

**HEREFORDSHIRE COUNCIL**  
**Licensing Act 2003**

**REPRESENTATION FORM – INTERESTED  
PARTIES**

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

**When completing this form please print clearly and legibly.**

Please return this form, and any additional information within the statutory period to:  
**The Licensing Section,  
Herefordshire Council,  
8 St Owen Street,  
Hereford,  
HR1 2PJ  
licensing@herefordshire.gov.uk**

<b>Your Name:</b> [REDACTED]	<b>Contact Telephone No.</b> [REDACTED]
<b>Address:</b> [REDACTED] [REDACTED] [REDACTED] [REDACTED]	<b>E-mail address:</b> [REDACTED]  <b>Please state your interest in the premises you are making a representation about:</b> Local resident
<b>Name &amp; Address of premises you are making a representation about:</b> How The Light Gets In Festival, organised by Amanda Houghton of TVF LTD – Institute of Art on land bordering the River Wye, behind Hay and Brecon Farmers, Co-Op and Huws Gray in Newport Street, Cusop, Hay-on-Wye, HR3 5BZ The land is designated by OS map references SO 2243, SO 2343, SO 2242 and SO 2342.	

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

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

### To Prevent Crime & Disorder

We have concerns about antisocial behaviour and noise by late night revellers leaving the site in the early hours of the morning and believe a police presence is required to deter this kind of behaviour.

An earlier finish to licenced events and bars would help with this.

### Public Safety

Newport Street is a busy road and has a narrow pavement on one side of the road only (see image below).

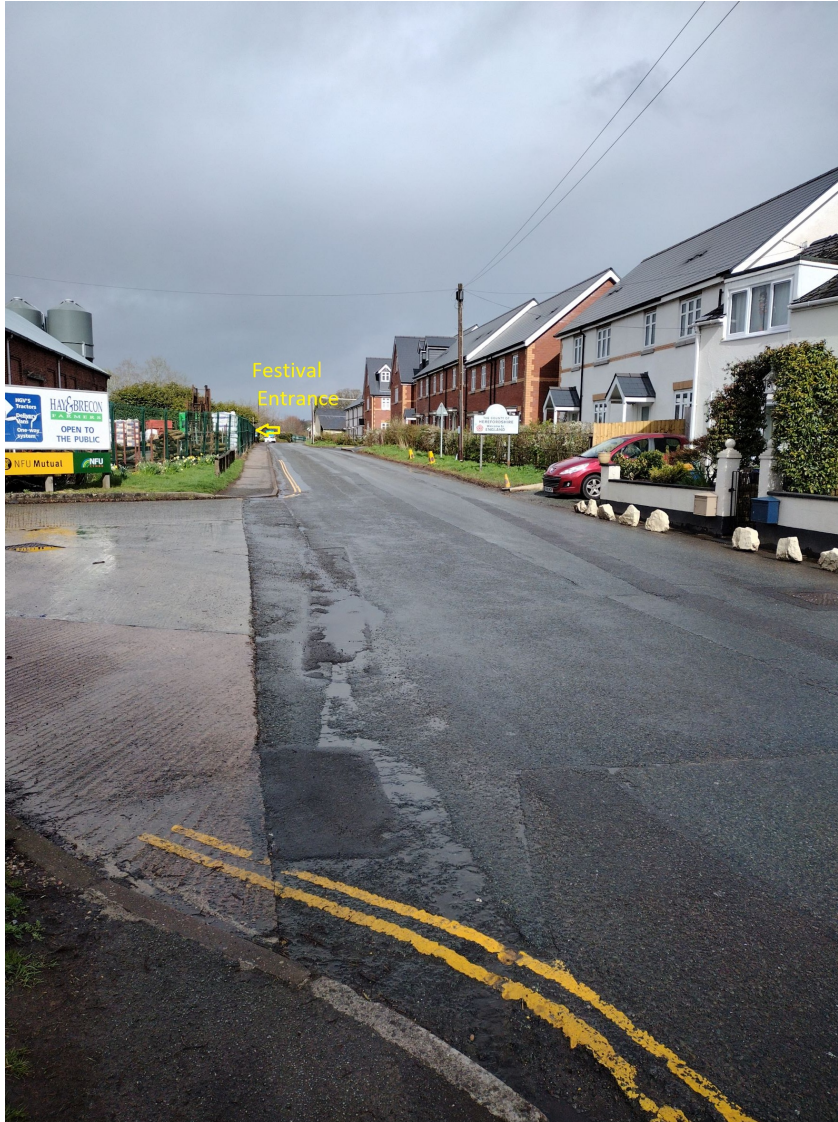


Photo 1. View North along Newport Street from entrance to Hay & Brecon Farmers showing narrow pavement

