

# Agenda

## Licensing Sub-Committee

Date: **Monday 23 March 2026**

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Time: **10.00 am**

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

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

For any further information please contact:

**Matthew Evans**

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

# **Agenda for the Meeting of the Licensing Sub-Committee**

## **Membership**

**Councillor Polly Andrews (Chairperson)**

**Councillor Dave Davies**  
**Councillor Peter Hamblin**

## Agenda

		Pages
<b>PUBLIC INFORMATION</b>		
<b>THE NOLAN PRINCIPLES</b>		
<b>1.</b>	<b>APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
<b>2.</b>	<b>NAMED SUBSTITUTES (IF ANY)</b> To receive any details of Members nominated to attend the meeting in place of a Member of the committee.	
<b>3.</b>	<b>DECLARATIONS OF INTEREST</b> To receive declarations of interest in respect of items on the agenda.	
<b>4.</b>	<b>APPLICATION FOR A VARIATION OF A PREMISES LICENCE IN RESPECT OF GWALIA STORES, 27-29 BROAD STREET, ROSS-ON-WYE, HR9 7ED - LICENSING ACT 2003.</b>  To consider an application for a variation of a premises licence in respect of: Gwalia Stores, 27-29 Broad St, Ross-on-Wye HR9 7ED	11 - 50
<b>5.</b>	<b>REVIEW OF A PREMISES LICENCE IN RESPECT OF: OUT TO GRASS, WOODEND FARM, CRADLEY, HEREFORDSHIRE, WR13 5JW - LICENSING ACT 2003</b>  To consider an application for a review of a premises licence in respect of: Out to Grass, Woodend Farm, Cradley, Herefordshire, WR13 5JW.	51 - 210



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- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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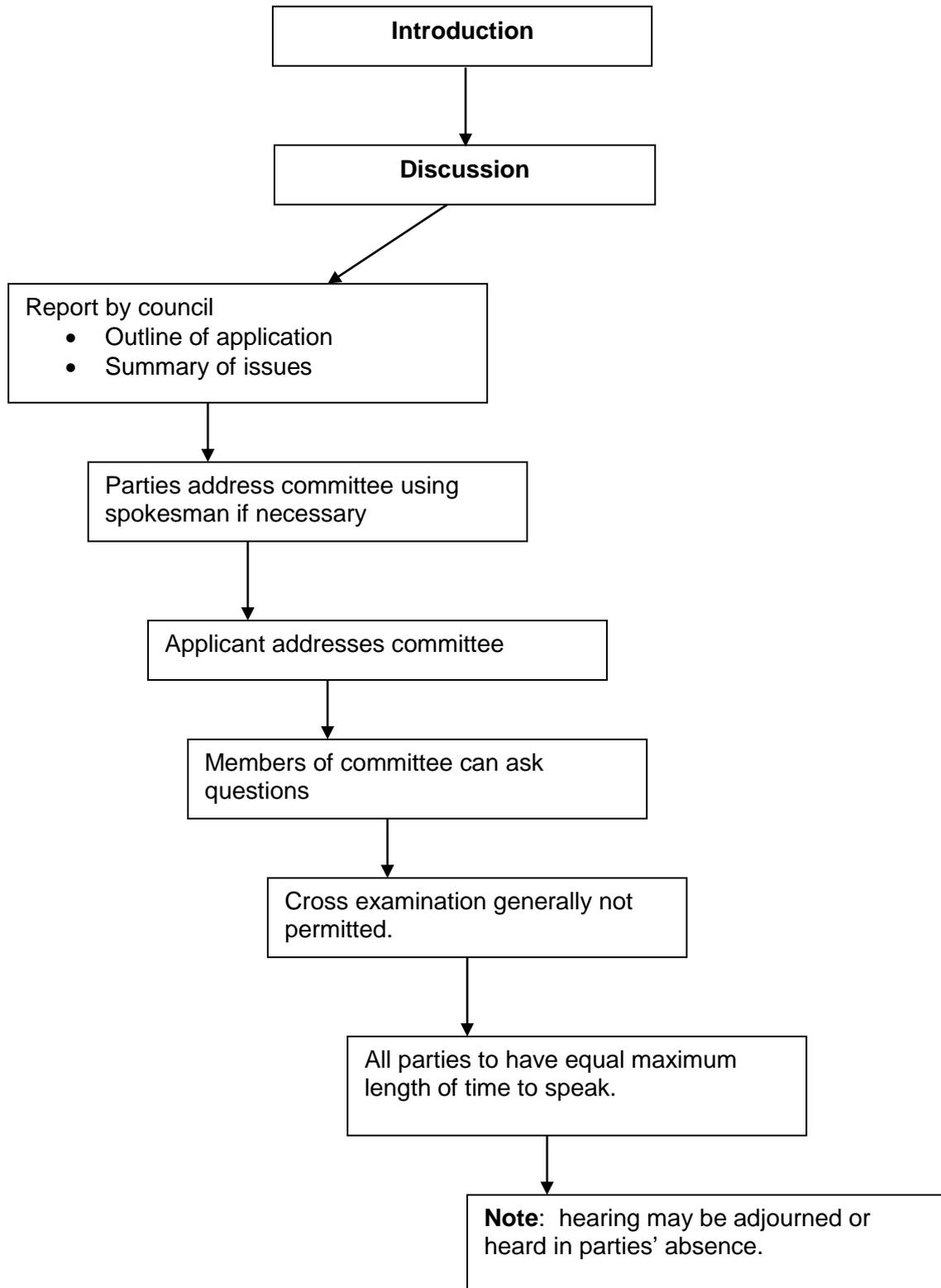
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The reporting of meetings is subject to the law and it is the responsibility of those doing the reporting to ensure that they comply.

## Licensing Hearing Flowchart





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

**1. Selflessness**

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

**2. Integrity**

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

**3. Objectivity**

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

**4. Accountability**

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

**5. Openness**

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

**6. Honesty**

Holders of public office should be truthful.

**7. Leadership**

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





**Title of report:** Application for a variation of a premises licence in respect of 'Gwalia Stores, 27-29 Broad Street, Ross-on-Wye, HR9 7ED – Licensing Act 2003.

**Meeting:** Licensing sub-committee

**Meeting date:** Monday 23 March 2026 at 10:00hrs

**Report by:** Senior Technical Licensing Officer

### **Classification**

Open

### **Decision type**

This is not an executive decision

### **Wards affected**

Ross West

### **Purpose**

To consider an application for a variation for a premises licence in respect of Gwalia Stores, 27-29 Broad Street, Ross-on-Wye. HR9 7ED under the Licensing Act 2003

### **Recommendation(s)**

That:

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

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

### **Reasons for Recommendations**

Ensures compliance with the Licensing Act 2003

## Alternative options

1. There are a number of options open to the sub-committee:
  - a) Grant the licence subject to conditions that are consistent with the operating schedule accompanying the application and the mandatory conditions set out in the Licensing Act 2003;
  - b) Grant the licence subject to modified conditions to that of the operating schedule where the sub-committee considers it appropriate for the promotion of the licensing objectives and add mandatory conditions set out in the Licensing Act 2003;
  - c) To exclude from the scope of the licence any of the licensable activities to which the application relates;
  - d) To refuse the application

## Key considerations

### Licence Application

2. The application for the variation of a premises licence has received relevant representations and is therefore brought before the sub-committee for determination.
3. Herefordshire Council’s Statement of Licensing Policy 2020 to 2025 states “All representations must be ‘relevant’, for example they must be about the likely effect of the grant of the application”. This followed paragraph 8.57 in the s182 Guidance which uses the same wording.
4. The details of the application are:

Applicant	Ratheepan Ramanathan	
Agent	Not applicable	
Type of application: Variation	Date received: 30 January 2026  28 day consultation started: 31 January 2026	28 Days consultation ended:  27 February 2026

### Summary of Application

5. The application (appendix 1) requests the variation of a premises licence to allow the following

To vary the hours of sale/supply of alcohol for consumption off the premises  
Monday – Sunday 06:00 – 24:00

### **Current Licence**

6. A copy of the current licence issued on 3 June 2022, is attached at Appendix 2. It authorises

Sale/Supply of Alcohol (Consumption Off Premises)

Monday-Saturday: 10:00 - 20:00

Sunday: 12:00 - 20:00

### **Summary of Representations**

7. One (1) representation was received from the Licensing Authority as a Responsible Authority. They do not object to the application, however, they had the following representations to promote the licensing objectives and wish to see them applied to any premises licence granted to this location (appendix 3). These were agreed by the applicant on 11 March 2026.
8. One (1) objection was received from Hereford and Worcester Fire Authority at appendix 4, due to outstanding issues from 17 November 2025. The issues are as follows; Fire safety deficiencies detailed within the letter dated 17 November 2025 remain unresolved, the Responsible Person has not provided adequate assurance that appropriate fire protection measures have been implemented and maintained, and the outstanding matters compromise the safety of persons on the premises and fail to meet the minimum requirements of the Fire Safety Order.
9. One (1) representation was received in the consultation period from Ross Town Council, which the Licensing Authority has accepted as being relevant. The representation states that the additional hours would potentially increase anti-social behaviour which is already prevalent in the area. (Appendix 5).

### **Premises History**

10. The premises were first licenced in June 2006.
11. On 17 July 2012, the Licensing Authority launched a review of the premises licence under the licensing objectives, Prevention of Crime & Disorder and Protection of Children from Harm following a failed test purchase. During the evening of Wednesday 27th June 2012, Herefordshire Council Trading Standards department carried out a test purchase operation at the premises. A 16 year old male was sold 4 cans of Fosters lager at 4.0% ABV. Police records also showed previous sales of alcohol at the premises on: 23 December 2007 at 14:15hrs, 26 August 2008 at 19:30hrs and 13 August 2010 at 19:20hrs. The decision of the Regulatory Committee on was that the licence be suspended in respect of all licensable activity for a period of three (3) months and the removal of the Designated Premises Supervisor (DPS). Conditions were also added to the licence in respect of alcohol training for staff, Challenge 25 Policy and refusals register. Decision notice found at Appendix 6
12. Since first being licensed there has been one (1) application to transfer the premises licence which was granted and issued by the Licensing Authority in December 2021 and one (1) application to vary designated premises supervisor (DPS) which was granted and issued by the Licensing Authority in June 2022

## Community impact

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

## Environmental Impact

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

## Equality duty

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

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

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
16. There are no equality issues in relation to the content of this report.
17. This report has human rights implications for both the premises licence holder and the residents from the local neighbourhood. Any of the steps outlined in section 1 of this report may have financial implications for a licensee's business and livelihood and/or may have impact upon the day to day lives of residents living in close proximity to the premises.
18. Article 8(i) of the European Convention of Human Rights provides that everyone has the right to respect for his/her private and family life and his/her home (which includes business premises). This right may be interfered with by the council on a number of grounds including the protection of rights and freedoms of others. The First Protocol – Article 1 – also provides that every person is entitled to the peaceful enjoyment of his possessions and shall not be deprived of his possessions except in the public interest and conditions provided for by law. Members must accordingly make a decision which is proportionate to the hearing and endeavour to find a balance between the rights of the applicant, residents and the community as a whole.

## Resource implications

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

## Financial implications

20. There are unlikely to be any financial implications for the council, as Licensing Authority at this time.

## Legal implications

21. As relevant representations have been received, the sub committee must determine the application under Section 3.5.7 (c) of the Herefordshire Council constitution. The representations must relate to the licensing objectives and the sub committee must determine the likely effect of the grant of the premises licences on the promotion of the licensing objectives.
22. The Licensing Authority must have regard to the promotion of the four licensing objectives namely; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm in exercising its functions under the Licensing Act 2003. Further regard should be had to the statutory guidance under Section 182 of the Act and the Council's own statement of licensing policy. The options available to the Licensing Authority are set out in section 1 of this report.
23. The sub committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.
24. The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black. In this case it was summed up that: -
25. A Licensing Authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.
26. Furthermore the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that 'real evidence' must be presented to support the reason for imposing these conditions.
27. This judgment is further supported in the case of The Queen on the Application of Bristol Council v Bristol Magistrates' Court, CO/6920/2008 High Court of Justice Queen's Bench Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL 648859 in which it was said:
- 'Licensing authorities should only impose conditions which are necessary and proportionate for the promotion for licensing objectives'.*
28. In addition to this it was stated that any condition attached to the licence should be an enforceable condition.

## Right of Appeal

29. Schedule 5 Part 1(b) of the Licensing Act 2003 gives a right of appeal which states:

1 Where a licensing authority—

(b) rejects (in whole or in part) an application to vary a premises licence under section 35,

the applicant may appeal against the decision.

30. Further to Part 1(b), Schedule 5 Part 1(4) states as follows:

Variation of licence under section 35

4(1) This paragraph applies where an application to vary a premises licence is granted (in whole or in part) under section 35.

(2) The applicant may appeal against any decision to modify the conditions of the licence under subsection (4)(a) of that section.

(3) Where a person who made relevant representations in relation to the application desires to contend—

(a) that any variation made ought not to have been made, or

(b) that, when varying the licence, the licensing authority ought not to have modified the conditions of the licence, or ought to have modified them in a different way, under subsection (4)(a) of that section,

he may appeal against the decision.

31. Appeals should be made to the Magistrates Court and must be made within 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision appealed against

## **Risk management**

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

## **Consultees**

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

## **Appendices**

Appendix 1 – Application Form

Appendix 2 – Current Premises Licence

Appendix 3 – Licensing Authority Representation

Appendix 4 – Hereford & Worcester Fire Authority Objection

Appendix 5 – Ross Town Council Representation

Appendix 6 – Regulatory Committee Decision Notice 18 September 2012.

## **Background papers**

None Identified

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

**DPS: Designated Premises Supervisor**



**Application to vary a premises licence under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

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

You may wish to keep a copy of the completed form for your records.

I/We MR. RATHEEPAN RAMANATHAN  
*(Insert name(s) of applicant)*  
 being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below

<b>Premises licence number</b>	PR 00096
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**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description			
GIWALIA STORES 27-29 BROAD STREET ROSS-ON-WYE			
Post town	ROSS-ON-WYE	Postcode	HR9 7ED

Telephone number at premises (if any)	01989 565648
Non-domestic rateable value of premises	£ 13750

**Part 2 – Applicant details**

Daytime contact telephone number	
E-mail address (optional)	
Current postal address if different from premises address	
Post town	

**Part 3 - Variation**

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible?  Yes  No

If not, from what date do you want the variation to take effect? 

DD	MM	YYYY

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1)  Yes  No

**Please describe briefly the nature of the proposed variation** (Please see guidance note 2)

This Premises currently running as a convenience store. I already have a premises licence. Now I would like to extend from 6AM - 12AM (midnight).

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

**Part 4 Operating Schedule**

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

**Provision of regulated entertainment (Please see guidance note 3) Please tick all that apply**

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)

**Provision of late night refreshment** (if ticking yes, fill in box I)

**Supply of alcohol** (if ticking yes, fill in box J)

**In all cases complete boxes K, L and M**

A

Plays Standard days and timings (please read guidance note 8)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
Tue			<u>State any seasonal variations for performing plays</u> (please read guidance note 6)		
Wed					
Thur			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Fri					
Sat					
Sun					

B

Films Standard days and timings (please read guidance note 8)			<u>Will the exhibition of films take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
Tue			<u>State any seasonal variations for the exhibition of films</u> (please read guidance note 6)		
Wed					
Thur			<u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Fri					
Sat					
Sun					

C

Indoor sporting events Standard days and timings (please read guidance note 8)			<u>Please give further details</u> (please read guidance note 5)
Day	Start	Finish	
Mon			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 6)
Tue			
Wed			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 7)
Thur			
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 8)			<u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 5)		
Tue					
Wed			<u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 6)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat					
Sun					

E

Live music Standard days and timings (please read guidance note 8)			<u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 6)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat					
Sun					

F

Recorded music Standard days and timings (please read guidance note 8)			Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	Please give further details here (please read guidance note 5)					
Mon								
Tue								
Wed						State any seasonal variations for the playing of recorded music (please read guidance note 6)		
Thur								
Fri						Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat								
Sun								

G

<b>Performances of dance</b> Standard days and timings (please read guidance note 8)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 5)		
Mon					
Tue			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 6)		
Wed					
Thur			<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 7)		
Fri					
Sat					
Sun					

H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 8)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<b>Will this entertainment take place indoors or outdoors or both – please tick</b> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b>Please give further details here</b> (please read guidance note 5)		
Wed					
Thur			<b>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</b> (please read guidance note 6)		
Fri					
Sat			<b>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</b> (please read guidance note 7)		
Sun					

I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 8)			<b><u>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
<b>Day</b>	<b>Start</b>	<b>Finish</b>	<b><u>Please give further details here</u></b> (please read guidance note 5)		
Mon					
Tue					
			<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 6)		
Wed					
Thur					
			<b><u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u></b> (please read guidance note 7)		
Fri					
Sat					
Sun					

J

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 8)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 9)	On the premises	<input type="checkbox"/>			
				Off the premises	<input checked="" type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 6)					
Mon	06:00	00:00						
Tue	06:00	00:00						
Wed	06:00	00:00						
Thur	06:00	00:00				<b>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 7)		
Fri	06:00	00:00						
Sat	06:00	00:00						
Sun	06:00	00:00						

K

<p><b>Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children</b> (please read guidance note 10).</p>
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L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 8)			<b>State any seasonal variations</b> (please read guidance note 6)
Day	Start	Finish	
Mon	06:00	00:00	
Tue	06:00	00:00	
Wed	06:00	00:00	
Thur	06:00	00:00	
Fri	06:00	00:00	
Sat	06:00	00:00	
Sun	06:00	00:00	<b>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</b> (please read guidance note 7)

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

Please tick as appropriate

- I have enclosed the premises licence
- I have enclosed the relevant part of the premises licence

If you have not ticked one of these boxes, please fill in reasons for not including the licence or part of it below

Reasons why I have not enclosed the premises licence or relevant part of premises licence.

