

From: [REDACTED]
Sent: 11 April 2021 09:51
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Objection to Izzy's cafe's late license
To whom it may concern,

As a local resident of Symonds Yat, I am vehemently opposed to the idea of Izzy's cafe receiving a late license.

We have enough noise pollution from the local arcade, and the increased litter and petty crime, which factually always increases from late night establishments, will deter tourists and upset the local community.

I'm sure you wouldn't like it if, having a young family, your children were being kept away every weekend night till 11pm and later. This is the situation I would face.

I hope the correct decision gets made.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 06 April 2021 17:19
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Izzy's Cafe- Wye Valley Visitors Centre- Whitchurch

To whom it may concern,

I am writing this email to voice my disapproval at the licensing changes connected to the Izzy's Cafe in Symonds Yat. My three reasons cover the following themes: impact on the community, tourists with young families and the impact on local businesses.

As you will be aware, Symonds Yat is an Area of Natural Beauty. The adverse impact of a fully licensed cafe to this AONB - and the locals who live here - is obvious:

- The increase in late-night sound disturbance will negatively affect sleep; some houses' windows are as close as 80 yards away from the cafe.
- It is well documented that late-night drinking increases crime to its local vicinity.
- Similarly, the rise in litter will upset locals and deter tourists. Bottles and other waste inevitably gets thrown into residential gardens, damages vehicles and ends up in grass verges, affecting the local wildlife too.

Personally, I feel these points contravene the Goodrich and Welsh Bicknor neighbourhood development plan, Page 14 Point 3.2. Particularly:

- The landscape character, views and features of the Wye Valley AONB are most important both for residents and visitors
- The balancing of the benefits of tourism and other activities with the maintenance of ecological value

This leads onto my second point: tourists with young families. The current infrastructure is designed primarily for young families to enjoy the area, with the butterfly gardens, maze and crazy golf among its main attractions. A late-night music and drinking establishment is discordant with this image, and will likely have a deleterious effect on local tourism, a sector which is vital to the local economy.

My final point follows on from this. Local tourism has been hugely impacted by the ramifications of Covid-19. Local licensed premises, already under deep financial strain, will struggle further with the introduction of another business. With what many locals consider enough (if anything, more than enough) establishments in the area already, it feels unjust to add in another - these local businesses should have the opportunity to bounce back from these unprecedented times, rather than have to cope with another competitor.

Thank you for taking the time to read my concerns. Please feel free to contact me at this email address, should you wish me to elaborate on any of these issues.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: 07 April 2021 15:55

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

Subject: OBJECTION to new premises license for Cafe at Wye Valley Visitor Centre, Whitchurch, HR9 6DA

To whom it may concern,

I am writing to object to the possible granting of a premises license at the Café at The Wye Valley Visitor Centre (Butterfly Zoo, Maze & Crazy Golf) in Whitchurch, HR9 6DA.

This parish (made up of the villages/settlements of Whitchurch, Ganarew, Little Doward, Great Doward and Symonds Yat West) has around 500 houses with a population of approx. 1200.

This parish already has a OVERPROVISION of licenses premises (for both on and off sales);

- Potting Shed – 24 hour on site license holder
- Woods of Whitchurch – 24 hour on site license holder
- Daffynant Services/Garage – 24 hour trading/designated supervision on site
- The Crown Inn – 24 hour on site license holder
- The Old Court Hotel – 24 hour on site license holder
- The Riverside Pub (Campsite) – 24 hour on site license holder
- The Paddocks Hotel – 24 hour on site license holder
- The Wye Knot – 24 hour on site license holder
- Ye Olde Ferrie Inn – 24 hour on site license holder

You will already be aware that many of the 500 houses are not permanently occupied with many being second homes and holiday lets. This village has large seasonal tourism which is polarised mostly to large numbers of visitors daily in the 6 week summer break (July/August) and May Bank Holidays, Half Term and Easter. The rest of the time tourism is mostly at weekends between Easter (April) and October Half Term (October). There are very few visitors to the area between November and March inclusively. Therefore there is no requirement or need for another licensed premises in this parish.

In recent years we have seen a rise in disorder, petty crime and anti social behaviour. This parish is nestled in probably the furthest south point for West Mercia Police. The police provision for this area is extremely poor and takes along time to get here. We are also a long way from the Ambulance Centre and average times to get help via ambulance are long. All of the licensed premises have 24 hour on site supervision. I make a point of this as we don't have many issues with anti social behaviour or disorder from our current premises. The increased crime has come from unsupervised drinking on riverbank /public footpaths etc.