The majority of festival-goers will have to use this pavement for access to and from the festival. It has only one streetlight in the photo near the entrance to the Co-Op. We have concerns for the safety of festival-goers, who may have been drinking alcohol, walking or falling into the road in

front of passing vehicles. A temporary reduced speed limit may help to reduce accidents. Last year (2022), it was in the event plan to have a 20mph speed limit along the stretch of Newport Street from the bridge over Dulas Brook to beyond the Co-Op entrance. This did not happen. The 20mph limit was only very local around the temporary pedestrian crossing near the Co-Op entrance.

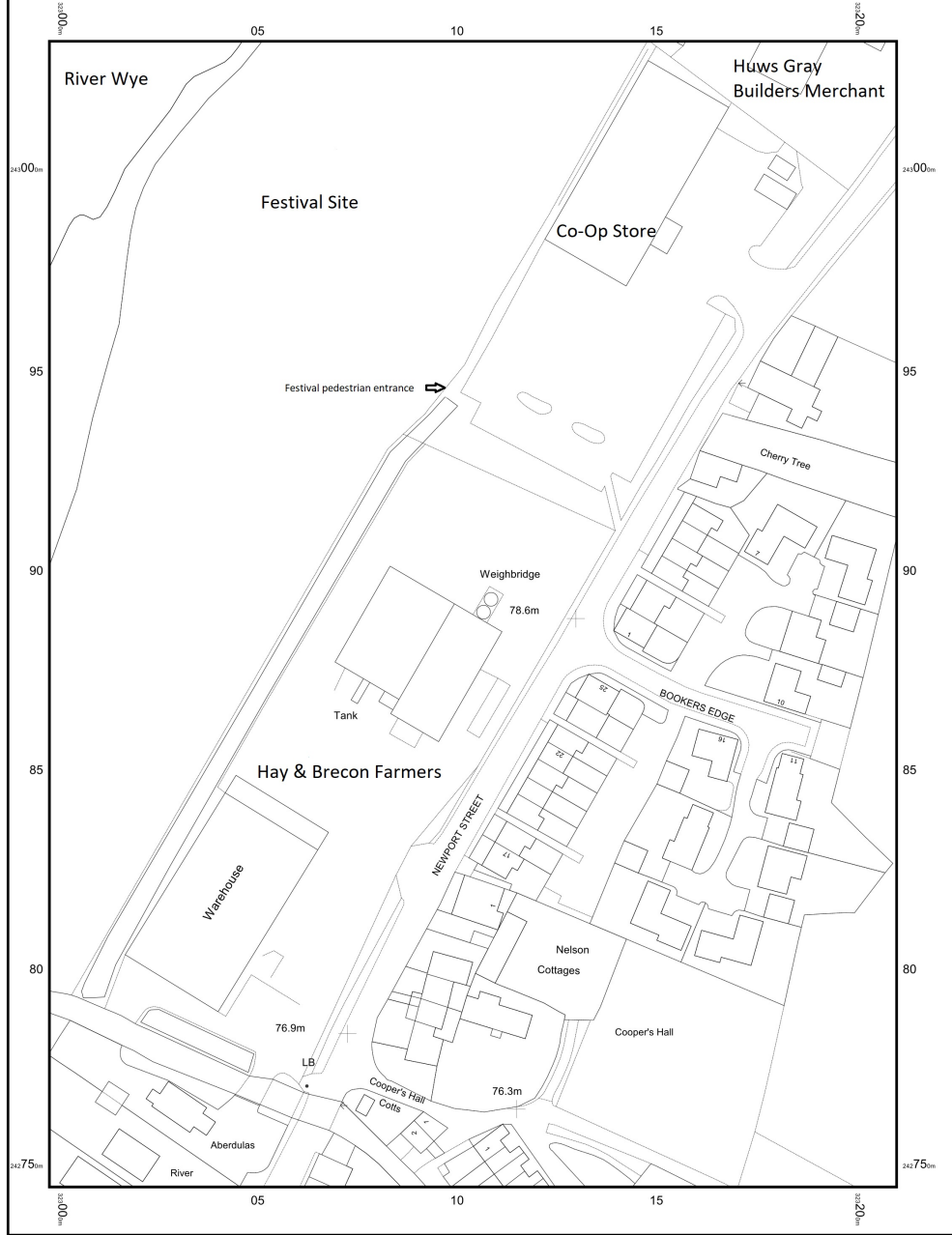
It may also help to put in place a shuttle bus service from Co-Op car park to the main car park in Hay to reduce pedestrian traffic along the narrow pavement in Newport Street.