**M** Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)**

**b) The prevention of crime and disorder**

**c) Public safety**

**d) The prevention of public nuisance**

**e) The protection of children from harm**

Checklist:

**Please tick to indicate agreement**

- I have made or enclosed payment of the fee; or
- I have not made or enclosed payment of the fee because this application has been made in relation to the introduction of the late night levy.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I understand that I must now advertise my application.
- I have enclosed the premises licence or relevant part of it or explanation.
- I understand that if I do not comply with the above requirements my application will be rejected.

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

**Part 5 – Signatures** (please read guidance note 12)

**Signature of applicant (the current premises licence holder) or applicant’s solicitor or other duly authorised agent** (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	[Redacted]
Date	10/12/2025
Capacity	SHOP OWNER

**Where the premises licence is jointly held, signature of 2nd applicant (the current premises licence holder) or 2nd applicant’s solicitor or other authorised agent** (please read guidance note 14). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

<b>Contact name (where not previously given) and address for correspondence associated with this application</b> (please read guidance note 15)			
Post town		Post code	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			

**Notes for Guidance**



**LICENSING ACT 2003  
Part A - Premises Licence****Premises Licence Number PR00096 (App to Vary Premises DPS)  
Part 1 - Premises details**

Postal address of premises, or if none, ordnance survey map reference or description <b>GWALIA STORES 27-29 BROAD STREET</b>	
Post town <b>ROSS-ON-WYE</b>	Postcode <b>HR9 7ED</b>
Telephone number <b>01989 565682</b>	

Where the licence is time limited the dates <b>Not applicable</b>
--

Licensable activities authorised by the licence <b>1. Sale by retail of alcohol (Off Premises Only)</b>
--

The times the licence authorises the carrying out of licensable activities (All indoors unless otherwise stated) <b>Monday-Saturday: 10:00 - 20:00 Sunday: 12:00 - 20:00</b>  <b>Non standard timings: None</b>  <b>Seasonal variations: None</b>
--

The opening hours of the premises <b>Monday-Saturday: 10:00 - 20:00 Sunday: 12:00 - 20:00</b>  <b>Non standard timings: None</b>  <b>Seasonal variations: None</b>
---

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies <b>Off Supplies only</b>
--

**Part 2**

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

**Ratheepan Ramanathan**

---

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

**Not available**

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

**Ratheepan Ramanathan**

---

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

**Licence number: PL2424**  
**Issuing authority: Herefordshire Council**

**Annexe 1 - Mandatory conditions where licence authorises supply of alcohol**

**Age verification**

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

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

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

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

**Below Cost Price**

A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

**Mandatory conditions where licence authorises supply of alcohol**

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

- (a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(a) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

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

## **Annex 2 - Conditions consistent with the operating Schedule**

### **Licensing conditions**

General:

Off-licences and off-sales

Alcohol shall not be sold or supplied except during permitted hours.

In this condition, permitted hours means:

- a) On weekdays, other than Christmas Day, 8 a.m. to 11 p.m.
- b) On Sundays, other than Christmas Day, 10 a.m. to 10.30 p.m.
- c) On Christmas Day, 12 noon to 3 p.m. and 7 p.m. to 10.30 p.m.
- d) On Good Friday, 8 a.m. to 10.30 p.m.

The above restrictions do not prohibit:

- a) during the first twenty minutes after the above hours, the taking of the alcohol from the premises, unless the alcohol is supplied or taken in an open vessel;
- b) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- c) the sale of alcohol to a trader or club for the purposes of the trade or club;
- d) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces

Off-licence Consumption

Alcohol shall not be sold in an open container or be consumed in, the licensed premises.

Off-licences and off-sales - Hours

- a) On weekdays, other than Christmas Day, 8 a.m. to 11 p.m.
- b) On Sundays, other than Christmas Day, 10 a.m. to 10.30 p.m.
- c) On Christmas Day, 12 noon to 3 p.m. and 7 p.m. to 10.30 p.m.
- d) On Good Friday, 8 a.m. to 10.30 p.m.

### **Additional mandatory conditions:**

The responsible person [as defined by Section 153(4) Licensing Act 2003] shall: -

- take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises
- ensure that no alcohol is dispensed directly by one person into the mouth of another
- ensure that free tap water is provided on request to customers where it is reasonably available.

### **Age verification**

- The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
- The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request,

**Licensing Section, Herefordshire Council  
8 St Owen Street, Hereford. HR1 2PJ**

before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

### **Annex 3 - Conditions attached after a hearing by the licensing authority**

Conditions attached following Committee Hearing dated 18 September 2012

- A personal licence holder shall be on the premises at all times alcohol is offered for sale.
- All staff engaged in the sale of alcohol to be trained in responsible alcohol retailing to the minimum standard of BIIAB level 1 or any equivalent training agreed by Herefordshire Council Trading Standards within 1 month of commencing employment at the premises. (Where there are existing staff this training shall be completed within 1 month of the date of this condition first appears on the licence). Retraining to take place every 6 months thereafter. Training records shall be kept on the premises and produced to the police or an authorised person (as defined by section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- A written register of refusals will be kept including a description of the people who have been unable to provide required identification to prove their age. Such records shall be kept for a period of 12 months and will be reviewed on a weekly basis by the Designated Premises Supervisor and produced to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage, in not less than 32 font bold, shall also be displayed at all entrances to the premises as well as at, at least one location behind any counter advertising the scheme operated.

### **Annex 4 - Plans**

As attached

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

**Premises Licence Number PR00096 (App to Vary Premises DPS)  
Premises details**

Postal address of premises, or if none, ordnance survey map reference or description <b>GWALIA STORES 27-29 BROAD STREET</b>	
Post town <b>ROSS-ON-WYE</b>	Post code <b>HR9 7ED</b>
Telephone number <b>01989 565682</b>	

Where the licence is time limited the dates <b>Not applicable</b>
--

Licensable activities authorised by the licence <b>1. Sale by retail of alcohol (Off Premises Only)</b>
--

The times the licence authorises the carrying out of licensable activities (All indoors unless otherwise stated) <b>Monday-Saturday: 10:00 - 20:00 Sunday: 12:00 - 20:00</b>  <b>Non standard timings: None</b>  <b>Seasonal variations: None</b>
--

The opening hours of the premises <b>Monday-Saturday: 10:00 - 20:00 Sunday: 12:00 - 20:00</b>  <b>Non standard timings: None</b>  <b>Seasonal variations: None</b>
---

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies <b>Off Supplies only</b>
--

Name, (registered) address of holder of premises licence

**Ratheepan Ramanathan**

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

**Off supplies**

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

**Not available**

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

**Ratheepan Ramanathan**

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

**The premises shall operate a Challenge 25 Policy**

**A written register of refusals will be kept including a description of the people who have been unable to provide required identification to prove their age**



**Local Authority Representation**  
**Gwalia Stores, Ross on Wye**  
**25.02.2026**

I am an officer authorised under the Licensing Act 2003.

I refer to the application made for a Variation of a premises licence in respect of Gwalia Stores, Ross-on-Wye, received on 31 January 2026 with consultation ending 27 February 2026

The Licensing Authority as a Responsible Authority do not object to this application, however they have the following representations to promote the licensing objectives and wish to see them applied to any premises licence granted to this location

**The Prevention of Crime and Disorder**

Alcohol of 15% ABV or higher will be sold from behind the counter

A Personal licence Holder shall be on duty within the licensed area of the premises at all times when the premises operate for the sale of alcohol.

An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:

- (a) all crimes reported to the venue (where relevant to the licensing objectives)
- (b) all ejections of patrons
- (c) any complaints received (where relevant to the licensing objectives)
- (d) any incidents of disorder
- (e) any visit by a relevant authority or emergency services, noting time, date and purpose and those officials by name.

The DPS shall inspect and sign the incident log monthly to ensure that it is being properly maintained.

All staff engaged in the sale of alcohol to be trained in responsible alcohol retailing to the minimum standard of BIIAB Level 1 or any equivalent training course within 1 month of commencing employment at the premises. Where there is existing staff, this training shall be completed within 3 months of the date that this condition first appears on the licence. No person shall be authorised to sell or supply alcohol until this training is completed. Refresher training will be conducted at 12 monthly intervals. Training records shall be kept on the premises and produced to the police of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

Receipts and invoices for all tobacco and alcohol products offered for sale or stored on the premises must be retained for a rolling period of 12 calendar months, kept within a readily accessible file and must be made available upon immediate and reasonable request by any

Police Officer, Customs Officer or other authorised person as defined by Section 13 of the Licensing Act 2003

**Prevention of Public Nuisance**

Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exists to the premises requesting the public to respect the needs of local residents and to leave the premises quietly.

**Protection of Children from Harm**

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

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

Regards

Licensing Assistant  
Herefordshire Council  
Licensing Section, Herefordshire Council  
Plough Lane, Hereford. HR4 0LE  
Tel: 01432 261761  
Email: [licensing@herefordshire.gov.uk](mailto:licensing@herefordshire.gov.uk)



HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

Jonathon Pryce KFSM, MBA, GFireE  
Chief Fire Officer / Chief Executive

**Headquarters**  
Hindlip Park  
Worcester  
WR3 8SP

0345 122 4454  
info@hwfire.org.uk  
www.hwfire.org.uk

**LACT2**

Gwalia Stores  
27-29 Broad Street  
Ross-on-Wye  
HR9 7ED

To: Ratheepan Ramanathan

My reference W4400922/270135/RC/  
Please ask for cnl  
Email lconsult@hwfire.org.uk  
Date 24 February 2026

Dear Sir,

**Fire Precautions  
Licensing Act 2003  
Regulatory Reform (Fire Safety) Order 2005  
Gwalia Stores, 27-29 Broad Street, Ross-on-Wye, HR9 7ED**

Further to the application dated 30 January 2026 for the variation of a premises licence in respect of the above premises, this Authority objects to the granting of the said application on the grounds of public safety. The matter(s) giving rise to this objection are detailed on the attached Schedule.

However, should the matters be satisfactorily rectified and this Authority given at least five working days notice prior to the date of the hearing, the objection will be withdrawn.

For a copy of our Service privacy notice please visit <http://www.hwfire.org.uk/assets/files/privacy-notice-business-fire-safety-may-20.pdf> and for further details about our Service data protection principles, please go to <http://www.hwfire.org.uk/your-right-to-know/data-protection/>.

Yours faithfully

Authorised Fire Safety Inspecting Officer  
on behalf of Hereford and Worcester Fire Authority

cc: [licensing@herefordshire.gov.uk](mailto:licensing@herefordshire.gov.uk)



## **FIRE PRECAUTIONS**

### **LICENSING ACT 2003**

**Gwalia Stores, 27-29 Broad Street  
Ross-on-Wye, HR9 7ED**

#### **SCHEDULE**

Following an inspection of the premises and the subsequent fire safety letter issued to the Responsible Person on 17 November 2025, this Authority confirms that a number of fire safety deficiencies identified under the Regulatory Reform (Fire Safety) Order 2005 remain outstanding.

Despite being provided with reasonable opportunity to address these matters, no satisfactory evidence has been submitted to demonstrate that the required remedial actions have been completed. As such, the deficiencies continue to present an unacceptable risk to occupants and other relevant persons in the event of fire.

#### Outstanding Issues

1. Fire safety deficiencies detailed within the letter dated 17 November 2025 remain unresolved.
2. The Responsible Person has not provided adequate assurance that appropriate fire protection measures have been implemented and maintained.
3. The outstanding matters compromise the safety of persons on the premises and fail to meet the minimum requirements of the Fire Safety Order.

#### Conclusion

For the reasons above, this Authority objects to the granting of the premises licence application on the grounds of public safety.

Should all outstanding issues be fully rectified, and this Authority be notified at least five working days prior to the hearing date, the objection will be withdrawn.

**From:** Deputy <deputy@rosstc-herefordshire.gov.uk>  
**Sent:** 12 February 2026 11:49  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** RE: Gwalia Stores Licence Application memo

The Sub-Committee members wish to state the following:

**Due to anti-social behaviour already being prevalent in this area, members object to this application under the Prevention Crime & Disorder, Public Safety, Prevention of Public Nuisance and Protection of Children from Harm objectives, as this could potentially increase the anti-social behaviour further.**

Kind regards



**Ross-on-Wye  
Town Council**

Charlotte Reynolds PSLCC - Deputy Town Clerk  
Town Hall, Cantilupe Road, Ross-on-Wye, HR9 7AN Tel: 01989 562373  
deputy@rosstc-herefordshire.gov.uk www.rosstc-herefordshire.gov.uk

Ross-on-Wye Town Council recognises that it has a duty to people whose information it holds to treat that information in accordance with the General Data Protection Regulation 2018.

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

<b>PREMISES</b>	Gwalia Stores
<b>PREMISES LICENCE HOLDER</b>	Ramanathan Ratheyan
<b>APPLICANT'S NAME</b>	Herefordshire Council
<b>APPLICATION TYPE</b>	Review of Premises Licence
<b>PANEL MEMBERS</b>	Councillor JW Hope MBE (Chairman) Councillor GA Powell Councillor Brig P Jones CBE
<b>DATE OF MEETING</b>	18 September 2012 (adjourned from 4 September 2012)

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 Jim Mooney, representing West Mercia Police; David Hough, the Principal Trading Standards Officer; Fred Spriggs, the Licensing Officer; together with Ramanathan Ratheyan, the premises licence holder and Designated Premises Supervisor. They also heard a written representation from Robert Jordan, the premises licence holder's licensing advisor.

Having carefully considered those matters put before them, the Members of the Committee considered that in order to promote the Licensing Objectives that the application should be, and was determined as follows:-

- That the License be suspended in respect of all licensable activity for a period of 3 months\*.
- That the current Designated Premises Supervisor be removed from the premises.

That the following additional conditions be imposed forthwith\* upon the licence:-

- A personal licence holder shall be on the premises at all times alcohol is offered for sale.
- All staff engaged in the sale of alcohol to be trained in responsible alcohol retailing to the minimum standard of BIIAB level 1 or any equivalent training agreed by Herefordshire Council Trading Standards within 1 month of commencing employment at the premises. (Where there are existing staff this training shall be completed within 1 month of the date of this condition first appears on the licence). Retraining to take place every 6 months thereafter. Training records shall be kept on the premises and produced to the police or an authorised person (as defined by section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- A written register of refusals will be kept including a description of the people who have been unable to provide required identification to prove their age. Such records shall be kept for a period of 12 months and will be reviewed on a weekly basis by the Designated Premises Supervisor and produced to the police or an authorised person (as defined by Section 13 of

## HEREFORDSHIRE COUNCIL

### REGULATORY COMMITTEE DECISION NOTICE (THE LICENSING ACT 2003)

the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

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

### REASONS

In reaching their decision, the Members had full regard to both the provisions of the Licensing Act 2003 and the Council's Licensing Policy, the Guidance issued pursuant to Section 182 of the Act, with particular attention being given to paragraph 11.22, together with the matters raised both orally and in the documents presented to the meeting. The Committee were cognisant of the fact that the Licence amounted to 'property' within the meaning of Article 1 to the First Protocol of the European Convention on Human Rights and considered that their decision was proportionate, having regard to all the matters put before them.

The Members made their decision in order to promote two of the four licensing objectives, namely the prevention of crime and disorder and the protection of children from harm.

The Sub-Committee expressed some surprise that there was no clear trail of written warnings following previous test purchase operation failures.

The Premises Licence Holder's licensing advisor has made offers for other people connected with the shop to obtain a personal licence. He has asked for 2 months to achieve this. The Sub-Committee was mindful of this in making its decision.

The Sub-Committee also felt that in making its decision it was giving fair chance for the premises to continue as a family business in Ross-on-Wye after staff had received training and obtained qualifications.

Finally the Sub-Committee noted that the same Designated Premises Supervisor had been in charge for each of the previous test purchase failures. They considered that the removal of the current DPS reflected this.

### APPEAL INFORMATION

Under Schedule 5 Paragraph 8, the applicant or any party making representation may appeal against the decision. Section 9 states that such an appeal must be made to the Magistrates Court within a period of 21 days from the date that the applicant is notified in writing of the decision.

Should you wish to appeal this decision then it is recommended that you obtain your own legal advice or contact the Magistrates Court at Bath Street, Hereford.

*\* Subject to Section 52(11) which states that a determination under this section does not have effect:*

- (a) until the end of the period given for appealing against the decision, or*
- (b) if the decision is appealed against, until the appeal is disposed of.*



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

**Meeting: Licensing sub-committee**

**Meeting date: Monday 23 March 2026 at 10:00hrs**

**Report by: Senior Licensing Technical Officer**

**Classification**

Open

**Decision type**

This is not an executive decision

**Wards affected**

Bishops Frome & Cradley

**Purpose**

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

**Recommendation(s)**

THAT:

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

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

**Reasons for Recommendations**

Ensures compliance with the Licensing Act 2003

### Alternative options

1. There are a number of options open to the committee in relation to the review:
  - a) The modification of the conditions of the premises licence.
  - b) The exclusion of any licensable activities from the scope of the licence.
  - c) To refuse to specify a person in the licence as the premises supervisor.
  - d) The suspension of the licence for a period not exceeding 3 months; and
  - e) The revocation of the licence.
  