Prevention of Crime and Disorder

Granting a 10th premises license to our small community is unnecessary and will result in increased crime and disorder. There is no provision in the application for supervision of the proposed off sales of alcohol to campers. This hotel has guest rooms which overlook the café and guests would be affected by disorder or dispersal of people from the new licensed premises during the evening. In addition, the rest of the Visitor attraction is closed from 6pm (latest) in the winter

4pm and therefore as the site would remain open it could attract poor behaviour/crime. There is no supervision at all during hours of closure (6pm-9pm) at the Visitor Centre. When alarms have gone off in the past it has taken along time for them to be turned off due to the fact the site is locked up. I live here alone and supervise my premises as a female and feel at risk that the new premises license would attract people to this area of the village with no plan or prevention policies in place to manage drunken behaviour. I have lived here for 15 years and the very few issues I have had have been resolved by on site supervision in the village. In the application there was mention of provision of off sale bottles for campers. There is no requirement for this as both shops in the village already provide this and there is a pub (the Riverside) on the campsite which provides for the campers. By providing another premises licensed to sell alcohol it is encouraging the movement of campers/visitors to unsupervised areas of the village increasing risk of crime/disorder which is unnecessary.

It is important to note that whilst it is not a requirement – all the licensed premises in the village currently are open and trading 24 hours or have a onsite / live in person to act as a supervisor. The site for the proposed license is a lock up site where there is nobody living on site. I have concerns that given the nature of the tourism in the village (large numbers of camping) how will any crime or disorder be managed swiftly by the designated supervisor? As the main and direct neighbour I feel at risk that I will be forced into managing disorder due to the lack of onsite supervision.

I would strongly recommend that the premises license is not granted or if it is that a variation is put forward that alcohol / music is only permitted during the opening times of the whole Visitor Attraction and not after it is closed. Therefore the license should be restricted and finish at 6pm latest.

Public Safety

There is a risk to the general public of the site being open but unsupervised. Injuries could occur on the Mini Golf or disorder in the car park which is normally all locked up.

Prevent Public Nuisance

The application for premises license give no indication of sympathy or plans to mitigate public nuisance at all.

If the premises license is granted the café will trade for 40%+ more hours than previously traded during the 15 years that I have occupied the Old Court Hotel. Whilst I do not have any objections to longer trading hours, I do object to the sale of alcohol and provision on music as it will affect the atmosphere that my guests enjoy their stay.

If there is live music and outdoor music played it will create noise pollution which we do not have on this road currently. We provide no music outdoors (with the exception of 1 day a year where we do a charity concert). Any increase in noise would affect my guests.

There is no provision for litter on the site currently. If the site is selling bottles of alcohol for off site consumption there should be a requirement for the premises to provide bins on the pathway or at points of where people walk for the litter to be recycled or disposed of. The only bin provided on that side of the road is a specific Dog Waste Bin on the corner of the Campsite.

I would strongly recommend that the premises license is not granted. If it is there should be a requirement for reduced trading hours to daylight hours or hours the Visitor Centre is trading. There should be a requirement for any music to be played at a limited level and hours should be limited to finish at 9pm or before so to not create a nuisance to other visitors. There

should also be a requirement to provide recycling and waste bins on designated routes where the customers buying the alcohol for off sales would be walking to not increase litter in the village.

Protection of Children from Harm

The Wye Valley Visitor Centre is a family centred attraction which activities are focused on children and parents participating with children. The opening hours are daytimes only and in the winter are daylight hours only. As a family attraction on site facilities should be focused around family provision. Selling alcohol to adults during a family day out should be carefully monitored. There should be a clear trading statement that children are not put at risk by parents drinking over the drink/drive limit before departing the site by car. There is a risk that children may be served alcohol. There is no provision in the application that there will be a thorough ID check. Maybe there should be a requirement to be 21 to purchase alcohol in the setting to protect children.

I would strongly recommend the premises license is not granted and there is no reason why children need to be risked at all by granting this licence.

Please would you respond to this email so I know that it has been registered as I have heard that emails to this email address have failed to be received recently.

I urge you to seek evidence that granting this license goes some way to meet and exceed the requirements of the licensing objectives due to the fact there is already a vast overprovision of premises license in this small, under populated area.

Yours sincerely,

[Redacted signature]

[Redacted signature]

[Redacted signature]



[Redacted signature]

[Redacted signature]

[Redacted signature]

[Redacted signature]

From: [REDACTED]
Sent: 05 April 2021 11:54
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Objections

Dear All

We understand that an application has been made to the Council for Live/Recorded and the Sale and Consumption on and off the premises at Izzys Café located at Wye Valley Visitor Centre.

I feel there is no further requirement for the provision of Live Music or another purveyor of Alcohol in the area there is currently 8 alcohol licensed premises already all this will do is encourage discounting for off sales and the risk of disorder and even more littering. We do not feel that Izzys Café has a large enough area (inside or outside) to accommodate such activities and given its proximity to a Primary School we have real concerns over protecting our children from harm.

