EXTREMELY DISSATISFIED										EXTREMELY SATISFIED									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Drivers																				
Overall Experience	1																			
Overall Service	1																			
Overall breakfast						6														
Quality of Guest Room	1																			
Working Order of Room Amenities						6														
Cleanliness of Guest Room					5															
Intent to Recommend	1																			
Loyalty and Value Summary																				
Return	1																			
Value for price paid	1																			
Overall Product	1																			
Reservation and Arrival																				
Caring, helpful staff at check-in					5															
Appearance of hotel exterior						6														
Appearance of lobby				4																
Guest Room Satisfaction																				
Overall Accommodations		2																		
Comfort of bed				4																
Décor/furnishing of guest room/suite				4																
Hotel Staff and Service																				
Quality of hotel staff/service overall					5															
Caring attitude of hotel staff		2																		
Helpfulness of hotel staff		2																		
Professional appearance of staff						6														
Internet																				
In-room internet					5															
Restaurant																				
Overall sat with restaurant						6														
Restaurant staff service																		9		
Breakfast																				
Presentation of breakfast items						6														
Quality of breakfast items						6														
Departure																				
Caring, helpful staff at check-out	1																			

Specific Issues

Problem Incidence	No	Yes	
<i>STAFF HANDLING VS. EXPECTATIONS</i>			
Check-in/Check-out	Exceeded	Met	Below
Noise	Exceeded	Met	Below
			Not Reported
			Not Reported

Comments

Intent to Recommend - 6 or lower

The room smelt of tobacco and was quite tired I ask for a cold beer on a hot day only to be told by the manger who was sitting there drinking with three others that the bar was closed

Then after a night with little sleep because of the noise out side the receptionist said she couldn't sleep ever

So we found another hotel and checked out a day earley

The manager was not available to comment

We will not be staying there again and I don't think we will use best western again

Dave elen

Topics Bar Check-Out/Reception Irritants - General Irritants - Noise Irritants - Smell

Stay Purpose

Leisure

Salter, Kevin



Medallia

Guest Name Salter, Kevin
 Email kevinhalter951@btinternet.com
 Name Code 6006637213023203
 Response Date 7/13/13 2:19 PM
 Net Promoter Segment Detractor

Property identifier 83126
 Property name 83126 B/W Talbot Hotel, Leominster (Hereford Shire) England
 Survey Method Web survey
 Checkout date 7/8/13
 Customer Type BWR
 # Nights 3
 Country United Kingdom

Satisfaction Scores International

	EXTREMELY DISSATISFIED										EXTREMELY SATISFIED									
Drivers	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Overall Experience																				
Overall Service																				
Overall breakfast																				
Quality of Guest Room																				
Working Order of Room Amenities																				
Cleanliness of Guest Room																				
Intent to Recommend																				
Loyalty and Value Summary																				
Return																				
Value for price paid																				
Overall Product																				
Reservation and Arrival																				
Caring, helpful staff at check-in																				
Appearance of hotel exterior																				
Appearance of lobby																				
Guest Room Satisfaction																				
Overall Accommodations																				
Comfort of bed																				
Décor/furnishing of guest room/suite																				
Hotel Staff and Service																				
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Professional appearance of staff																				
Restaurant																				
Overall sat with restaurant																				
Restaurant staff service																				
Breakfast																				
Presentation of breakfast items																				
Quality of breakfast items																				
Departure																				
Caring, helpful staff at check-out																				

Specific Issues

Problem incidence No Yes

Issue

STAFF HANDLING VS. EXPECTATIONS

Other (Had to move rooms due to noise) Exceeded Met Below Not Reported

Comments

Compliment Employees

All the staff were pleasant and friendly.

Topics Attitude of Staff

Hotel improvement

We were given room 32 for the first night. The noise outside kept us awake until 3 am as the windows were a simple sash construction. It was a hot night and we would have liked to leave them open, but would never have slept. We also felt that the mattress was extremely hard and were disappointed by the shower facilities.

However the following morning our request, at reception, to be given another room was taken positively. We were given room 30 and allowed to transfer immediately. This proved to be a much better room with a good shower. Our experience therefore greatly improved for our second and third night.

Topics Bathroom Bed Comfort Irritants - General Irritants - Noise

Intent to Recommend - 6 or lower

We would have concerns over recommending the hotel to others as they might be less tolerant of the noise levels from outside the hotel.

Topics

Other problem

Had to move rooms due to noise

Anti-Social behaviour on the Street.

Detriment to businesses in South St

Consideration to residents in South St. & surrounding areas.

Shopp (8) 10

8a