2. Where the licensing authority takes a step mentioned in bullet point a, b and d above it may provide that the modification, exclusion or suspension is to have effect for only such period (not exceeding three months) as it may specify.
  
3. Alternatively, it is open to the licensing authority to determine that no action is required to promote the licensing objectives or issue an informal warning in writing to the licence holder and/or to recommend improvement within a specified period of time.

### Key considerations

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

Relevant representations are those that:

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

4. The details of the application are:

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

### Summary of Application

The application for the review is attached (appendix 1)

5. Copies of the application were sent to the premise licence holder and all responsible authorities.
  
6. Environmental Health’s grounds for the review are:

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

## Premises History

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

## Current Licence

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

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

Sunday – Thursday 12:00 – 24:00

Friday – Saturday 12:00 – 02:00

Late Night Refreshment (indoors and outdoors)

Sunday – Thursday 23:00 – 24:00

Friday – Saturday 23:00 – 02:00

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

Sunday – Thursday 12:00 – 23:00

Friday – Saturday 12:00 – 01:00

Non standards timings

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

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

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

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

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

## Circumstances Leading to the Review

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

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

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

### **Summary of Representations**

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

### **Community impact**

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

### **Environmental Impact**

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

### **Equality duty**

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

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

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

- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

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

### **Resource implications**

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

### **Financial implications**

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

### **Legal implications**

29. The licensing authority must have regard to the promotion of the four licensing objectives namely; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm in exercising its functions under the Licensing Act 2003. Further regard should be had to the statutory guidance under Section 182 of the Act and the Council's own statement of licensing policy. The options available to the licensing authority are set out in section 1 of this report.
30. The sub committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.
31. The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black. In this case it was summed up that: -
32. A licensing authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.
33. Furthermore the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that 'real evidence' must be presented to support the reason for imposing these conditions.
34. This judgement is further supported in the case of The Queen on the Application of Bristol Council v Bristol Magistrates' Court, CO/6920/2008 High Court of Justice Queen's Bench Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL 648859 in which it was said:

35. 'Licensing authorities should only impose conditions which are necessary and proportionate for the promotion for licensing objectives'.
36. In addition to this it was stated that any condition attached to the licence should be an enforceable condition.

## **Right of Appeal**

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

## **Risk management**

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

## **Consultees**

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

## **Appendices**

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

## **Background papers**

None identified

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

## **DPS – Designated Premises Supervisor**

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

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

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

You may wish to keep a copy of the completed form for your records.

**I Richard Roberts on behalf Herefordshire Council Environmental Health Department.**

*(Insert name of applicant)*

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

**Part 1 – Premises or club premises details**

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

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

<b>Number of premises licence or club premises certificate (if known)</b> PR01569
--

**Part 2 - Applicant details**

I am

**Please tick yes**

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

a) a person living in the vicinity of the premises

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

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

**Please tick**

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

**Surname**

**First names**

**I am 18 years old or over**

**Please tick yes**

**Current postal address if different from premises address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address (optional)**

**(B) DETAILS OF OTHER APPLICANT**

Name and address

Telephone number (if any)

E-mail address (optional)

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

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

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

Please tick one or more boxes

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

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

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

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

these days.

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

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

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

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

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

**Please tick yes**

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

If yes please state the date of that application

Day Month Year

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

**Please tick yes**

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

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

**Part 3 – Signatures** (please read guidance note 3)

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


Date 30/1/26

Capacity Environmental Health Officer

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

**Post town**

**Post Code**

**Telephone number (if any)**

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

## **Notes for Guidance**

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



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

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

**Part 1 - Premises details**

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

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

Telephone number: **01866 880099**

Where the licence is time limited the dates:

**Not applicable**

Licensable activities authorised by the licence

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

The times the licence authorises the carrying out of licensable activities

**Live Music, Recorded Music,**

**Sunday – Thursday 12:00 – 24:00**

**Friday – Saturday 12:00 – 02:00**

**Late Night Refreshment**

**Sunday – Thursday 23:00 – 24:00**

**Friday – Saturday 23:00 – 02:00**

**Sale/Supply of Alcohol**

**Sunday – Thursday 12:00 – 23:00**

**Friday – Saturday 12:00 – 01:00**

**Non standards timings**

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

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

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

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

The opening hours of the premises

**Sunday – Thursday 12:00 – 24:00**

**Friday – Saturday 12:00 – 02:00**

**Non standards timings**

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

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

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

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

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

**For consumption on and off the premises**

**Part 2**

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

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

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

Registered Number: **Not applicable**

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

**Ian Dennis Johnson**

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

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

## **Annex 1 - Mandatory conditions**

### **Irresponsible Drinks Promotions**

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
- (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

### **Free Drinking Water**

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

### **Age verification**

3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

### **Small Measures**

4. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;

- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

**Below Cost Price**

A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

**Mandatory conditions where licence authorises supply of alcohol**

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

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

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

**Door supervision**

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

**Annex 2 - Conditions consistent with the operating Schedule**

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

**General**

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

**Prevention of Crime & Disorder**

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

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

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

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

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

### **The prevention of Public Nuisance**

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

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

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

### **Public Safety**

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

#### First aid

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

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

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

#### Electrical wiring and distribution systems

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

#### Structures

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

### **Protection of Children**

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

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

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

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

### **FOR ANY EVENT OF 500 PEOPLE OR MORE**

#### **General**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Prevention of Crime and Disorder**

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

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

### **Security and Stewards**

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

### **Numbers of Personnel**

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

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

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

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

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

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

### **Security Uniforms and Security Logs**

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

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

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

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

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

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

### **Transport**

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

### **Public Safety**

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

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

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

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

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

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

The Event Safety Co-ordinator will be responsible for:

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

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

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

### **Electrical wiring and distribution systems**

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

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

### **Structures**

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

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

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

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

### First aid

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

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

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

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

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

### **Special Effects**

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

### **Water**

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

### **Prevention of Public Nuisance**

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

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

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

### **Protection of Children**

#### **Under 16s**

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

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

#### **Criminal Records Bureau (CRB) Check**

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

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

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

Police Record of Convictions, Cautions, Reprimands and Warning

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

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

### **Lost Children Policy**

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

### **Age Verification**

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

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

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

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

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

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

No bar servers will be under 18.

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

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

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

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

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

**Annex 4 - Plans**  
As attached

LICENSING ACT 2003  
Part B - Premises licence summary

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

**Premises details**

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

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

Telephone number: **01866 880099**

Where the licence is time limited the dates

**Not applicable**

Licensable activities authorised by the licence

The times the licence authorises the carrying out of licensable activities

**Live Music, Recorded Music,**

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

**Late Night Refreshment**

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

**Sale/Supply of Alcohol**

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

**Non standards timings**

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

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

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

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

The opening hours of the premises

**Sunday – Thursday 12:00 – 24:00**

**Friday – Saturday 12:00 – 02:00**

**Non standards timings**

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

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

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

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

Name, (registered) address of holder of premises licence

**Out To Grass Leisure Limited**

**Woodend Farm**

**Cradley**

**Herefordshire**

**WR13 5JW**

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

**For consumption on and off the premises**

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

Registered Number: **Not applicable**

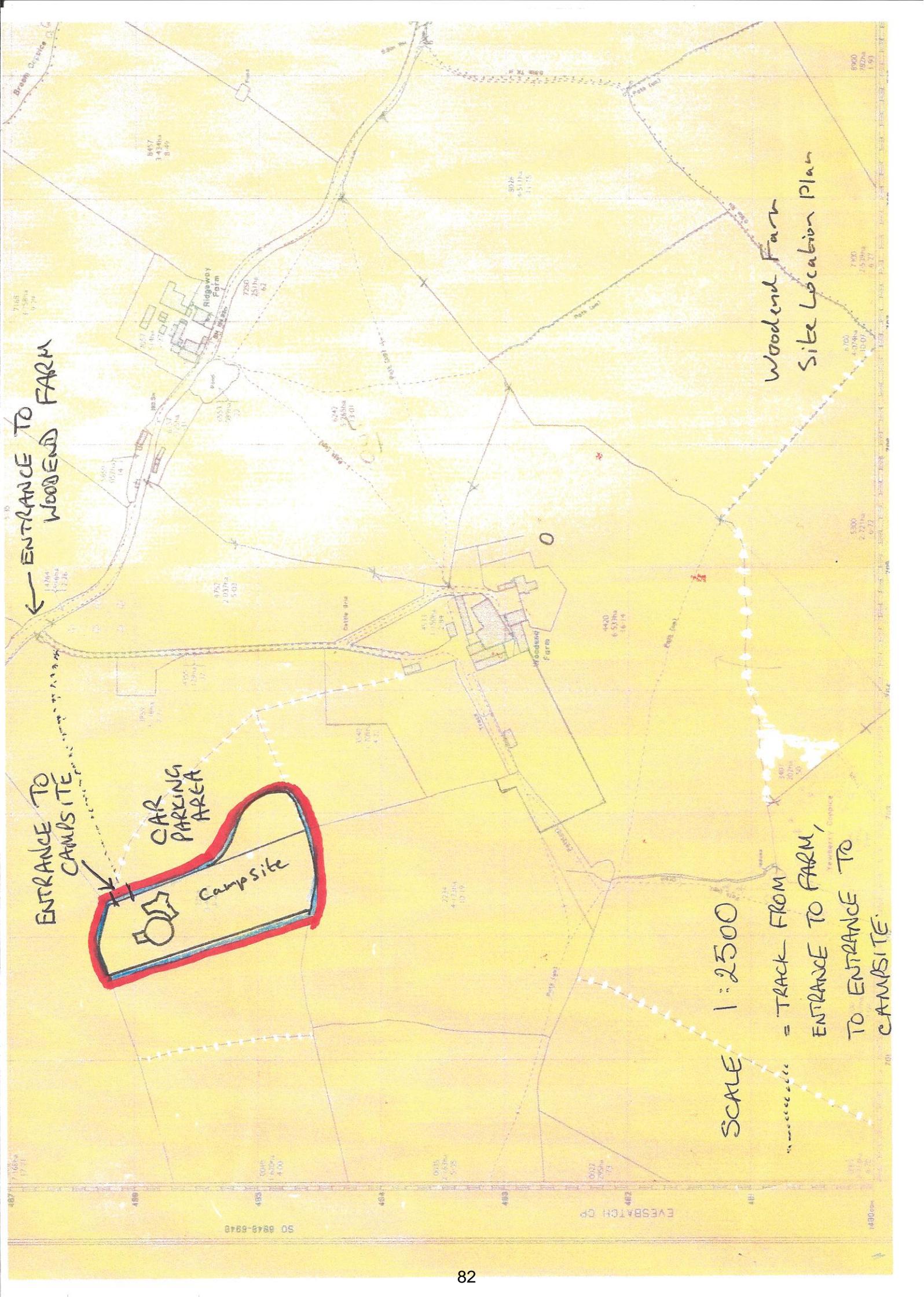
Name of designated premises supervisor where the premises licence authorises the supply of alcohol

**Ian Dennis Johnson**

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

**The premises shall operate a Challenge 25 Policy**

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



ENTRANCE TO WOODEND FARM

ENTRANCE TO CAMPSITE



Woodend Farm Site Location Plan

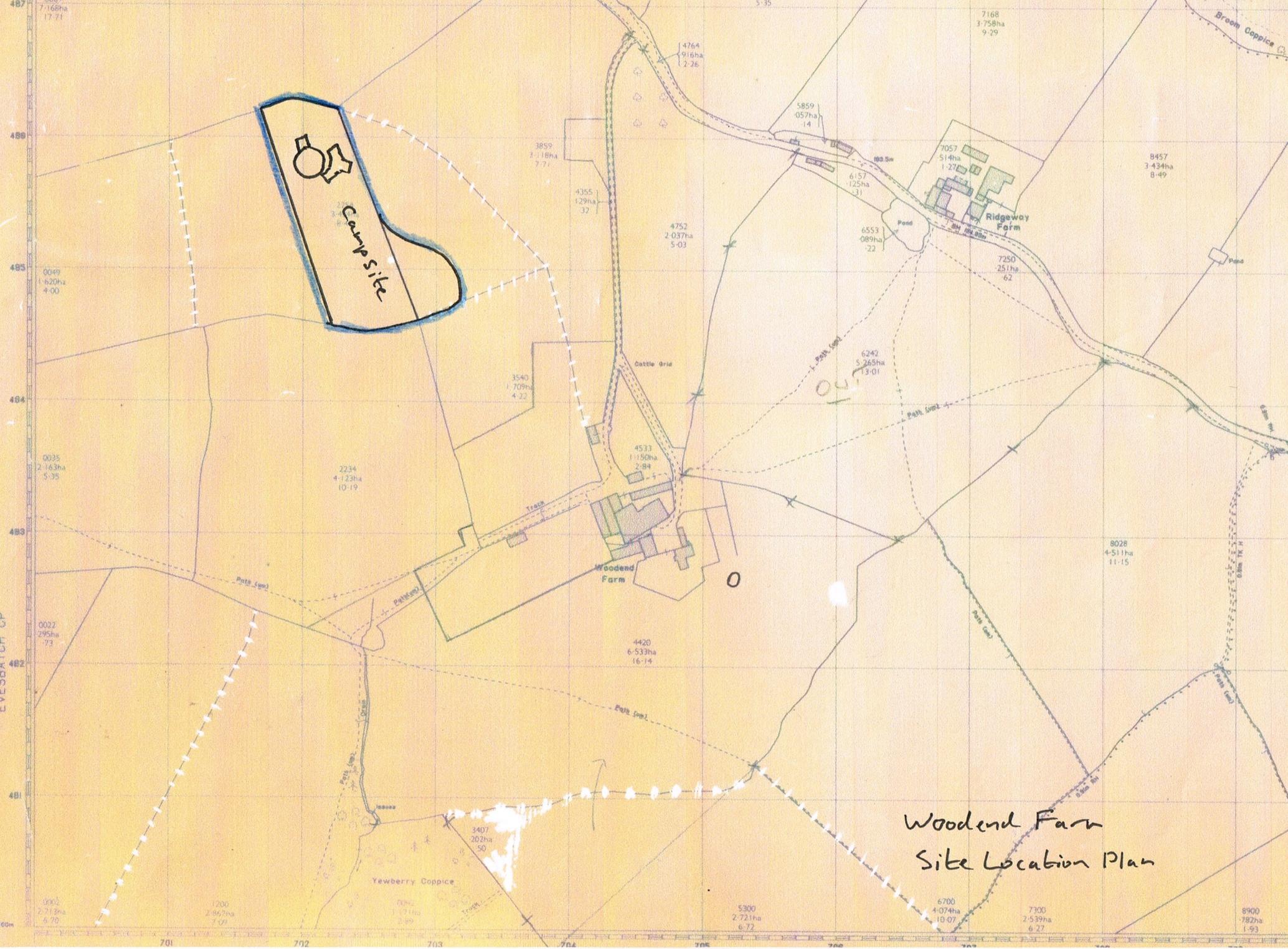
SCALE 1:2500

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

SO 6948-6948

EVEBATCH CP

24800m



Woodend Farm  
Site Location Plan

701 702 703 704 705

481 482 483 484 485 486 487

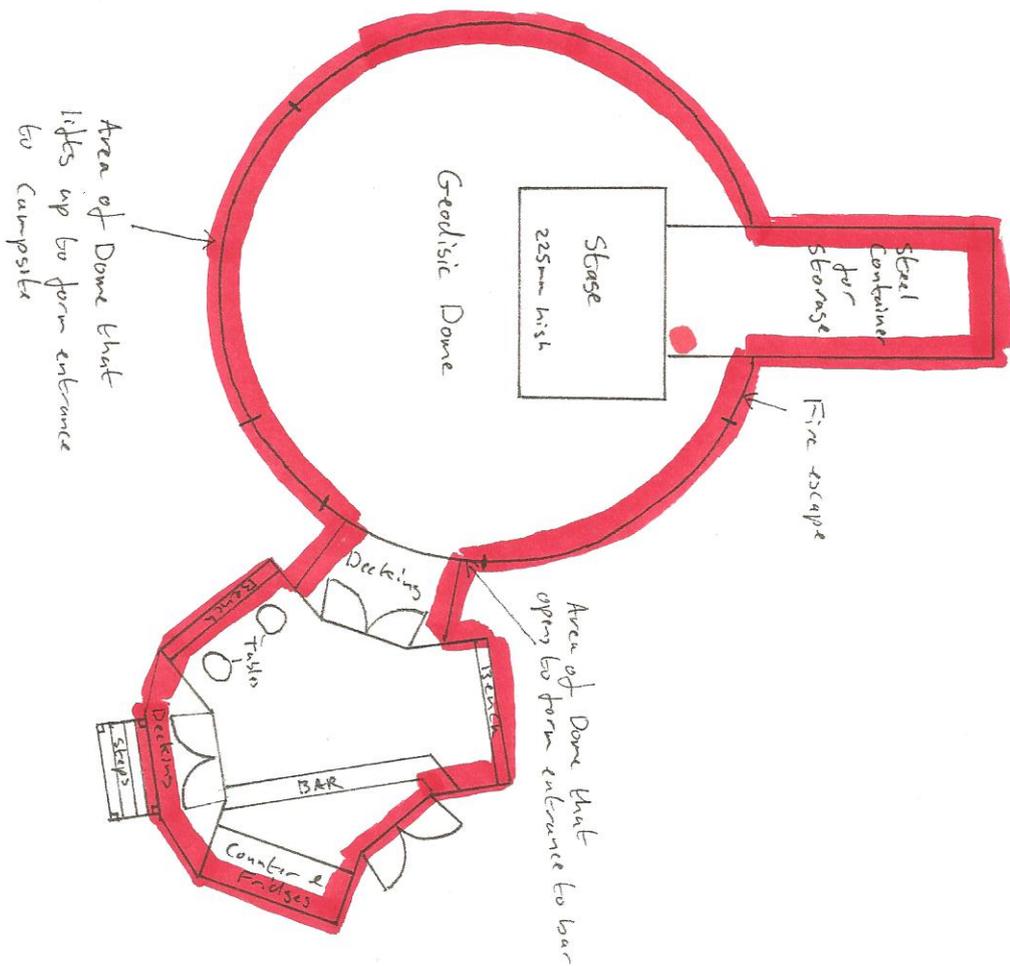
0002 2.713ha 6.78  
 1200 2.842ha 7.09  
 0004 1.711ha 2.99  
 3407 2.02ha 5.0  
 5300 2.721ha 6.72  
 6700 4.074ha 10.07  
 7300 2.539ha 6.27  
 8900 7.82ha 1.93

0022 2.95ha 7.3  
 0035 2.163ha 5.35  
 0049 1.620ha 4.00  
 7.166ha 17.71

2234 4.123ha 10.19  
 3540 1.709ha 4.22  
 3859 2.118ha 7.71  
 4355 1.29ha 3.2  
 4533 1.150ha 2.84  
 4752 2.037ha 5.03  
 4420 6.533ha 16.14

4764 9.16ha 2.26  
 5859 0.57ha 1.4  
 6157 1.25ha 3.1  
 6242 5.265ha 13.01  
 6553 0.89ha 2.2  
 6700 4.074ha 10.07

7057 5.14ha 1.27  
 7168 3.758ha 9.29  
 7250 2.51ha 6.2  
 8028 4.511ha 11.15  
 8457 3.434ha 8.49



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

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



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

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

Dear Mr Ian Dennis Johnson

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

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

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

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

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

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

Yours sincerely

**DUTY OFFICER**



[REDACTED]  
Cradley  
Malvern  
[REDACTED]

Saturday 28<sup>th</sup> February 2026

Dear Herefordshire Licensing Authority,

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

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

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

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

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

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

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

Thank you for taking our comments into account.