There is no mention of dedicated parking for this festival in the licence application, although it is mentioned on the festival website. The parking of vehicles in Newport Street, Bookers Edge and the wider sections of Nantyglassdwr Lane would lead to restricted visibility for drivers and pedestrians and obstructed access for emergency vehicles. For improved safety, all of these roads should be lined with "No Waiting/Parking" cones and this restriction enforced.

### **To Prevent Public Nuisance**

In the "Application for a premises licence" form, it is stated that "The site is located away from any residential properties in town". This is misleading and frankly untrue.

There are many existing homes in Newport Street and Nantyglassdwr Lane and 25 recently-built residential properties in Bookers Edge, Newport Street opposite the pedestrian entrance to the festival site (See map and photos below). The majority of these properties have been occupied since only late 2019. All of these recently-built homes are within 60m to 200m of the festival site.



© Crown copyright and database rights 2023 Ordnance Survey 100048957.  
The representation of road, track or path is no evidence of a boundary or right of way. The representation of features as lines is no evidence of a property boundary.

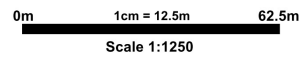




Photo 2 View south along Newport Street showing proximity of festival entrance to houses

It is also stated in the application: "We are aware of the need for sound control, and our noise management plan reflects our intention to manage the festival in such a way that disruption to any of our neighbours in minimise as much as possible."

Last year (2022) residents were all affected by very loud late night noise, preventing sleep and causing disturbance until 1.00am on at least two nights of the festival. The sound control plan did not seem to work and noise levels were higher than the limits. We know this because we spoke to the sound monitoring contractor. The dedicated noise hotline to the festival organisers was not always answered and there was nobody manning the council environmental team line to handle complaints or take any action.

There was also intermittent noise late at night from the festival campsite situated in the fields to the East of Newport Street opposite the Co-Op and Huws Gray


I request the licence should be amended to close down all events, bars and food outlets earlier in the evening, maybe in line with the main Hay Festival timings and certainly no later than 11pm to allow site clearance before midnight to reduce disturbance to residents.

I would expect the council to monitor closely the noise control plan this year after the failure of last year. levels should be constantly monitored every night as we have concerns about the noise levels from amplified music, both live and recorded, being played late into the night.

I have concerns about antisocial behaviour and noise by late night revellers leaving the site late at night and believe a police presence is required to eliminate this kind of behaviour.

The provision of a dedicated parking area for the event and cones to prevent parking in Newport Street, Bookers Edge and Nantyglassdwr Lane should help to ease the nuisance of illegal and inconsiderate parking in residential roads in the vicinity.

#### **To Protect Children from Harm**

Signed:   
Date: 30-Mar-2023

If you have any queries about this form or are unsure of when the statutory period ends please contact the **Licensing Helpline** on **01432 261761**

## Representation Form – Interested Parties Suggested Conditions

Premise: How The Light Gets In Festival

Your name: 

It would help us with this application if you could suggest conditions you would be happy for the premise to operate under to rectify the problems you are experiencing.

All suggested conditions shall be considered in line with the Herefordshire Council Licensing Policy, the Licensing Act 2003 and the Licensing Objectives.

### To Prevent Crime and Disorder

A frequent or full-time police presence at the event and in Newport Street in the evenings until the site has closed. This would help to deter antisocial behaviour and crime against property.

### Public Safety

Put in place a temporary 20mph speed limit in Newport Street for the entire length of the route from Bridge Street to the entrance to Huws Gray Builders Merchants.