Wye Valley Visitor Centre has onsite third party parking management systems, which itself is a reason for local discord in forcing parents of children to use the main road for collection and drop off, the addition of another licensed premises raises questions of public safety not to mention crime and disorder.

The area has long established itself as a quiet and peaceful area for all to enjoy, granting such a license is not in balance with our parish.

Thanks

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 09 April 2021 15:07
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Objection to Premise License at Cafe, Wye Valley Visitor Centre, HR9 6DA

[REDACTED]
Dear Licensing Officer,

I am writing to object to the proposed alcohol and music premises license that has been applied for by Izzy's Café at the Wye Valley Visitor Centre, Whitchurch, HR9 6DA.

I live in one of 3 households occupied full time nearest the Wye Valley Visitor Centre. I live alone with my 2 children and feel that granting another alcohol license in this village, close to where I live, would increase the crime, disorder and nuisance close to my home.

There has been an increase in numbers of visitors who go to the river bank and use un supervised areas of Whitchurch/Symonds Yat West. Last year there were many problems with young people (16-24 year olds) drinking alcohol unsupervised in the village. This led to the police being called out.

I have lived in here for 15 years and last year for the first time felt that I needed to install CCTV into my house as unknown people were entering my driveway and using it as a toilet and to leave their litter. I also had 2 occasions where strangers, who were under the influence, knocked on my door and scared my children.

Given the close proximity to the café, I believe granting a license for on and off sales of alcohol will only lead to an increase in anti social behaviour. It will lead to increase in using my driveway and other areas for example the lane to the church as a toilet. It will also increase the amount of litter in the area.

I am also worried about increased noise from the site. Currently the Wye Valley Visitor Centre is only open during the day/daylight hours. There is no excessive light, noise, litter from the site as everyone who uses it tends to stay on site to consume either their own packed lunches or eat at the café. By permitting off sales this encourages tourists to take away their alcohol (and litter) and deposit it in other areas of the village.

In addition, I believe there is an increased risk of disorder/anti social behaviour within the Wye Valley Centre during darkness as the application states it is the intention to sell alcohol to campers. Currently campers have plenty of options of where to buy alcohol 1) The Riverside Pub (on the campsite) 2) Woods of Whitchurch 3) Daffynant 24 hour Service Station 4) Symonds Yat 24 Hr service station. There is no need to provide another outlet for off sales. Also the campers tend to stick to the area around the Riverside Pub/Arcade where there is 24 hour supervision. This means that if behaviour gets out of hand it is deal with locally.

There is no 24 hour supervision on the Wye Valley Visiotr Centre site. Whilst I accept this is not a requirement, it does help sort out minor issues before they escalate. The fact there is no supervision after closure at the proposed licensed site means that I may be forced to deal with a situation at my home. [REDACTED]

I see in the application there are no details of how the site will be supervised or how the premises license holder will reduce the impact of disorder, nuisance or anti social beahviour.

I believe this premises license should not be granted. There is no requirement in this village; we already have 10 licensed premises, we definitely do not need an 11th license. If you are minded to grant it – then it should operate only in the hours that the Visitor Centre is open. I would also be interested to understand what granting the license does to prevent disorder and anti social behaviour in this area? Herefordshire Council has a duty to the citizens and Council Tax payers to do everything it can to not increase crime. By granting the license it can only increase crime. It won't decrease crime.

Yours sincerely

[REDACTED]

From: [REDACTED]
Sent: 11 April 2021 20:49
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Objection to planning application

Dear Sir / Madam,

I would like to register an objection to the planning application for an alcohol and music licence at Izzy's Cafe, Wye Valley Visitor Centre, Whitchurch, HR9 6DA.

I strongly object to the licence for the following reasons:

The premises sits within the residential village of Whitchurch and would cause noise disturbance and noise pollution to the residents.

Selling alcohol from the site has a proven link to increasing incidences of anti-social behaviour, crime, littering and noise disturbance.

The majority of visitors to the village are families with children, taking short holiday breaks and often camping in the nearby campsite. The proposed licence would create significant noise disruption and impact on other local businesses such as the campsite, as well as holidaymakers enjoyment of the peaceful river valley.

The village and visitors to Whitchurch already support a range of existing establishments for evening entertainment, food and drinking. These are not overcrowded and there is no requirement for additional venue capacity. Another alcohol licenced venue would damage existing businesses.

These existing establishments in the village are in keeping with their surroundings, for example historic inns and traditional village pubs. Opening a late night music and alcohol venue at the visitor centre will damage the environment, atmosphere and reputation of this historic village in an Area of Outstanding Natural Beauty.

Best wishes,

[REDACTED]