Kind regards,  
[REDACTED]

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

## Licensing - Comment on a licensing application FS797824189

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### Contact details

Name:

[REDACTED]

Address:

[REDACTED], Fromes Hill, [REDACTED]

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

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

---

### Prevention of crime and disorder

Give details of your objection or support for the application:

Suggest any conditions:

---

### Public safety

Give details of your objection or support for the application:

Suggest any conditions:

---

### Public nuisance

Give details of your objection or support for the application:

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

Suggest any conditions:

---

**Protection of children from harm**

Give details of your objection or support for the application:

Suggest any conditions:

---

**Supporting evidence**

What evidence do you have to support this information:

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

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

Dear Mr Roberts,

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

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

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

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

Yours sincerely,

[REDACTED]

[REDACTED]  
Fromes Hill  
Ledbury  
[REDACTED]

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

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

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

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

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

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

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

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

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

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

Yours faithfully,

[REDACTED]

[REDACTED]

Acton Beauchamp

[REDACTED]

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yours

[REDACTED]

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

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

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

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

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

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

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

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

Regards,

[REDACTED], Bromyard Road)

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

Hope this message will suffice.)

Sent from my iPhone

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

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

--

[REDACTED]

Cradley  
Malvern

[REDACTED]

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

Sent from my iPad

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

Dear Licensing Team

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

My address and contact details are as follows:

[REDACTED]  
Bromyard Road  
Cradley

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

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

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

My comments would be as follows:

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

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

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

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

I look forward to being invited to the Hearing to take place on 17<sup>th</sup> March 2026.

With many thanks in advance of your consideration of my comments.

Mike Moorhead

**FOOTNOTE:**

My first complaint dated 24 September 2023:

**From:** [REDACTED]

**Date:** 24 September 2023 at 15:17:34 BST

**To:** [ethelpline@herefordshire.gov.uk](mailto:ethelpline@herefordshire.gov.uk)

**Subject:** loud music complaint

Dear sir or Madam

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

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

With the same repeated exposure on Saturday 23rd

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

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

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

Our address is

[REDACTED]  
Bromyard Road

Cradley

Herefordshire  
[REDACTED]

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

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

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

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

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

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

Yours sincerely

[REDACTED]

My second complaint dated 27 July 2025:

**From:** [REDACTED]

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

**To:** [ethelpline@herefordshire.gov.uk](mailto:ethelpline@herefordshire.gov.uk)

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

Dear Sir or Madam

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

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

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

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

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

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

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

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

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

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

I have listed the dates below of the events:

Month of June

Fri 20th

Sat 21st

Sun 22nd

Sat 28th

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

Month of July

Fri 4th

Sat 5th

Sun 6th

Fri18th  
Sat19th  
Sun20th

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

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

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

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

Yours faithfully

  
27th July 2025

Sent from my iPad

END

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

Dear sir or madam,

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

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

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

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

Many thanks

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

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

Good afternoon,

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

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

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

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

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

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

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

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

Kind regards

[Redacted signature]

[Redacted signature]

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

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

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

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

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

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

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



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

#### OUT TO GRASS

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

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

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

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

So if I can help in anyway please let me know

Many thanks [REDACTED] 

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

Dear Licensing Team,

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

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

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

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

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

Thank you for your consideration.

Sincerely,

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

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

Dear Sir/Madam,

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

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

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

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

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

Yours faithfully,

[REDACTED]

Will this be ok do you think 🙏

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

To the Licensing Committee,

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

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

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

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

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

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

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

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

Yours Sincerely,

[Redacted signature]

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

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

Dear Sir/Madame,

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

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

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

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

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

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

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

Yours Sincerely,

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

Hello,

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

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

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

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

Many thanks

██████████

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

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

Hello

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

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

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

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

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

Their rewilding approach is educational & admirable.

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

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

Thank you for your time.

[REDACTED]

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

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

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

Dear Licensing,

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

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

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

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

Kind regards,

[REDACTED]  
[REDACTED]

[REDACTED], Salford, [REDACTED]

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

Dear Licensing Team,

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

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

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

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

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

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

Kind Regards,

[REDACTED]

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

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

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

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

Best wishes [REDACTED]

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

To whom it may concern,

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

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

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

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

Kind regards,

[REDACTED]

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

Hello

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

Thanks

[REDACTED]

FRIENDS OF OUT TO GRASS

Sent from [Outlook for Android](#)

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

Good afternoon

[REDACTED], Loughborough [REDACTED]

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

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

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

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

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

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

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

Kind regards

[REDACTED]

---

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

To whom it may concern,

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

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

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

## Noise

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

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

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

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

-

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

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

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

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

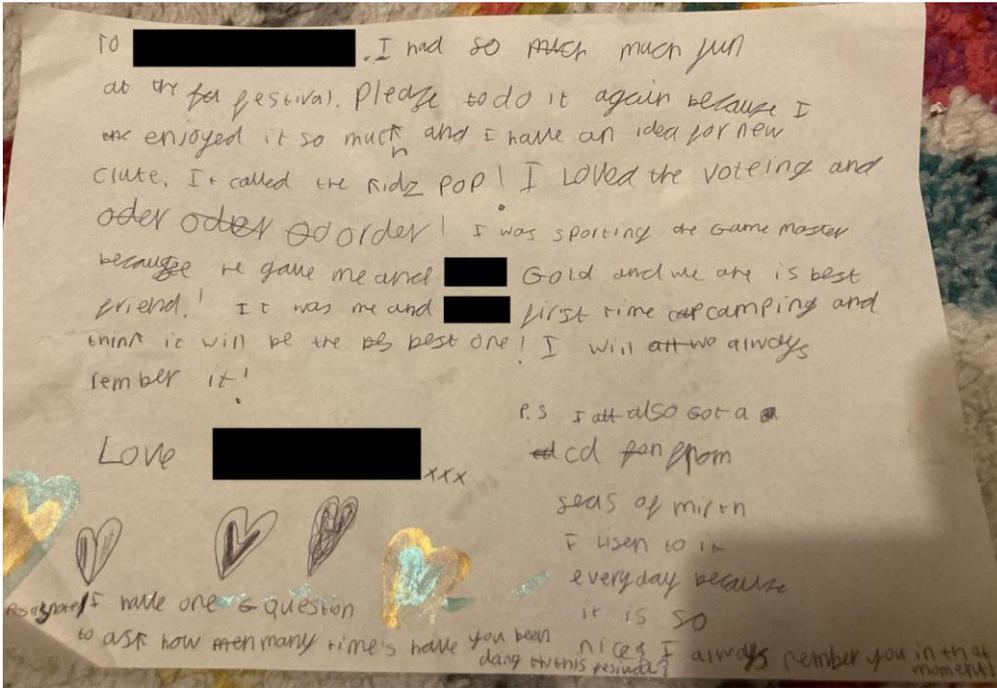
Finally, I'd like to note that, like all of us, I'm getting older. I have no interest in running a "rave" or anything of the sort, and I needed a nap on a few occasions during our event (there's lots to do!). Staying at the farmhouse on site, around 200m from the nearest stage, the event was completely,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

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

## Cultural amenity

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



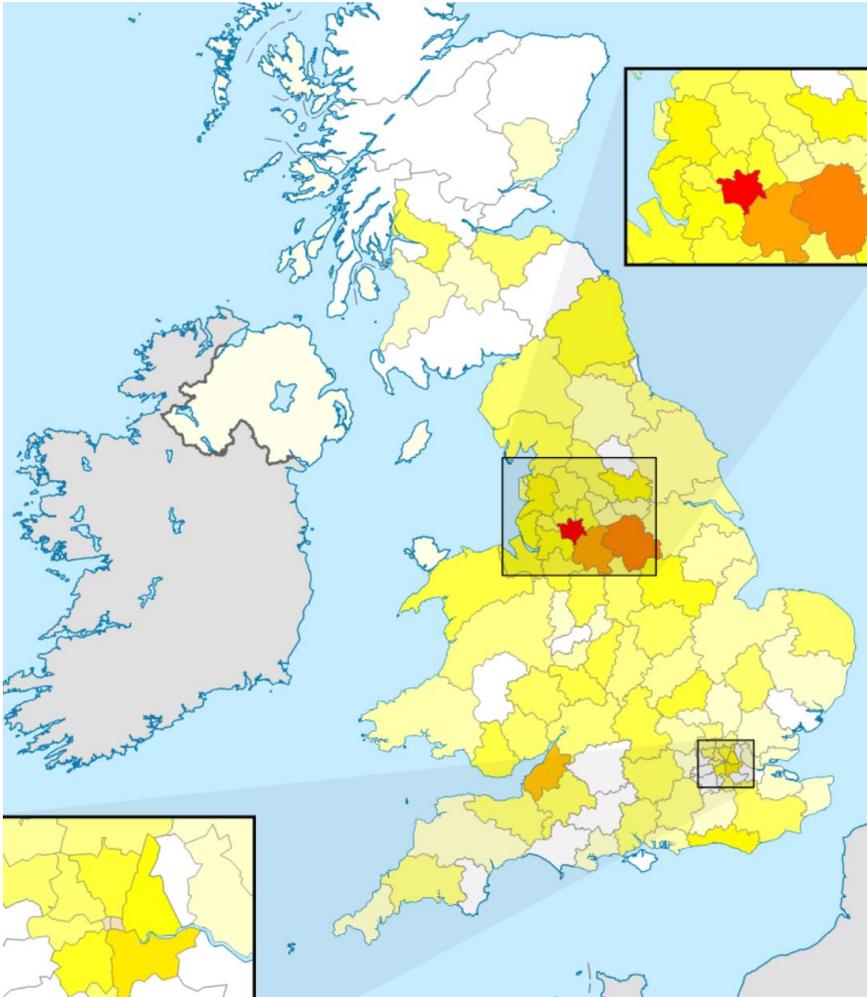


This year, we are also celebrating a wedding at our event, and not for the first time. The happy couple’s first event music festival (independently!) was NAC, and we have been specifically requested to host their celebration after they do the legals in Malvern on the Friday the event starts.

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

## Economic benefits

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



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

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

## Finally

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

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

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

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

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

Best Regards,

██████████  
Director  
NAC

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

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

Dear Licensing Team,

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

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

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

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

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

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

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

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

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

Kind regards,

[REDACTED]  
[REDACTED], Leeds, [REDACTED]  
Sent from my iPhone

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

To whom it may concern

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

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

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

Yours sincerely

[REDACTED]  
[REDACTED]  
Cradley  
Herefordshire  
[REDACTED]

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

02/03/2026

Dear Sir / Madam

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

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

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

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

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

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

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

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

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

Best wishes

[REDACTED]  
[REDACTED]  
Nottingham  
[REDACTED]

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

Dear Sir/Madam,

My name is [REDACTED]  
[REDACTED].

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

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

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

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

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

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

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

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

Thank you for your consideration.

Yours faithfully,

  
Founder, Psycare UK Charity

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

Dear Sir/ Madam

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

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

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

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

Regards

  
The Wellness Webb

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

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

Hello,

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

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

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

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

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

Many thanks for your consideration

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

Dear Sir/Madam,

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

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

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

[REDACTED]

[REDACTED]

Beeston

[REDACTED]

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

To Whom It May Concern,

Name: [REDACTED]

Address: [REDACTED], Rotherham [REDACTED]

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

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

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

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

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

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

Many thanks

██████████

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

Dear Sir/Madam,

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

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

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

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

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

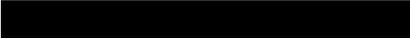
The Geo-Domes are beautiful spaces for yoga and other workshops, and the wooded walk you can do from site leading into the forest is a beautiful spot for outdoor for forest bathing activities. The family's commitment to transitioning from industrial farming to rewilding means the whole site is an educational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

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

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

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

Yours faithfully,

  
**Director**

---

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

Hi

My name is Marc

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

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

I hope this email reaches you well

Many thanks



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

Licensing - Comment on a licensing application FS805647518

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**Contact details**

Name:

██████████

Address:

██████████ Malvern Malvern ██████████

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

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

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**Prevention of crime and disorder**

Give details of your objection or support for the application:

Suggest any conditions:

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**Public safety**

Give details of your objection or support for the application:

Suggest any conditions:

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**Public nuisance**

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

Suggest any conditions:  
As attached

---

**Protection of children from harm**

Give details of your objection or support for the application:

Suggest any conditions:

**Supporting evidence**

What evidence do you have to support this information:

# The Coppice Standard

## A Collaborative Framework for Measurable Outdoor Sound Management

Prepared by: [REDACTED]

Date: 25/02/26

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### 1. Introduction

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

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

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### 2. Agreed Internal Operating Level

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

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

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

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### 3. Directional Acoustic Design

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

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

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

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

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## **4. Dual Time-Stamped Recording and Evidential Transparency**

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

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

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

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

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## **5. Live Transparency Mechanism**

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

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

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

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## **6. Meteorological Correlation**

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

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

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

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## **7. Attribution Protocol**

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

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

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

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## **8. Dispute Resolution and Independent Oversight**

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

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

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

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## **9. National Applicability**

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

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

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

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## **10. Conclusion**

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

and mediation.

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

[REDACTED]  
Malvern, Worcs  
[REDACTED]

### **Letter of Support for Out to Grass**

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

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

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

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

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

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

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

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

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

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

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

Yours sincerely,

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

# Coppice Audio

## Acoustic Assessment and Mitigation Proposal

### Out To Grass (OTG)

Prepared by: [REDACTED]

Organisation: [REDACTED]

Contact: [REDACTED]

Date: 23/02/26

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## 1. Executive Summary

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

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

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

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

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

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## 2. Investigation and Attribution Review

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

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

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

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

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

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### **3. Existing Licence Condition – Practical Limitations**

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

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

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

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

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### **4. Acoustic Panel Assessment**

Three stages of testing were conducted to evaluate panel effectiveness.

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

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

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

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

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## **5. Bass System Reconfiguration**

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

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

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

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## **6. Joint Verification and Development of the Coppice Standard**

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

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

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

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

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

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

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## **7. Wider Application**

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

venue.

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

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

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

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

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## 8. Conclusion

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

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

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

Prepared by

[REDACTED]

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

Good Morning.

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

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

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

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

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

The setting is breathtaking and so relaxed.

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

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

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

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

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

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

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

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

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

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

---

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

**Cc:** infoouttograss@gmail.com

**Subject:** Out to Grass Support

To whom it may concern,

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

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

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

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

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

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

Many thanks

[REDACTED]

[REDACTED]

Stourport On Severn

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**From:** [REDACTED]

**Sent:** 02 March 2026 01:02

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

**Cc:** infoouttograss@gmail.com

**Subject:** Support for Licence Renewal – Out To Grass, Woodend Farm

To the Licensing Team,

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

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

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

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

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

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

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

Kind regards,



Neutrobit Event Visuals

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

**Sent:** 02 March 2026 01:43

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

**Subject:** Online form received: Comment on licensing application

Licensing - Comment on a licensing application FS805296924

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**Contact details**

Name:

[REDACTED]

Address:

[REDACTED] Chorley [REDACTED]

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

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

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**Prevention of crime and disorder**

Give details of your objection or support for the application:

Suggest any conditions:

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**Public safety**

Give details of your objection or support for the application:

Suggest any conditions:

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**Public nuisance**

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

Suggest any conditions:

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

---

**Protection of children from harm**

Give details of your objection or support for the application:

Suggest any conditions:

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## Supporting evidence

What evidence do you have to support this information:

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

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

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

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

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

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

Dear Sir/Madam

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

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

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

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

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

They care immensely about their visitors & their neighbours.