Line Newport Street, Bookers Edge and the wider parts of Nantyglassdwr Lane with “No Waiting/Parking” cones and maintain a police or traffic warden presence to ensure these restrictions are enforced.

Put in place a shuttle bus service from Co-Op car park to the main car park in Hay and maybe other stops to reduce pedestrian traffic along the narrow pavement in Newport Street.

### Prevent Public Nuisance

The licence should be amended to close all events, bars and food outlets earlier in the evening, maybe in line with the main Hay Festival timings and certainly no later than 11pm to allow site clearance before midnight to reduce disturbance to residents.

An effective noise control plan should be in place and enforced by council representatives to ensure noise levels are kept down for residents in Bookers Edge, Newport Street, and Nantyglassdwr Lane. The reference night-time background noise levels should be taken about two weeks before the start of the festival to ensure the normal tranquillity of the area is correctly recorded.

Ensure “No Parking” cones are present on both sides of the road in Bookers Edge, Newport Street, and the wider parts of Nantyglassdwr Lane and provide enforcement of no parking restrictions. Ensure that the event car park is properly signposted and provided with adequate space at reasonable cost.

### Protect Children from Harm

Signed: 

Date: 30-Mar-2023

If you have any queries about this form or are unsure of when the statutory period ends please contact the  
**Licensing Helpline on 01432 261761**

RECEIVED

- 3 APR 2023

**HEREFORDSHIRE COUNCIL**  
Licensing Act 2003

**REPRESENTATION FORM – INTERESTED PARTIES**

Please return this form, and any additional information within the statutory period to:  
**The Licensing Section,  
Herefordshire Council,  
8 St Owen Street,  
Hereford,  
HR1 2PJ  
licensing@herefordshire.gov.uk**

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

When completing this form please print clearly and legibly.

Your Name: [REDACTED]	Contact Telephone No. [REDACTED]
Address: [REDACTED] Cottage	E-mail address: [REDACTED]
	<b>Please state your interest in the premises you are making a representation about:</b> <i>eg local resident/local business business owner directly opposite festival site</i>
<b>Name &amp; Address of premises you are making a representation about:</b> How the Light Gets In 2023 contact Amanda Houghton manager The Globe, premises location OS ref SO2243,2343,2242,2342	

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

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

<b>To Prevent Crime &amp; Disorder</b>
<b>Public Safety</b>
<b>To Prevent Public Nuisance</b> Please see attached sheet
<b>To Protect Children from Harm</b>

Signed: [REDACTED]  
Date: 30/3/2023

If you have any queries about this form or are unsure of when the statutory period ends please contact the Licensing Helpline on 01432 261761

**Additional information**

Details of representation:

To prevent public nuisance

The area where the festival has traditionally been sited has changed since Covid- when there was no festival. A housing estate has been built nearby and we opened a tourism accommodation site on the opposite riverbank.

Last year as a direct result of the festival we suffered financial loss with guests leaving because of the excessive noise levels until well into the early hours of the morning.

After the event, I complained to all the relevant parties last year both in Herefordshire and Powys, being the noise pollution straddled both counties caused a huge problem as it turned out to be no ones responsibility. I gave my evidence to [REDACTED] re the complaint number 357901, and to the SAG committee as the HTLGI were in breach of conditions set by the licensing application, the outcome of which has not been released.

A wildlife offence was committed and reported incident number 167-1-16062022 but nothing ever came of that, a swan abandoned her nest with 3 eggs and 2 days left to hatch.

Suggested conditions:

If the event were to stop at 11pm this would mean I could operate my business and the nearby residents would be much happier.

Have cross county monitoring as I work/live directly across the river and opposite the festival site in Powys, this proved to be a huge issue when complaining about and being taken into consideration.

Have a monitoring station on my property as I am the nearest neighbour and when taking the average readings beforehand to determine an acceptable level of noise come around at midnight to see just how silent it is.

A sound baffle could be placed around the site as in some festivals to contain the noise or when the speakers are mounted, have them placed higher up and facing down to the ground to absorb the noise, not out across the river.

One of the events each night is a disco/house music set, this could become a silent disco thus reducing some of the noise.