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

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

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

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

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

Kind regards

[REDACTED]

[REDACTED]

Eardisley

[REDACTED]

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**From:** [REDACTED]

**Sent:** 02 March 2026 21:52

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

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

Good Evening,

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

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

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

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

Yours Faithfully,

[REDACTED]

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

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

To the Licensing Committee,

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

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

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

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

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

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

Closing Statement:

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

Yours faithfully,

[Redacted signature block]

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

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

**NAME AND ADDRESS**

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

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

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

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

Many thanks

[REDACTED]

---

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

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

To whom it may concern

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

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

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

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

[REDACTED]

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

To whom it might concern,

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

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

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

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

kind regards,

[REDACTED]

---

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

Dear council.

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

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

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

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

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

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

Best regards

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

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

Dear Sirs

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

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

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

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

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

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

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

Regards

[REDACTED]

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

Hey.

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

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

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

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

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

Regards

[REDACTED]

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

Dear sir/madam,

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

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

Non of which felt excessively or offensively loud. In fact, I witnessed various systems in place to prevent excessive noise. For example hay bales placed behind speakers, as well as a curfew for any live music. They provided a silent disco in fact so that the festival would not impact anyone in the local area.

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

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

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

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

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

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

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

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

[REDACTED]  
Leeds,  
[REDACTED]

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

Dear Herefordshire Licensing Dpt

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

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

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

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

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

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

Yours sincerely,

[REDACTED]  
[REDACTED]

Bristol

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

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

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

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

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

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

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

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

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

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

Hello

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

Kind regards

[REDACTED]  
Sent from my iPhone

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

Dear Licensing Team,

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

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

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

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

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

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

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

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

Kind regards,

[REDACTED]

[REDACTED]

Swindon

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

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

Hi there,

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

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

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

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

[REDACTED]

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

Dear Licensing Team,

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

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

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

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

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

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

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

Kind regards,

[REDACTED]

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

Hi,

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

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

Many thanks

[REDACTED]

██████████  
Manchester  
██████████

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

Dear Sir/Madam,

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

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

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

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

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

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

Yours faithfully,

[REDACTED]

2 [REDACTED], Malvern [REDACTED]

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

To whom it may concern,

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

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

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

Kind regards

[REDACTED], Manchester [REDACTED]

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

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

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

I have visited many campsites with my family and children and have always returned to OTG, as it is a very unique site where people can come together to enjoy nature in a very safe and friendly environment.

I hope OTG can continue to provide a happy camping experience for many years to come!

Regards

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 February 2026 19:56  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** site licence

To whom it may concern,

We were shocked to hear that Out to Grass' Licence is under review.

We love the venue, which has supported a charity project many locals have been involved in for a long period People in Motion, allowing us to store clothes for refugees and displaced peoples, while they were being sorted and dispatched around the world. For this, they did not ask any money.

The annual bank holiday weekend festival is an absolute joy, and has never ever struck me as excessive in any way. The people who come are gentle and earth-kind folk, who wish to cause no offence to others in any way. The music always goes off at a respectable time, and brings people a lot of happiness.

Please do not take this away- this is a place that offers so much to so many.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 February 2026 20:57  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Licensing review - Out to Grass, Herefordshire

To the Licensing Committee,

I am writing to formally offer my support for Out To Grass in their current licensing consultation. Having experienced the site's contribution to the local community firsthand, I believe it is a vital asset to Herefordshire that operates with a deep sense of responsibility toward both the land and the wider community.

Out To Grass is far more than a simple event space; it is a sanctuary for community gathering and "future visioning." It has served as a backdrop for numerous memorable weddings, providing a unique, nature-based setting that traditional venues cannot replicate.

The site allows diverse groups to gather, fostering social cohesion and supporting the local visitor economy in a way that respects the rural character of the area.

Perhaps most importantly, the site represents a successful transition from industrial, "aggressive" agriculture toward a sustainable, rewilded future. Their commitment to the environment is evident through:

- **Biodiversity:** The active keeping of bees and the cultivation of native plants.
- **Regenerative Vision:** Moving away from intensive farming practices to create a landscape that breathes and supports local flora and fauna.

I am aware that a small number of noise complaints have been raised. While the concerns of neighbors are valid, it is important to view these incidents in the context of the site's overall operation. Out To Grass provides a space for cultural expression that is increasingly rare.

Rather than restrictive measures that might threaten the venue's viability, I advocate for a collaborative compromise. The site has proven itself to be an adaptive and forward-thinking organization; I am confident that through professional noise management plans and continued dialogue with the community, a balance can be struck that preserves the peace of the valley without extinguishing this "fantastic site."

Losing a venue of this caliber would be a blow to the social and ecological fabric of the region and the wider community. I urge the committee to support the license, ensuring that Out To Grass can continue its transition into a model of sustainable community space.

Yours faithfully,

[REDACTED], Warland, [REDACTED]

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**From:** [REDACTED]  
[REDACTED] 26 February 2026 21:42  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to Grass licensing review

Dear Licensing Team,

I understand that this wonderful campsites license is up for review.

As a patron/customer for nearly 15 years I only have positive feedback on the site, its management and the experiences it has given me, my family and my friends.

I am a very frequent camper - and have stayed on many, many sites over the years and Out to Grass is by far my favourite. The staff are second to none with making people feel welcomed, and the many activities they arrange greatly enhance the camping experience.

Their commitment to the land and the site has shone throughout the years, with the many enhancements to the site and their commitment to being custodians of the farmland and forests.

My 8 year old daughter also loves the site - it was her first ever camping experience and it's lovely to see the same children and families each year - sharing the joy as our children grow up and play happily together. I can whole heartedly state that it's also her favourite camping site - from the art activities they plan, the music they put on and just the lovely people who work and also visit there.

Its is a hidden gem in Hereford and I recommend it to as many people as I can. Please grant their licence so we can continue to enjoy the campsite for many more years to come.

Yours sincerely

Rebecca White

[REDACTED]  
B38 [REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 February 2026 22:28  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to grass license review

I wish to support out to grass in their license review. My niece has been working with them since last year and I had the pleasure of visiting the site last spring. I was very impressed by the team and the work they were doing keeping the hedges trimmed and tending to the countryside. I noticed a few small businesses within the grounds and the glamping pods were absolutely beautiful. Please consider renewing their licence.

Kind regards

[REDACTED]

[REDACTED]  
Sale  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 February 2026 23:01  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** License Review Letter of Support - Out to Grass

To whom it may concern,

I recently heard that Out to Grass is having its license reviewed and wish to write a letter of support.

For context, I attended a beautiful wedding at Out to Grass last year and have been involved with the community who run Not a Cult for many years. I [REDACTED].

Out to Grass is a unique site; it's clearly well-managed, contributes to the local wildlife through rewilding and careful management of the space and has been the site for many beautiful community gatherings over the last 20 years.

The space itself is accessible and welcoming to a diverse range of people. It has remained the heart of a community that I hold very dear for many years and, last year, I had the pleasure of attending a beautifully orchestrated wedding there. I couldn't have imagined a more perfect place and it meant a lot to see two of my close friends have their hand-fasting ceremony there.

The management at Out to Grass meticulously ensured that the music was not excessively loud and, as someone with noise sensitivity, I did not feel that the music was ever too loud when I visited.

This site is absolutely magical and means so much to anyone who has had the pleasure of visiting. I haven't met one person who wouldn't go back and always hear the most wonderful things from the people who have been to Out to Grass, whether that's for a wedding, a camping weekend or a festival.

In short, Out to Grass is a credit to the owners and to the local area. It is an incredible example of a sustainable, well-managed and environmentally friendly events space.

I am happy to be contacted further if that would be helpful.

All the best,



[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 February 2026 23:53  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass

Hello,

I hope you are well. This is a letter of support for Out To Grass. My name is [REDACTED] [REDACTED]. My address is 4 [REDACTED], Manchester. [REDACTED]. Out To Grass has been the home of a festival very dear to me and to my community. For nearly ten years, Not A Cult has been hosted there. This is a fantastic festival which gives people the opportunity to relax with friends and meet new people. The music is well curated and covers a wide variety of genres: folk, rock, pop, funk, etc... The atmosphere is always friendly and positive: never have I seen any hints of tension or violence there. I have never felt that the music was excessive, too loud, or too offensive.

This has been the site for many of my live performances over the years. As well as that, I have made many good memories there with my friends. And it's also where I met my girlfriend of 3 years! It's a truly special site with special events. As community spaces struggle to survive in this isolated modern world, we need to protect places like this. I hope that this helps to make the decision.

Sincerely,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 02 March 2026 22:44  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Fwd: Fwd: Out to grass licence review

To whom it may concern,

It has been brought to my attention that the licence at the event site stated above is under review.

As a local resident and tradesperson I find this deeply concerning as Out To Grass and its events are a significant factor towards my livelihood. I have traded there numerous times over the years and as far as I'm aware the organisers of the events that I have been involved in have acted in a responsible and law abiding way .

I already have bookings there this year and if these were to be cancelled it would cause a real problem to my family and I.

Please consider the thousands of people Out To Grass and it's events impact positively.

Yours sincerely



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**From:** [REDACTED]  
**Sent:** 02 March 2026 22:22  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** Out to Grass <infoouttograss@gmail.com>  
**Subject:** Out To Grass licence review

Dear Herefordshire Licence Team,

I'm writing because I sincerely hope that the team at OTT is able to continue putting on its fantastic events. I've spent many excellent weekends there as a punter and in my roles as holistic practitioner and creative workshop facilitator. I've always found the crew to be extremely professional, delivering very well managed events that bring communities together and create safe spaces for friends and families to relax and rejuvenate. I've always found the noise level to be perfect for a site of its size and it's never interfered with my need to sleep in between shifts. I can't even imagine the devastating impact of OTT not being able to host events - it's an absolute gem on the festival circuit; a place where friendships are made, where creative careers are launched, where communities can come together to celebrate and everyone can be themselves. It actually bring tears to my eyes to think that we could lose this.

Warmly, Anna

[REDACTED]

Stroud

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 March 2026 18:16  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to grass

To whom it may concern,

I am writing to you to express my support for Out to grass and the work that they do.

I have had the privilege of attending out to grass as a festival goer a number of times, and I have found all involved to be polite, friendly, and thoughtful.

The campsite does not just host events, it hosts community gatherings which bring incredible joy to so many people and families.

I have never found the noise to be excessive during the day, and the organisers have silent disco procedures in place to make late night revels almost soundless.

Please take this into consideration as you decide on the licensing for the campsite.

Thank you for your time.

Kind regards,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 March 2026 16:53  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to Grass site Reference

Dear Licensing Team

I wanted to write to let you know how much Out To Grass site means to me and our beautiful community.

I am an event manager and work alongside some of the event promoters and organisers that collaborate with Out To Grass. This team and site means so much to so many people.

This is a place many call home. A magical breath of fresh air where we can come together and create incredible transformational experiences and spaces with like minded beautiful people, all of whom take looking after themselves, each other and the planet and very seriously.

Outdoor spaces are scientifically proven to help people reconnect with nature and help them open up and be more open and able to witness ways they can change their behaviours in a positive fashion. We do this by encouraging people to talk openly about themselves and their mental health and offering sustainable solutions and practices to encourage people to do the same.

Places like out to grass are where people come together to create art and music and to dance and sing. These spaces deepen peoples connections to themselves, the planet and each other.

I have never experienced any kind of excessive or offensive music or creative practices at these type of events but I have witnessed incredible stories of peoples transformations and their own personal growth by being apart of such a wonderful, open, welcoming, community. These spaces are healing and encourage healing, growth and self expression as well as creativity and they offer a safe haven of pure bliss for a few days where people can

have a break from the craziness of the world we are in right now and where they can relax and have some fun.

Due to recent economic situations and the rising costs small independant event spaces and festivals are being swallowed by the corporate giants and machine and so many cease to be able to exist it would be a real shame for us to lose any more.

This is a place made by artists for artists to be able to gather and celebrate life and our beautiful earth and each other. I really hope the council can see all the good Out To Grass do in supporting the community and creatives and how much work has gone into holding safe space for people to come and relax and express themselves.

Yours Sincerley

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 March 2026 16:19  
**To:** Licensing <licensing@herefordshire.gov.uk>; Out to Grass <infoouttograss@gmail.com>  
**Subject:** Out to Grass License Review

Dear Herefordshire Council,

Tangled Tales Storytellers would like to add our support for Out to Grass as a small green festival venue.

We have put on various events there, including relaxed evenings sitting round the fire pit, sharing folk and fairytales with families attending the shenanigans.

We have also created events in the Dome tent involving printmaking, poetry and storytelling, along with other artists.

We witnessed many age groups all having a good time, we enjoyed the fabulous food stalls, explored the beautiful glamping tents, listened to music, and made some lovely friendly festival memories.

At no point was the music appear too loud or offensive.

We hope Out to Grass can continue as a festival site.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 01 March 2026 14:44  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Consultation on licence renewal for Out to Grass

Dear Sir / Madam,

I am writing in regards to the licence renewal for Out to Grass. I understand there have been noise complaints and that the future of the site as an events venue is in question. I am writing to express my support for OTG.

OTG is a place of great meaning to me personally and has been a hugely positive part of my life. I am part of a community that puts on an annual festival at the site, which has become a major part of our lives and a source of connection. The site is our event's home and has been the location of many important events in ours lives. This is not simply an events space, but a place of great importance to our community and a means for us to grow a positive environment. Our festival brings together people of all ages and OTG has played a unique and valuable role in our lives. I know it has been a mental health life line for a lot of people. As on of trh organisers I have had many people tell me over the years how important the event and the site have been in their lives when they needed it.

The management are genuinely caring, decent, conscientious people who really care about the land, the environment, and the community. They are passionate about keeping balance with nature and creating a positive contribution. There are so few grassroots venues that are run in accordance with such values, and this is truly a precious resource. We are losing venues all the time and small, not for profit events like ours have very few options. A decent honest and trustworthy site which cares about people and nature is something worth preserving.

As for noise issues, I can attest that the management take this very seriously indeed. Limiting devices, sound monitoring, and strict laws on timings are always in use / observed. This is the number one issue that is always reinforced to us and as a result has been baked into how we approach our event. The site takes their responsibilities to their neighbours incredibly seriously, and make sure that their events do too. I can't speculate on what the issues are but having been to a large variety of events, in my opinion the OTG team is exemplary in their care of their responsibilities to the local community, to the land, and to the law.

I hope you will consider the licence for this wonderful venue favourably. Thank you for your consideration.

I would be glad to provide any further detail should it be useful to your process and decision.

Many thanks,  
[REDACTED]

-----Original Message-----

From: [REDACTED]  
Sent: 27 February 2026 00:13  
To: Licensing <licensing@herefordshire.gov.uk>  
Subject: Out To Grass License Review

To whom it may concern,

I am writing to show my support in favour of the renewal of Out To Grass' license.

I first visited OTG as a child with my father, when they used to host mountain boarding events. The team that my dad designed boards for were competing and it is a great memory from my childhood. As a young adult I enjoyed several weekends at the campsite and joined as a guest at a couple of events. Now as a slightly older adult I help with programming some of the music at an annual event that takes place at the site. It's an event that myself and many others look forward to every year and would be sorely missed.

I've always been impressed at how well the sound is contained, in fact I remember I almost couldn't find one of the stages last year because you couldn't hear it until you got really close!

Please renew the license so these wonderful events can continue to happen, that mean so much to so many people!

Kind regards

[REDACTED]

[REDACTED]

Bristol

[REDACTED]

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From: [REDACTED]  
Sent: 27 February 2026 00:57  
To: Licensing <licensing@herefordshire.gov.uk>; [REDACTED]  
[REDACTED]  
Subject: Representation as an Interested Party "Something Different Events Ltd" for the Out To Grass Licensing Review

### **To Polly Andrews and the Licensing Sub-Committee**

I am writing as a long-term stakeholder, business owner, and event organiser associated with the site in question. I operate three distinct businesses from this location: **Something Different Events Ltd**, **The Travelling Temple of Art**, and my personal practice as a craftsman under the name **Kreater**.

I wish to address the recent concerns regarding noise and the ongoing licensing review for the Out To Grass site by providing both technical context and an overview of the vital social role this venue plays in our community.

### **1. Commitment to Professional Noise Management**

As Director of Something Different Events Ltd, I want to clarify our approach to noise mitigation. We employ a professional team of sound engineers and noise management specialists who work at major events across the UK.

- **Data-Led Compliance:** During our events, we operate at the most conservative guidance levels provided. We maintain comprehensive records of decibel readings across multiple frequencies. These records are available for review.
- **Proactive Communication:** We have historically maintained our own complaint logs and have received positive feedback and "thank you" messages from residents for our prompt responses to their concerns.
- **Unresolved Correspondence:** It is our understanding that prior attempts to correspond with the Council regarding noise regulations for specific events went unanswered. We remain eager to establish a professional, two-way dialogue.
- **Resolution:** We offer our full apologies to any residents who have felt disturbed. We are prepared to deploy our sound engineers to work directly with residents to identify specific frequencies or stage orientations that may be causing localised issues.

## 2. Social Value and Neurodiversity

The Site is more than a venue; it is a vital incubator for the neurodiverse community. Having lived with ADHD and struggled with depression and a sense of "not fitting in" for much of my life, this community provided the acceptance I needed to thrive.

- **Mental Health Support:** Many within our creative collective identify as neurodiverse. Research consistently shows that these individuals are at higher risk for social isolation and mental health challenges. This site provides a safe, inclusive space that actively combats these issues.
- **From Hobby to Enterprise:** Thanks to the support of this community, I have transitioned from a struggling artist to a business owner employing others and supporting a collective of over 40 artists through "The Travelling Temple of Art."
- **Inclusive Excellence:** The events at this venue also actively support LGBTQ+ groups and provide a platform for young people to learn real-life trade and craft skills through mentorship. These community support hubs are vital during the current mental health crisis.

## 3. Economic Impact

The events held here support a vast network of local and national businesses, including:

- **Local Supply Chain:** Fuel stations, grocery stores, taxi firms, and gas suppliers.
- **Creative Economy:** Musicians, performers, stage technicians, equipment hire companies, and food vendors.

## Moving Forward

What we seek is a path of **tolerance and communication**. We propose the implementation of a direct "complaints hotline" during events. This would allow event production teams to

resolve resident concerns in real-time, reducing the administrative burden on Council employees and ensuring immediate peace for our neighbours.

We are 100% confident that any technical issues can be resolved through professional cooperation. We remain committed to operating within the law and being a positive, contributing member of the Herefordshire business community.

I apologise that I won't be available till the 19th of March as I am out of the country. I will be able to receive and respond to emails, while away. I am available any time post 19th March at your convenience to discuss our noise management data or the social impact of our work further.

- **Statement of Operational Activity:**
- **Event Status:** No event was scheduled or taking place on dates that we have been given as causing noise issues. I just like to provide a statement that I can be a witness to that..
- **Site Condition:** The site was in "campsite only" mode with no amplified music or PA systems in use.
- **Observations:** I was on-site, working on projects at my business unit; there was no noise from the venue. I noted music drifting from the direction of the main road A449, which may have been the source of the resident's concern
- **Verification:** Available to provide a witness statement to the Licensing Committee if required.

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*I can confirm I was present on site on the date in question and there was no event or noise from this location on that date.*

██████████ (Something Different Events Ltd)

### **Something Different Noise Compliance, Mitigation & Monitoring Protocol**

**Event:** Something Different | **Date:** 5<sup>th</sup> - 7<sup>th</sup> September 2025

**Operator:** Something Different Events Ltd - ██████████

#### **1. Overview of Professional Monitoring**

In the absence of a response from Herefordshire Council regarding pre-event guidance, Something Different Events Ltd independently commissioned a professional acoustic

specialist. The objective was to ensure all sound levels remained at the **lowest possible industry limits** to protect local residents.

## 2. Key Technical Findings

- **L90 Baseline Analysis:** Our data shows that the event's sound levels were maintained at a level near the existing background noise (L90). This means the music was often indistinguishable from natural ambient sounds like wind or distant traffic.
- **Octave Band Control:** We specifically targeted and suppressed low-frequency "bass" (63Hz and 125Hz bands). Our readings confirm these were kept at the **lowest detectable limits**, preventing the "thump" often associated with residential disturbance.
- **Compliance Standard:** All readings remained consistently below the strictest thresholds set by the CIEH Noise Council Code of Practice.

## 3. Commitment to Mitigation

Despite the Council's lack of correspondence, we operated with a "Good Neighbour" policy. Our professional team monitored multiple residential locations throughout the duration of the event to ensure zero breaches of the licensing objectives.

## 4. Conclusion

The empirical data provided in this report proves that Something Different Events Ltd operated with a higher degree of professional care and technical restriction than is typically required. The complaints received are **not supported by the recorded decibel levels**.

### Something Different Events – Noise Mitigation & Monitoring Protocol

- **Pre-Event Calibration:** All sound systems are tuned using [ **Charlie Insert Software, e.g., SMAART or relevant info**] to identify and "notch out" frequencies known to travel long distances (low-end bass).
- **Active Monitoring:** Our engineers use calibrated Class 1/Class 2 decibel meters to take readings every 60 minutes at the site perimeter and at pre-agreed sensitive locations.
- **Frequency Management:** We don't just monitor overall volume (dB); we actively manage C-weighted levels (bass) to ensure they remain within the guidance provided by the Licensing Authority.

- **Log Book Maintenance:** A live log is kept of all readings, wind direction, and weather conditions. These logs are stored and can be audited by Environmental Health upon request.
- **Rapid Response:** Our Stage Managers have a direct radio link to the sound desk. If a complaint is received via our dedicated line, volume is adjusted immediately (within 2 minutes).

**Music Noise Level (MNL) Comparison: Event Readings vs. UK Code of Practice**

**Guidelines**

Rural Venue (4-12 events/yr): 55

Rural Venue (1-3 events/yr)  
 Rural Venue (4-12 events/yr)  
 Night-time (Post 23:00)  
 Low Frequency (63Hz Octave Band)  
 Low Frequency (125Hz Octave Band)

Minimum MNL records to be kept by Something Different Events are as follows .

Date & Day	Time Started	Time Ended	Nature of Noise (e.g. Bass, PA, Crowd)	Monitoring Location (e.g. Boundary A)	Reading (dB)	Action Taken (if any)	Staff Initial
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**Statement: [REDACTED] (Something Different Events Ltd)**

**Introduction**

"Thank you, Chair, and members of the Committee. My name is [REDACTED]. I am a local business owner and the Director of Something Different Events. I have operated at this site for over 12 years."

**The Human Impact**

"This site is more than a venue; it is a vital incubator for Herefordshire’s creative and neurodiverse community. As someone with ADHD who once struggled with depression, I found my voice here. I’ve turned that passion into businesses that now supports hundreds of musicians, crafts people, artists and countless local suppliers. We are in the

business of making people smile and providing a safe, inclusive space for those who often feel they don't 'fit in' elsewhere."

### **The Professional Reality**

"We are deeply committed to being good neighbours. We don't just 'hope' we are quiet; we prove it. For the event in question, we sought guidance from the Council which unfortunately went unreturned. In response, we took the proactive, professional step of hiring an independent acoustic specialist.

### **The Evidence**

We can provide reports that contains L90 baseline data and Octave band analysis. This objective, scientific data proves that even at our peak, we operated at the lowest possible industry limits. On the other date cited in these complaints, no event was even taking place on-site. We are being judged on subjective feelings, but we are presenting you with hard facts."

**Please contact:** [REDACTED]

### **The Path Forward**

"We aren't here to argue; we are here to offer solutions. We propose a professional 'Communication Pathway,' including a direct resident hotline, to ensure this special community can coexist in harmony with our neighbours. We ask you to support the site's licence so we can continue to support our community and business's linked to the community.

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 03:40  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** OUT TO GRASS LICENCE REVIEW

Dear Hereford Council,

I am writing to express my sincere support for the grassroots festival site currently under consideration and to urge you to recognise its immense cultural and community value.

This site is far more than just a field where events take place. It is a rare and special space that brings people together in a meaningful way. Set in beautiful natural surroundings, it offers something precious — a chance for people of all ages and backgrounds to gather outdoors, connect with one another, and experience creativity in nature.

I attended a festival at this site following the Covid-19 pandemic, at a time when so many people were feeling isolated, disconnected, and emotionally drained. The live music and creative industries suffered enormously during that period, and many individuals struggled without the communal experiences that festivals and arts spaces provide. Being at this event was genuinely restorative. It provided not only joy and connection, but also a platform for my own creativity.

The festival itself reflected the richness and diversity that grassroots events can offer. Alongside dance music, there was yoga, healing workshops, family-friendly activities, and cabaret performances. It created an inclusive and welcoming environment where families, artists, performers, and local businesses could all participate and contribute. These kinds of spaces nurture talent, wellbeing, and community spirit in ways that are hard to quantify but deeply felt.

Grassroots cultural spaces are disappearing across the country. Once they are gone, they are almost impossible to replace. Losing this site would not simply mean losing a venue — it would mean losing a safe, inspiring and creatively rich environment where people can reconnect with themselves, each other, and the natural world.

I respectfully ask that you consider the wider social, cultural, and wellbeing benefits this site provides. It is a special place that supports creativity, community cohesion, and mental health. Preserving it would demonstrate a commitment to protecting the very spaces that help communities thrive.

Thank you for taking the time to consider my views.

Yours sincerely,



**From:** [REDACTED]  
**Sent:** 27 February 2026 08:13  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to Grass Review

Hello,

I am writing to you as a member of the public who has visited Out to Grass for a number of years.

The site means so much to me, I met my partner there in 2023 at NAC festival where I met so many other wonderful human beings. Festivals like this are so important for us all, they give us a chance to shake off the stresses of our everyday lives, rebuild communities and connect away from television screens mobile phones. It is essential that we have access to venues that are in nature. This is becoming increasingly difficult and it is something we all need. Many of us have jobs that involve being inside 8 hours of the day and venues like this are good for our wellbeing

Please consider this when making your decision and make sure that Out to Grass receives the licensing it needs!

I would also like to add that NAC festival is very environmentally conscious and doesn't leave a trace. The music finishes at midnight and after that there is only a silent disco to respect any neighbours the site has. It is not just a music festival, but a community of friends who talk about bringing positive change into the world. I have never experienced as much kindness and love as I have at this festival, and I would encourage you to attend if this appeals to you!

Please make sure that Out To Grass is able to continue as a venue, in a world with so much difficulty going on it is so important we have spaces like this.

Kind regards,

[REDACTED]

[REDACTED]

Wigan

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 09:04  
**To:** Licensing <licensing@herefordshire.gov.uk>

**Cc:** Out to Grass <infoouttograss@gmail.com>

**Subject:** Out To Grass Licence Review

Dear Hereford County Council,

We have been very alarmed and upset to hear that the stunning farm and Out To Grass events and Glamping site is currently having their licence reviewed, due to noise. Like many grassroots independent venues across the UK, Out To Grass is operating in a challenging climate where even a small number of complaints can trigger licence reviews and potential restrictions. At the very moment when demand for meaningful outdoor events and community gatherings is growing, independent spaces like Out To Grass are increasingly vulnerable. We believe this to be very short sighted and will impact on several local businesses and the tourist economy of both Hereford and Worcester, due to the very manageable footflow of visitors to the area, who would not otherwise come to the area. That increases with people spending money, by staying in local hotels, accomodation and visiting other local attractions. .

What is particularly upsetting to us, is that we have our wedding booked there this August. We are stakeholders in this venue, in the sense that we have booked the whole site, Our invitations have been sent, please see attached. Our guests have already made travel plans, booked at local accommodation. We are hosting our main celebrations at Out To Grass, because we have a special and wonderful connection to the site and the people who run the operations there. We even have people joining us from Montpellier to attend our wedding. It has been very upsetting and distressing to see that our wedding plans are at risk, but also the community and energy that has been cultivated and nurtured for so many years is at risk of being diminished .

In addition to us booking Out to Grass, we are having our legal marriage at Malvern Registry office on 14th August 2026, which is already booked and paid for.

We have been visiting and attending events at Out To Grass for many years and enjoyed precious times with our family members and friends here. We cannot tell you how important events like these are to citizens in the UK. The world feels very dark at times and life is stressful. Out To Grass provides an oasis and an escape from that for local people, as well as people from a far. Which is why we have chosen to book our wedding with this incredible team of people that are working alongside nature to preserve our countryside as well as increasing the health and well being of the people who work, live and visit the site. There is an economic advantage to the area and untold benefits to people who visit the site, whether for just one day or for families who need to escape into nature.

We have found the team to be very conscientious around noise levels. From our experience we see that they run a very strict timetable of music.

We implore you to support the Out to Grass Team and please do not revoke their license. It would be a major loss to your local economy and importantly a meaningful cultural and community space.

We would be happy to speak to anyone at the council should you want to call us as witnesses or require further information and support from us both in the coming weeks and months to ensure the Out To Grass site is there for the enjoyment of future generations and to keep this stunning green space for local people.

It would be devastating if we were to lose this venue.

Best wishes,

[REDACTED]

[REDACTED]

Rubery

[REDACTED]

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** 01 March 2026 14:30  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass licence review

I am writing in support of the Out To Grass campsite as their licence is under review. OTG is a unique and important venue for the grassroots music scene. I have been attending gatherings and playing there regularly for over a decade. In my experience their sound levels are very modest, and they have always stuck to their licenced hours - the music always stops at a reasonable time, which is just as important for us older campers on site wanting to get some sleep, as it is for their neighbours. At a time when we are losing music venues and festivals across the country at an alarming rate, I believe it is important to support sites like OTG that help to nurture the music scene by providing opportunities for less well-known acts to play and hone their craft in front of an appreciative audience. I would ask that you consider the role that such places play in developing the cultural life of the UK, as well as the benefit that their visitors bring to the local economy.

Sincerely,

[REDACTED]  
[REDACTED], Southampton [REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 March 2026 11:28  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass License Review

Good Morning,

My name is [REDACTED] and I residence at

[REDACTED]  
WR6 [REDACTED]

I'm writing to submit my strong support for Out To Grass during their current license review.

As somebody who lives local to this venue and has attended alongside family and friends, I have seen first hand the positive impact that it has on our community. This space promotes belonging, wellbeing and connection. With such a huge loss of grassroots festivals and venues within recent years, a void has been left, and the preservation of places such as Out To Grass is even more crucial than ever.

Grassroots festivals are the essential foundation of the UK's cultural landscape; they provide inclusive environments where people connect through a shared passion for the arts. As a freelance artist myself, Out To Grass provided me with a platform to showcase my work and connect with fellow creatives at a time when I needed that visibility to grow my craft. The loss of this venue would be a blow to the local artistic community and the "grassroots" ecosystem that supports small businesses like mine.

I'd also like to express that the organisers are diligent and responsible concerning noise management and requirements. I have never found the music to be offensive.

I strongly urge the licensing committee to consider the positive cultural and social contributions this venue makes to our area.

Yours faithfully,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 February 2026 22:49  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Out to grass

Hi, I am part of a community who have run an annual event at out to grass for 6 years now.

It is and always will be the home, heart and soul of our community. It has been fundamental within our extended friendship group in bringing an entire array of like minded, loving and considerate people closer together and forming beautiful memories, new and lasting friendships and a wealth of new possibilities for everyone involved.

The team there are some of the most warm hearted, considerate and hard working humans I have known. They are the cornerstone that allows not only ourselves but countless other events to thrive and grow.

Honest character references aside, I would like to say that I myself work in the sound and events industry and frequently see members of the team walking round with a decibel meter during events and abiding by the strict dB levels required by their license.

They do not flout the rules and have taken great measures to acoustically treat the site before and during events. These measures include digging large earth embankments, large haybails walls, changing the layout of speaker arrays and putting limiters in place on sound systems to cap the levels to within legal levels.

They break no rules for anyone. They value what they can provide for not just the business, but for the broader community and wouldn't seek to endanger that in any way.

I hope you look kindly on them in regards to this case. They are a force for good in this world, there are few people like them.

Yours sincerely

[REDACTED]

[REDACTED], Hyde, United Kingdom

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**From:** [REDACTED]  
**Sent:** 28 February 2026 18:18  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** Ian Johnson <infoouttograss@gmail.com>  
**Subject:** RE: Out To Grass Licence Review

[REDACTED]  
Croydon C [REDACTED]

**28/2/26**

FAO Licensing Department  
Herefordshire Council  
Plough Lane, Hereford  
HR4 0LE

**RE: Out To Grass Licence Review**

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Dear Herefordshire Licensing Department,

My name is [REDACTED]. I write to you as a customer and friend of Out To Grass at Woodend Farm. I've run an annual gathering there since 2016 and we're due to celebrate our 10th anniversary in May. I offer my perspective to assist the upcoming licence review.

Some context for who we are. Our first event was a birthday party for my husband. After a wonderful first year, we've come back every year except 2020 and 2024. We attract around 300 people - all friends-of-friends - from all walks of life. Many are young families, and so it's a great opportunity for the kids to meet all their 'cousins'. We've seen some of the older kids grow into adults, we've had proposals, an actual wedding, and - as is unfortunately inevitable - send-offs for friends lost to cancer and other illnesses. In 2025 my father-in-law celebrated his 80th birthday at the event which was particularly wonderful.

Most of our friends found each other through music and festivals and many of us are artists. So Out To Grass is the perfect place for us to gather for one weekend, play each other music and dance together. I must emphasise how unique OTG is. We researched alternatives in case it was lost to the Covid-19 Lockdown. That I can see, there is nowhere else like it. The beautiful location. The thoughtful and talented staff, the quality and maintenance of infrastructure, and the provisions for live music. And of course the license which allows for a legitimate party. I would not risk running a party at an unlicensed site; for my personal sake and for the safety of my guests. And I wouldn't be able to bring the party to sites that have the same licence, but aren't as well maintained or provisioned. OTG is a safe place. Both their staff and Herefordshire Council have my thanks for making it so.

Out To Grass's impact on grassroots culture is enormous. In our community; most of us performed on stage for the first time at OTG. Many have gone on to release music albums, perform across the UK, play major festivals and take leaps into successful creative careers. Including one who started making costumes for our event, and now makes wigs professionally; including for Imogen Heap at the Royal Albert Hall's 150 year anniversary programme. I know from speaking to organisers of other events at the site that they all have similar stories.