A wildlife officer be contacted prior to the event to come up/agree with a management plan for the ecology – namely swans, bats, otters etc. Can we ask that no bright lights are shone across the river to light up the woodland/bank as we have bat roosts and are only permitted minimal lighting our side.

If the festival were to move to a different weekend, it could use the existing Hay festival site which is slightly further out of town and the residents are already geared up for this level of disturbance. The town struggles to deal the volume of people generated by both festivals being on at the same time, and it would bring additional revenue at a different time of year.

I appreciate that this is a futile exercise as tickets are already being sold and it is widely advertised.



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**HR1 2PJ**  
**licensing@herefordshire.gov.uk**

<b>Your Name:</b> [REDACTED]	<b>Contact Telephone No</b> [REDACTED]
<b>Address:</b> [REDACTED] [REDACTED]	<b>E-mail address:</b>
	<b>Please state your interest in the premises you are making a representation about:</b> <b>LOCAL RESIDENTS</b>
<b>Name &amp; Address of premises you are making a representation about:</b> <b>HOW THE LIGHT GETS IN, OFF NEWPORT STREET, HAY ON WYE</b>	

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

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

<b>To Prevent Crime &amp; Disorder</b>
<b>Public Safety</b> <b>A DANGEROUS ROAD, POOR VISABILITY FOR CROSSING WITH SPEED OF TRAFFIC,</b>
<b>To Prevent Public Nuisance</b> <b>AS WAS STATED LAST YEAR:</b> <b>THIS EVENT IS HELD WITHIN A RESIDENTIAL AREA WHICH WILL BE IMPACTED BY LATE NIGHT NOISE FROM THE EVENT AND FESTIVAL GOERS LEAVING THE SITE IN THE EARLY HOURS. LAST YEAR'S EVENT HAD LOUD ELECTRONIC AND DRUM AND BASS MUSIC INTO THE LATE HOURS WHICH WAS WELL ABOVE THE (HIGH) ALLOWED DECIBEL LIMIT (AND IN THE RELEVANT LICENSING ZOOM MEETING ORGANISERS CLAIMED IT WOULD BE "FOLK MUSIC")</b>
<b>To Protect Children from Harm</b>

Signed:  
Date:

If you have any queries about this form or are unsure of when the statutory period ends please contact the **Licensing Helpline** on **01432 261761**

### **Representation Form – Interested Parties Suggested Conditions**

**Premise:**     HOW THE LIGHT GETS IN     **Your**  
**name:**     ████████████████████    

It would help us with this application if you could suggest conditions you would be happy for the premise to operate under to rectify the problems you are experiencing.

All suggested conditions shall be considered in line with the Herefordshire Council Licensing Policy, the Licensing Act 2003 and the Licensing Objectives.

<b>To Prevent Crime and Disorder</b>
<b>Public Safety</b>  TRAFFIC MEASURES IN PLACE REDUCING SPEED OF TRAFFIC, NO PARKING ON ROAD, CLEAR ROAD CROSSING SECTION
<b>Prevent Public Nuisance</b> FOLLOWING ON from REPRESENTATIONS MADE LAST YEAR, WE ASK AGAIN FOR: LICENCING HOURS REDUCED, FOR EXAMPLE IN LINE WITH HAY FESTIVAL, WHICH IS RUNNING ON THE SAME DATES. FINISHING TIME BROUGHT FORWARD TO 11PM AT THE LATEST. THERE WAS EXCESSIVE NOISE DISRUPTION CAUSED LAST YEAR WITH THE EVENT CONTINUING UNTIL 1AM.
<b>Protect Children from Harm</b>

Please return this form, and any additional information within the statutory period to:  
**The Licensing Section,  
 Herefordshire Council,  
 8 St Owen Street,  
 Hereford,  
 HR1 2PJ**  
 licensing@herefordshire.gov.uk

**HEREFORDSHIRE COUNCIL**  
 Licensing Act 2003

**REPRESENTATION FORM – INTERESTED PARTIES**

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

**When completing this form please print clearly and legibly.**

<b>Your Name:</b> [REDACTED]	<b>Contact Telephone No.</b> [REDACTED]
<b>Address</b> [REDACTED]	<b>E-mail address:</b> [REDACTED]
	<b>Please state your interest in the premises you are making a representation about: eg local resident/local business</b>
<b>Name &amp; Address of premises you are making a representation about: How The Light Gets In Festival, 2023 26 to 29 May 2023, Greenfield site, Newport Street, Hay-on-Wye, HR3 5EW</b>	