As an organisation, we've been commissioned to run a stage at one of the UK's largest festivals of music and theatre. This would not have happened without learning skills 'in the field' at Out To Grass. When we started we were not "event people". We were (and still are) IT engineers, designers, delivery drivers, estate agents, doctors, plumbers, builders, lawyers, teachers, shopkeepers, computer programmers; the list goes on. But now after 10 years we can call ourselves a grassroots music crew and we contribute to one of the UK's most important economic industries that we love. All thanks to our time spent in beautiful Herefordshire. We should very much like for this to continue.

Out To Grass takes the utmost care with their license. We have never run a minute over the allowed time. I have run events at other venues and I know how tempting it is for artists and DJs to play "one more tune". In 9 years of events at OTG - we have never had this problem. I put this down to the staff fostering an atmosphere of collaboration and respect with us and our artists.

I know for a fact OTG are constantly monitoring sound levels on and away from the site. We understand that for various factors - especially atmospheric pressure and wind direction - sound can travel much further in certain directions on certain days. And that this can change hour-on-hour. So if they tell us to turn it down: we turn it down. In fact, at times, I have had complaints from my attendees that it is too quiet. But ultimately we know we have to respect the local community. They compromise to allow some noise, and so we must compromise to ensure it's not excessive.

I am sure every other event at the site feels the same way because the OTG team chooses who they let use their site carefully. If anyone has ever broken their trust and tried to push the license conditions, I am sure OTG dealt with it as swiftly as possible and will never work with those people again.

I've worked for a decade now with Ian and his team and have seen first hand how the site is constantly improved. For us as guests, but also various efforts to contain sound out of respect for neighbours. This has included the construction of physical barriers, the employment of professional sound engineers to calibrate equipment, and the upgrade of monitoring systems and processes. I am sure if the council has further recommendations for improvement these would be duly noted and acted upon with rigour.

Upon a productive review for all parties involved, I hope that Herefordshire Council not only renew Out To Grass' license but come to appreciate what an asset it is. I believe through renewed understanding, there's opportunity not just for OTG to thrive but for collaboration to unlock value for your local creative economy.

I hope my letter has been enlightening, and I would be happy to discuss this matter with you further.

Yours sincerely,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 February 2026 14:36  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** Out to Grass <infoouttograss@gmail.com>  
**Subject:** Out To Grass License Review

Dear Councillors,

I am writing to express my strong support for Out To Grass. I have attended many events there over many years, including birthday celebrations, community gatherings, and camping trips with my children. In that time we have never experienced any issues with music volume and have always found it to be played quietly and respectfully. For example, my children have never had the need to wear ear defenders unlike at many other venues that we have been to.

My children absolutely love spending time there, and the venue has provided us with many wonderful memories in a safe, welcoming, and friendly environment. I have also run a family friendly event at the site myself and the team who run Out To Grass and their staff are consistently professional, supportive, incredibly friendly and dedicated.

It is a truly special place for me, my family, friends and our community and it would be a huge loss to all of us if Out To Grass had their license removed. The venue offers something unique. It's a space that brings people together across generations in a positive and inclusive way. I sincerely hope that you will take into account the value it brings to so many people and families both locally and further afield.

Thank you for your time and consideration.

[REDACTED]  
Brighton  
East Sussex  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 February 2026 14:25  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to grass licence review

To whom it may concern,

I am writing in support of the Out to Grass site keeping it's licence. I have been to events there a few times, most notably I worked at the Something Different music festival last year as a welfare support worker. I honestly did not feel like the music levels were excessive. As a welfare worker we are available 24/7, meaning I need to sleep in a tent close to where the music is playing, so I am very aware of how loud things are and it really wasn't very loud. They did a really good job of containing it to the stages.

I also want to comment on how vitally important these venues are for our economy and culture. Especially a venue like Out to Grass who support small businesses, ethical practices and up and coming artists. It would be a huge huge loss to the community to apply any kind of restriction to their licence.

Yours sincerely

[REDACTED]  
Shrewsbury  
[REDACTED]

**From:** [REDACTED] <[REDACTED]>  
**Sent:** 28 February 2026 13:59  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Licence renewal

[REDACTED]  
Blackheath  
London  
[REDACTED]

Hello

I have spent many happy hours camping at OTG and can honestly say that I count them as some of the best times I have had, hence going back again this summer. I have never had any problems with the music being too loud or any kind of noise issue!

The staff are always helpful and polite and bend over backwards to keep everyone happy.

I really hope you renew their licence as the absence of this camping site will affect a lot of the lives of the people who go there regularly to reconnect with old and new friends made on this special camping site over the years.

Kind regards

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**From:** [REDACTED]  
**Sent:** 28 February 2026 13:24  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** Out to Grass <infoouttograss@gmail.com>  
**Subject:** Licence Review Out to Grass, Woodend Farm, Cradley, Herefordshire, WR13 5JW

To whom it may concern,

I write regarding the recent licence review for Out To Grass at Woodend Farm, of which I was deeply concerned to hear. I have been attending and helping to organise events at the campsite for nearly ten years, and in that time I have never encountered a more conscientious and thorough team.

Whenever I have visited the site and there has been amplified music, Ian and his team are scrupulous about times at which it can be played, sound engineers carefully monitor and limit the volume, and they do not allow campers to bring their own soundsystems under any circumstances. I am shocked to hear of noise complaints given how seriously OTG take this issue, and would not be surprised if there was some kind of misunderstanding about the

source of any noise. Every time I've stayed at the campsite Ian, his family, and the Out To Grass employees have held their relationship with their neighbours, and their well-being, as number one priority.

The Johnson family are, I think, dictionary definitions of stewards of the land, and their brave move away from industrial farming towards camping & rewilding is exemplary, given Britain's shameful status as one of the world's most nature-depleted countries, having lost over half of its natural biodiversity (See the 2023 State of Nature report <https://stateofnature.org.uk/>). Out To Grass are also proud members of the Green Tourism Business Scheme, and their Visitor Charter not only seeks to minimise their impact on the land, but to educate every single camper on conservation, recycling, and generally how to be a responsible and considerate member of society.

The community on Woodend Farm also hosts a number of other ecologically sustainable, viable businesses, and I fail to see how acting punitively toward the camping arm of Out To Grass will promote the well-being of these local entrepreneurs, or help any environmental action. Is it not the duty of the Council to promote these activities?

Out To Grass is not just a campsite, or a farm, or a wedding venue, or a festival site. It is a community, in the beating heart of Malvern Hills, exemplifying the best of modern British entrepreneurial and environmentalist spirit. Every event held at the site is not just fun (although there's that as well!), but an opportunity for education and celebration of the local environment.

I sincerely hope that all those concerned will see the value of such an incredible place to the local area.

Thank you very much for your time and consideration.

Yours,

[Redacted signature]

Manchester

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**From:** [Redacted]  
**Sent:** 28 February 2026 13:04  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** Out To Grass <infoouttograss@gmail.com>  
**Subject:** Out to Grass license review

Hello,

I am emailing regarding the current license review for OUT to Grass campsite.

I worked for Out to Grass as a cleaner, cafe and bar assistant for 3 years during the 2022-2025 period, so it was a source of employment for me as well as many other people. I was

also offered opportunities for creative career development during my time there which I would not have experienced otherwise.

The venue provides a much needed and valuable community for many local people who might otherwise have nothing to do and feel isolated. People having places to meet, dance and socialise is very important. It also brings people to the area from other areas so improving local businesses turnover.

They are also doing great things for the environment with their tree planting, bees, wildflower meadows and promoting eco cleaning products.

I never experienced the noise being excessively loud while I was there.

To lose this venue would be a great loss for the local and wider communities it serves.

Kind regards,

[REDACTED], Southampton [REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 February 2026 12:31  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Out to grass

To who it may concern,

It made my heart sink to read today that out to grass licence is under review due to a small number of noise complaints.

I can imagine it is impossible not to get a few of those when you are running an events hire place. I have been to some wonderful conscious events here and infact its where me and my part celebrate our anniversary every year. When being at these events I have always noted the sound to be a comfortable level you could never hear the stage that were inside either. A big change I saw in September last year was the silent disco headphones being enforced after a certain time and anyone that was trying to play music from portable speakers loudly were very quickly approached by security to turn it off due to licensing.

Where I can understand it must be irritating for people to be bothered by noise i can't imagine it would be that intense as to harm anyone's well being apart from that its just a bit annoying, the music is on at the weekends and closes even earlier on a Sunday. I dont know how many complaints youve had or the time frame in which you had them but I can say if it was before September last year they are making changes to accommodate peace earlier in the evening and they are enforcing it on punters via security. You get one warning and if you turn your speaker up again it is confiscated until the end of the festival for you to collect upon leaving.

Out to grass isn't looking to cause any upset to anyone intentionally, ive never seen them taking the mick with vilume. I am very sure what ever changes that need to be made to ensure renewing of their licence, they will work with you. They are very community based people. It has provided a a safe space for people to dance, to get married, to heal, connect with themselves and othet like minded people. It is a very special place to many, there would be a big hole left without out to grass in so many different circles. Espcially alot of people's lively hood.

I hope this email finds you well and thankyou for taking the time to read it. Kind regards, [REDACTED]

**From:** [REDACTED]  
**Sent:** 28 February 2026 08:44  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Out to Grass lincense review

To whom it may concern.. I am [REDACTED] of Darwen, Lancs.. 73 years old pensioner.. I would like to inform you that i have attended music and well being festivals at the said site numerous times over the last 5 years and i can only commend the staff and owners on the excellent job and facilities they provide.. As a partially disabled person the small manageable sites like this are essential for me to enjoy quality of life.. I hope you will see fit to grant the license as im looking forward to attending at least 2 events this year.. Yours truly, [REDACTED]. DARWEN. [REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 February 2026 01:34  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to Grass Review

To whom it might concern,

I am writing to you with a heavy heart after hearing that a beloved creative space and loving community is potentially under fire due to local noise complaints.

I can vouch with my whole being that the Johnson family have provided nothing but a loving, fun and respectful time that welcomes everyone without judgement and encourages peace amongst any of their attendees.

I have personal experience volunteering at the farm and have many friends that have contributed towards events. This isn't about money. This isnt about winning. This is about coming to a mutual agreement that allows the Johnsons to continue to put on events and keep the community of people that they've worked so soildly to grow over the years but also respectfully work towards a positive outcome.

My kindest regards  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 23:56  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass License Review

Good evening,

Please find attached letter in support of OTG's application.

Kind regards

[REDACTED]

[REDACTED]  
[REDACTED]

Colchester [REDACTED]

I am a keen amateur astrophotographer based in Essex and through a friend was asked to host a star party in August of 2023 at the Out To Grass site.

This is something I had never undertaken before and was a little nervous but never the less I packed my telescopes and headed towards the Malvern Hills praying for good weather.

When I arrived I was met with an organized team who gave me an overview of the site, explained to me about facilities, safety, security, welfare etc. We discussed suitable areas for set up of several telescopes where they help me unload and was provided with power ready for the night ahead.

I set up three viewing telescopes for planets and one astrophotography rig looking at Andromeda Galaxy with a specialist camera and laptop to view plus some binoculars for people to use. This attracted a huge response from families interested who were keen for the night ahead. During the day many people were asking questions about the equipment and what we would be able to see etc. As darkness fell, the sky was clear and the excited queues formed. Adults and Children were equally fascinated and inspired by views of Saturn, Jupiter and Andromeda, most had never seen or thought possible could be seen in such detail.

It was lovely to see such enthusiasm and hear such excitement for something that many take for granted. Seeing something LIVE is so much more than just pictures.

Throughout the evening there was entertainment and refreshments so people could come and go. The odd few stayed up past the entertainment to view other objects as the night drew to a close.

I was very pleased with the way the evening was organized, the help I received and the effort OTG had put into making this something special for their visitors. I understand there are many varied events OTG successfully organize and endeavor to engage with all types of people. Hats off to them for making these events available to all and hopefully they will be able to continue for years to come. I only wish there were more sites like this.

Yours Sincerely

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**From:** [REDACTED] <

**Sent:** 27 February 2026 23:36

**To:** Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com

**Subject:** Out To Grass Licence Review

Dear Sir/Madam,

Out to Grass is not just a music venue; it is an invaluable advocate for mental health and social wellbeing. For many of us, it provides the only true sense of community we experience all year. It is the one time we collectively look forward to — a time when we can gather and reconnect, no matter how many counties or continents separate us.

It feels like a sacred place. To lose it due to the complaints of a single neighbour would cause a profound and far-reaching detriment to the mental health and wellbeing of hundreds, perhaps thousands, of people. At a time when our country — and indeed the world — is facing so much division, pain, and uncertainty, spaces that foster joy, connection, and belonging should be protected, not dismantled. When did celebrating community become something to be discouraged?

I am proud to be part of a team that has hosted an annual event at Out to Grass for the past ten years. In that time, we have celebrated birthdays, weddings, and engagements; we have also gathered there to commemorate and grieve loved ones we have lost. What has grown from this space is a beautiful, supportive community that has become deeply woven into our lives. I genuinely cannot imagine my life without it.

It is a sanctuary — somewhere people can reconnect with nature and with one another. Music is part of that experience, but I have never found the sound levels to be excessive, and I am particularly sensitive to noise. The team at Out to Grass conducts themselves with professionalism and adheres strictly to curfew requirements.

I respectfully urge you to recognise the immense social value this venue brings and to protect its licence. Preserving Out to Grass is not simply about safeguarding a music venue; it is about safeguarding community, wellbeing, and connection.

Yours faithfully,

[REDACTED]

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**From:** [REDACTED]

**Sent:** 27 February 2026 22:30

**To:** Licensing <licensing@herefordshire.gov.uk>

**Cc:** infoouttograss@gmail.com

**Subject:** Save OTG

Dear Sir/Madam,

I am an overseas travelling nurse who loves going to relax at the OTG site. I am writing to express my deepest concern after finding out that its licence is under review.

I myself have been there a couple of times and by all means I wish to have it available anytime I want to relax in the future.

This wonderful place is peaceful, friendly, inclusive and safe.

We all love going there to recharge from time to time.

Please leave this venue to stay.

Kind regards,

[REDACTED]

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**From:** [REDACTED]

**Sent:** 27 February 2026 20:51

**To:** Licensing <licensing@herefordshire.gov.uk>; infoouttograss@gmail.com  
**Subject:** Out To Grass Licence Review

To whom it may concern

I would like to make representations in regards to the above license review for the site Out To Grass.

I first visited this site back in 2017 to play at a friends birthday party celebration. The site was clean and tidy, with a most excellent community feel about the place. Food and drink was well catered for. I played for about an our or so and don't remember the noise levels being anywhere near excessive at any point of my stay there for the weekend. As I frequent a good number of venues and events to play, I am very aware of the potential damage to my hearing, so would remember if this venue would be what I would professionally call a loud environment.

I trust this will be taken into consideration.

Yours,

[REDACTED]  
Walthamstow  
London  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 20:39  
**To:** Licensing <licensing@herefordshire.gov.uk>  
[REDACTED]  
**Subject:** Out To Grass Premises Licence Review

Dear Licensing Team,

Re: Out To Grass – Premises Licence Review

I am writing in relation to the current review of the premises licence for Out To Grass.

Out To Grass is a unique rural venue stewarded by the Johnson family, who have cared for the land for three generations. Over the past two decades they have transitioned away from industrial farming practices, prioritising rewilding, biodiversity, soil restoration, and responsible land management. The site has become a valued community space that balances environmental stewardship with carefully managed cultural events.

From my experience, Out To Grass has consistently sought to operate responsibly and in accordance with the licence granted by the Council. The organisers have demonstrated a proactive approach in their engagement with Environmental Health and have shown willingness to adapt and improve where necessary.

In my experience of events held at the venue, I have not found the music to be excessive or offensive. The events I have attended or been involved with have been well-managed, professionally run, and respectful of both attendees and the surrounding area. The team has shown a clear commitment to compliance, safety, and community consideration.

Beyond events, the site provides social, cultural, and economic value. It supports local suppliers and businesses, creates seasonal employment, and offers a positive, inclusive space that brings people together in a rural setting.

I respectfully ask that these factors be taken into account during the review process. Out To Grass represents a responsible and constructive use of rural land, and it would be a significant loss to the local community if its ability to operate were unduly restricted.

Thank you for your time and consideration.

Yours faithfully,

[REDACTED]

-----Original Message-----

From: [REDACTED]  
Sent: 27 February 2026 20:25  
To: Licensing <licensing@herefordshire.gov.uk>  
Cc: infoouttograss@gmail.com  
Subject: Out to Grass Licence Review

Dear Sir / Madam

I'm emailing in reference to the Out to Grass licence review. I was very fortunate to visit this site last summer for the first time. Incentivised by various friends, who have made this their regular spot each year for meeting up, I quickly understood the importance of this location for encouraging emerging musical talent and well-being activities.

I'm genuinely saddened that a licence review would even be considered for Out to Grass. As an ex-licensing Paralegal, I'm very familiar with the requirements for event licences.

In my considered opinion, I felt that the sound levels were very controlled and not excessive at any time during the event I attended (Rising Festival). The music stopped relatively early for comparable events, which meant the campsite and surrounding area could enjoy a good night's sleep.

Out to Grass is a very special and beautiful location for the people who've made this place a regular spot to meet up and enjoy an eclectic mix of music and well-being activities such as yoga, throughout the summer months.

I found the site to be very well maintained, and a family-friendly venue, managed by caring and considerate staff.

I would kindly ask you to consider these comments when carrying out this review.

Kind regards

[REDACTED]  
[REDACTED]  
Royal Leamington Spa  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 17:35  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** 'Out to Grass' Licence Review

Dear Sirs

I have been a loyal attendee/guest, to events which have been held at 'Out to Grass Campsite', for many years....going back as far back as 2015 that I can remember.

The events have had a wide range of music....music to please all different people from all different backgrounds. The actual setup, including the various structures, and also the music presented, has been commented on to be a visual and aural delight to many.

As you may be aware, there are many people out there, who are suffering from various forms of neuro-diversity and also (but not necessarily attached to the former) various forms of mental illness and conditions. It has been proven that music and dance are essential to people, as a way of helping them to come out and be who they are, without any form of judgement. Music and dance help people to express themselves, whereas, if they are neuro-diverse, they may otherwise not be able to or struggle to.

Saying this - I have excellent and very acute hearing. Not once, since going to 'Out to Grass' have I ever felt that the music was too loud.

Also, because the events have been aurally and visually delightful and interesting, these conditions would help those who are autistic. Seeing and hearing these things helps them and makes them feel comfortable, whereas, outside of the event, they may struggle to.

Another point worth mentioning is that we are all kept safe. Safety is paramount. The Organisers of these events have a strict Safety Code which is followed by the letter. I have always felt safe and I quite often go to these events alone, as a female on my own.

Regarding the volume of the music...hay-bales are erected and other measures are taken to ensure that any music is buffered and kept contained in the area from which it comes from.

It is worth noting that there will always be one, two or three people (always the same local people) complaining. These minorities are damaging whole communities and financial gain to that area/community. We, as attendees, are coming from far and wide to bring financial gain to your town/County. We don't just attend the event....we stop at your orchards and buy cider, we stop at your tea-rooms and have food, tea and cake. We also buy fuel from your local garages and get shopping from you before we go home. We support the Campsite financially too, so it can stay open (at affordable prices) and other people can then visit throughout the year and bring even more revenue to your town.

The knock-on effect is huge.

Taking away the licence, or even just reducing the hours, so it's early closing (ie earlier than 2am) will mean that people will not want to go. The event will not happen and no more gains for the town.

I hope this makes sense to you and please let 'Out to Grass' keep their existing licence conditions to shut at a decent time and serve alcohol early hours of the morning. There is never any trouble either.

Kind regards

[REDACTED]

[REDACTED] Pembroke Dock, PEMBROKESHIRE, [REDACTED].

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**From:** [REDACTED]  
**Sent:** 27 February 2026 09:07  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out to Grass Licence Review

I am writing with concern that Out to Grass's licence is under review and therefore potentially under threat.

Having attended a number of fantastic events with my family and friends over the years - I know how much the current tenants/custodians love and adore the site and welcoming people to it for such a fantastic variety of events.

This family friendly and stunning site was an absolute life saver when lockdowns began to lift - their strict care to ensure we stayed outside and within distance of one another's tents etc was faultless and made us all feel so safe and welcome during such a difficult time.

They operate a strict curfew on the stage area stopping live and amplified music in accordance with the law and also ensure that those who wish to be with children or just enjoy quiet time have a 'quiet field' and those in the other fields are not allowed loud music after 11pm. I am sure

that there must have been times when visitors using the site have had to been asked to keep noise down but I can say with all honesty that has never happened during my time there - people have been really respectful of each other.

It is also a great place for new bands and musicians to play in front of an audience in a relaxed and wonderful setting - it was the first time my band played together - on a sunny afternoon and we have gone on to work together ever since - grass roots events and venues are essential for new acts to cut their teeth!

I have been to Out to Grass every year - once a year for six years and really hope that will continue as it has become a very special part of my family's summers - we love the wonderful workshops, great music and beautiful walks and the amazing friendliness and professional approach of the team who welcome us there each year. I have never found any of the music to be overwhelming and I've never encountered any aggression or difficulties when attending any of the events.

Please do not revoke their licence - it will be such a loss to us all.

Kindest regards

[REDACTED]

London

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 10:32  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass Licence Review

Dear Licensing Team,

I am writing to submit a letter of support for Out To Grass as part of the current licence review consultation.

My relationship with Out To Grass is as a regular guest. My family and I have attended several events over the past four years, both as a couple and as a family, particularly the August bank holiday events. In 2025 we were also joined by another family who have a two-year-old child.

I have never found the music at the venue to be excessive or offensive. In all our visits, the atmosphere has felt carefully managed, respectful, and family-friendly.

What I would most like to highlight is the inclusivity of the site. My 19-year-old son, Thomas, has global developmental delay and severe dyspraxia. These conditions significantly affect his coordination, independence, and ability to navigate unfamiliar environments safely. He is also extremely socially vulnerable due to his limitations and is not able to go out unsupervised in typical public spaces.

Out To Grass is one of the very few places where this is different. The layout of the site, its clearly defined boundaries, and remote location away from main roads and busy public areas create a uniquely safe and contained environment. Because of this, Thomas is able to experience a level of freedom that is simply not possible elsewhere. He can walk around the perimeter of the main field or go back to our tent independently, which gives him a genuine sense of autonomy and confidence.

This freedom is hugely important for his wellbeing. Opportunities for independence are rare for young adults with complex developmental needs, and environments that support this safely are even rarer. As his Mum, it also allows me to relax and enjoy time with my family, knowing he is safe in a supportive and understanding setting. This balance of independence for him and respite for me is invaluable.

We also deeply appreciate the care and effort Out To Grass puts into environmental responsibility. As a family that camps frequently, we have seen many outdoor venues, and this is by far the best example we have experienced of a site that genuinely prioritises sustainability and respect for the land.

Out To Grass is more than an event space. It is a thoughtful, inclusive, community environment that supports families, young people, and those with additional needs in ways that are increasingly hard to find.

I strongly support the continuation of their licence and hope the council will recognise the positive impact the venue has on families like ours and the wider community.

Yours faithfully,

[REDACTED]

[REDACTED], Yeovil, Somerset, [REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 10:58  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com; Annabel Bates <annabel.bates@gmail.com>  
**Subject:** Re: Out To Grass Licence Review

Dear Licencing Team,

I would also like to add my support for the renewal of Out To Grass's licence for all of the reasons Annabel has listed in her email plus a few more of my own. I have been visiting OTG for a number of years and I've witnessed how responsibly the team operate the site, including the management of noise and supervision of alcohol sales.

Not only does OTG provide a well managed, safe and responsible site for its guests, with consideration and respect for both the environment and it's neighbours, it also provides an increasingly rare opportunity to local artists and musicians to perform and develop their craft. OTG also supports a number of grassroots festivals, which in turn also support the local music scene. Music venues especially, but all licenced businesses, are under threat from rising costs and reduced footfall so any additional restrictions to their operating conditions may well be one step too far. In 2023, 125 grassroots music venues closed due to economic pressures including licencing considerations. Out to grass, despite its secluded location, takes its neighbours concerns seriously and I've witnessed noise abatement and mitigation procedures first hand. In fact, when camping on the site (with small children) we have never experienced excessive or even disturbing levels of noise, even when live music is being performed.

I do hope that you will consider this letter of support in your review.

Yours sincerely,

[REDACTED], Cheltenham [REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 11:16  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Out to grass licence review

Dear Sir/Madam

I am writing regarding the news that 'Out To Grass' near Bromyard is under review for their licence due to a handful of noise complaints.

I would like to share my personal experiences at the venue, as I have spent a lot of time there putting on events, as well as attending and helping out.

OTG is a center of community in Herefordshire and Worcestershire, and to me, my friends and family, a welcoming, wholesome space where many people marry and celebrate.

I have always been blown away by the consideration and thoughts for the the surrounding nature and neighbours when it comes to music and gatherings, and would like to make it clear how important it is to the crew there.

Losing their licence would have a lot of negative impact to community, freedom and wellbeing in the county's population, and I think it should be very carefully considered.

Thanks

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**From:** [REDACTED]  
**Sent:** 27 February 2026 12:57  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss@gmail.com  
**Subject:** Out To Grass Licence Review

Hi

I'm writing to you about to support the licence for out to grass.

My husband and myself been going camping to this site for years. I'm disabled and this site has so much to offer. This land is beautiful and easily accessible for disabled and as a bonus I can enjoy music events together with friends. Each year I'm looking forward to something different. It keeps my mental health going. I feel the vibe of the land and people. I need this as my holiday from hell of been disabled.

Please can you grant the licence and keep my spirits going.

Thank you

Kind regards

[REDACTED]  
Southampton  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 13:16  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Subject:** Out to grass Licence Review

Dear Sir/Madam

I am writing in reference to the "Out to view" licence review.

For many years now my young family and I have attended events at the site and found it to be a safe, friendly environment where one can relax and take the family without any concerns, something I cannot say about larger events in this country.

While at such events I have never considered the music to be too loud or played at volume at inappropriate times that it would inconvenience residents in the local area.

My experience running musical events at my own establishment, the difficulty in balancing the needs of guests and local residents puts me in a unique position to comment on the situation. Furthermore, I have found that after communicating with local residents issues in relation to noise cancelling can be resolved or explained (weather can carry sound - especially in a large open venue - that makes efforts to standardise noise retardation challenging).

As a personal licence holder I have found, at that these events, that those running events meticulously abide by the law.

Finally , in a time of great uncertainty for the live music and entertainment industry(one of the few industries Britain can still be proud of), to find the oasis that is Out to Grass requires vigorous support from patrons like myself. However, as an industry professional and site owner, it should also be noted the land owners' exceptional undertaking for such a commitment with passion and professionalism while caring for the immediate community that surrounds the site, something I have personally discussed with him on several occasions.

Regards

[REDACTED]

[REDACTED]

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**From:** [REDACTED] >  
**Sent:** Friday, February 27, 2026 1:17:11 PM  
**To:** [licensing@herefordshire.gov.uk](mailto:licensing@herefordshire.gov.uk) <[licensing@herefordshire.gov.uk](mailto:licensing@herefordshire.gov.uk)>  
**Cc:** [infoouttograss@gmail.com](mailto:infoouttograss@gmail.com) <[infoouttograss@gmail.com](mailto:infoouttograss@gmail.com)>  
**Subject:** Out To Grass Licence Review

Dear Licensing Team,

I am writing in response to the open consultation regarding the licensing review for Out To Grass.

I have attended events at Out To Grass for approximately ten years, both as a guest and, on occasion, as a performer. During that time, I have consistently found the venue to be well managed, respectful and professionally run.

The site itself is beautiful and well maintained, and events are organised in a structured and responsible way. In my experience, music has always finished at a reasonable hour and I have never found sound levels to be excessive. I have always been able to rest comfortably overnight, which reflects the care taken around sound management.

Out To Grass provides an important space for creative community gatherings to take place in a safe, organised rural setting. The atmosphere at events I have attended has been positive and considerate, and I have only ever observed responsible stewardship of the site. I strongly support the continuation of its licence.

Kind regards,

[REDACTED]

[REDACTED], Kingswood, Bristol [REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 February 2026 15:42  
**To:** Licensing <licensing@herefordshire.gov.uk>  
**Cc:** infoouttograss <infoouttograss@gmail.com>  
**Subject:** Out to Grass Licence Review

To Whom it may concern

I hope this email finds you well. I'm writing to formally support the Out to Grass.

As Managing Director of Superstars Bell Tent Hire Limited, I've been erecting bell tents for Ian's customers and events for five years. This partnership has provided me with unique professional insights into their exceptional event management and community responsibility. I'm confident Ian and his team will uphold these standards to the highest level and I have viewed this for myself personally.

The entire team is professional. I work closely with many event organisers and hold them in the highest regard. I know Ian and his team value feedback and expect their providers to do the same. I do this to ensure the safety and professionalism of everyone involved in any events delivered on his land.

I'm surprised to learn about complaints regarding noise. The location itself seems ideal for minimising this issue. I understand that many people would be affected if this negatively impacted Ian and his Out to Grass team.

I'm submitting this letter of support because I believe Out to Grass represents the gold standard in responsible event management. Their unwavering commitment to safety, proven track record and positive community impact make this premises licence application one I wholeheartedly endorse from an event management perspective.

I'm happy to provide any additional information or clarification the licensing committee may require.

Thank you for your consideration of this application.

[REDACTED]  
[REDACTED], Warrington [REDACTED]





Home Office

# **Revised Guidance issued under section 182 of the Licensing Act 2003**

December 2023

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# 11. Reviews

## The review process

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.
- 11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.3 An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility. The applicant must give notice of the review application to the responsible authorities and holder of the licence or certificate. The licensing authority is required to advertise a review application.
- 11.4 In addition, the licensing authority must review a licence if the premises to which it relates was made the subject of a closure order by the police based on nuisance or disorder and the magistrates' court has sent the authority the relevant notice of its determination, or if the police have made an application for summary review on the basis that premises are associated with serious crime and/or disorder.
- 11.5 Any responsible authority under the 2003 Act may apply for a review of a premises licence or club premises certificate. Therefore, the relevant licensing authority may apply for a review if it is concerned about licensed activities at premises and wants to intervene early without waiting for representations from other persons. However, it is not expected that licensing authorities should normally act as responsible authorities in applying for reviews on behalf of other persons, such as local residents or community groups. These individuals or groups are entitled to apply for a review for a licence or certificate in their own right if they have grounds to do so. It is also reasonable for licensing authorities to expect other responsible authorities to intervene where the basis for the intervention falls within the remit of that other authority. For example, the police should take appropriate steps where the basis for the review is concern about crime and disorder or the sexual exploitation of children. Likewise, where there are concerns about noise nuisance, it is reasonable to expect the local authority exercising environmental health functions for the area in which the premises are situated to make the application for review.
- 11.6 Where the relevant licensing authority does act as a responsible authority and applies for a review, it is important that a separation of responsibilities is still achieved in this process to ensure procedural fairness and eliminate conflicts of interest. As outlined previously in Chapter 9 of this Guidance, the distinct functions of acting as licensing authority and responsible authority should be exercised by different officials to ensure a separation of responsibilities. Further information on how licensing authorities should

achieve this separation of responsibilities can be found in Chapter 9, paragraphs 9.13 to 9.19 of this Guidance.

- 11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as relevant unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.8 Where a licensing authority receives a geographic cluster of complaints, consideration may be given as whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the licensing authority may be asked to consider whether it would be appropriate to publish a cumulative impact assessment. Further guidance on cumulative impact assessments can be found in Chapter 14 of this Guidance.
- 11.9 Responsible authorities and other persons may make representations in respect of an application to review a premises licence or club premises certificate. They must be relevant (i.e., relate to one or more of the licensing objectives) and, in the case of other persons, must not be frivolous or vexatious. Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement.
- 11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.
- 11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).

## **Repetitious grounds of review**

- 11.12 A repetitious ground is one that is identical or substantially similar to:

- a ground for review specified in an earlier application for review made in relation to the same premises licence or certificate which has already been determined; or
  - representations considered by the licensing authority when the premises licence or certificate was granted; or
  - representations which would have been made when the application for the premises licence was first made and which were excluded then by reason of the prior issue of a provisional statement; and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or grant.
- 11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a further means of challenging the grant of the licence following the failure of representations to persuade the licensing authority on an earlier occasion. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, it is recommended that more than one review originating from a person other than a responsible authority in relation to a particular premises should not be permitted within a 12 month period on similar grounds save in compelling circumstances or where it arises following a closure order or illegal working compliance order.
- 11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one application for a review of a licence or certificate within a 12 month period.
- 11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website ([www.legislation.gov.uk](http://www.legislation.gov.uk)). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

## **Powers of a licensing authority on the determination of a review**

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account

when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:
- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
  - exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)<sup>10</sup>;
  - remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
  - suspend the licence for a period not exceeding three months;
  - revoke the licence.
- 11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.
- 11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.
- 11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough

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<sup>10</sup> See chapter 16 in relation to the licensing of live and recorded music.

action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

## Reviews arising in connection with crime

- 11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.
- 11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.
- 11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.
- 11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:
- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
  - for the sale and distribution of illegal firearms;
  - for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
  - for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
  - for prostitution or the sale of unlawful pornography;
  - by organised groups of paedophiles to groom children;
  - as the base for the organisation of criminal activity, particularly by gangs;

- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

## **Review of a premises licence following closure order or illegal working compliance order**

11.29 Licensing authorities are subject to certain timescales, set out in the legislation, for the review of a premises licence following a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014 or an illegal working compliance order under section 38 of and Schedule 6 to the Immigration Act 2016. The relevant time periods run concurrently and are as follows:

- when the licensing authority receives notice that a magistrates' court has made a closure order it has 28 days to determine the licence review – the determination must be made before the expiry of the 28th day after the day on which the notice is received;
- the hearing must be held within ten working days, the first of which is the day after the day the notice from the magistrates' court is received;
- notice of the hearing must be given no later than five working days before the first hearing day (there must be five clear working days between the giving of the notice and the start of the hearing).

## **Review of a premises licence following persistent sales of alcohol to children**

11.29 The Government recognises that the majority of licensed premises operate responsibly and undertake due diligence checks on those who appear to be under the age of 18 at the point of sale (or 21 and 25 where they operate a Challenge 21 or 25 scheme). Where these systems are in place, licensing authorities may wish to take a proportionate approach in cases where there have been two sales of alcohol within very quick succession of one another (e.g., where a new cashier has not followed policy and conformed with a store's age verification procedures). However, where persistent sales of alcohol to children have occurred at premises, and it is apparent that those managing the premises do not operate a responsible policy or have not exercised appropriate due diligence, responsible authorities should consider taking steps to ensure that a review of the licence is the norm in these circumstances. This is particularly the case where there has been a prosecution for the offence under section 147A or a closure notice has been given under section 169A of the 2003 Act. In determining the review, the licensing authority should consider revoking the licence if it considers this appropriate.