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

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

**To Prevent Crime & Disorder:** The HTLGI Festival took place on this site in 2018 and 2019 when there were just 6 occupied houses on the opposite side of the site, more on Nantyglassdwr Lane and further occupied houses on the other side of the border with Powys. There was a lot of evidence of people urinating in the street, loud and aggressive behaviour, going into peoples gardens, a lot of litter being dropped in the street, into the Dulas brook and in gardens. With the building and full occupation of Bookers Edge, there are now 25 more houses on the street. The festival was held in 2022 and there was less disorder than previously but the lack of strong stewardship when people left the site was evident. The application indicates that the site is away from residential properties but this is not the case, the site is in very close proximity to residential homes. It would be more acceptable if the licence application was until 23:00 with the site cleared by 23:00 at the latest to lessen the impact on residents.

**Public Safety -** The road leading to the event (Newport Street) is an extremely busy road, even more than normal during holiday periods - in this case the Late Spring Bank Holiday. The residents concerns are well documented with Herefordshire Council with a proposed Traffic Management Plan at the core of the discussions. The speed limit of 30mph is very rarely acknowledged causing concern to both residents and pedestrians using the narrow pavement which is on the Hay & Brecon Farmers side of the road. Pedestrians spill into the road due to the vast volume of people, random parking of cars on the unlined road. Last year, there was a clear documented instruction from Bruce Evans of the Transport Dept at Hereford Council for there to be a 20mph speed limit from the bridge over the Dulas Brook through to well past the site that is provided for site campers. This was totally ignored by the Festival Traffic Management Team and the signage was placed very close to the site entrances. When the Health and Safety Officer, Calvin Hanks was approached to try to remedy the issue, he was seen checking the signage that had been placed by Bruce Evans but did nothing. There were some close calls and near misses because of the situation. Increased volumes of traffic, increased volumes of pedestrians and the inevitable increase in alcohol consumption all combine to increase risk to life.

**To Prevent Public Nuisance -** There are 51 occupied houses along Newport Street, Dulas Terrace and Nantyglassdwr Lane that are affected by the festival activities. The music being played for much of the day is acceptable but the playing of the types of music that are played for most of the night do cause concern. The fact that some of the music is played in tents rather than outside makes no difference as the tents give little buffering. The festival claims to be a Philosophy Festival, a long weekend of talks and debates which, in themselves are good reasons for holding a festival. There is, however, a huge amount of live and recorded music which makes it difficult to understand how this claim can be made - also the vast array of different genres of music do not fit in with the claim of the organisers 'that the music is Folk and does not have a receptive beat as some festivals do' - this statement was made at the licence application hearing in March 2022. Examples of music from 2023 - Foot stomping Bluegrass, Trip Hop, Hip Hop, Rap, Jungle, electronic House music, Garage, Indie Pop, Indie Rock, modern alternative pop sounds, alternative rock, soul shaking disco debauchery and dance floor bangers to fire up the late night shenanigans. The measuring of the noise levels has, historically, been erratic to say the least. Using the dedicated phone number has proved to be less than effective as it very rarely answered. Although the festival had a Noise Management Plan, in practice this proved that when there was a complaint about the noise levels, it was then turned down only to return to the same excessive levels as soon as a new act took over. the late night disco is particularly distressing. If the licence was until 23:00, it would be possible to empty the site by 23:30 as is the case with the very successful Hay Festival of Literature which happens over the same period.

**To Protect Children from Harm -** There are more young families living in the homes directly opposite to the site. Although the young families appear to be not officially complaining there were instances of people being unhappy with having to tolerate the excessive noise

into the early hours. This also applied to the more mature individuals who do not always enjoy the best of health.



## Representation Form – Interested Parties Suggested Conditions

**Premise: \_How The Light Gets In Festival 2023 Your name:** [REDACTED]

It would help us with this application if you could suggest conditions you would be happy for the premise to operate under to rectify the problems you are experiencing.

All suggested conditions shall be considered in line with the Herefordshire Council Licensing Policy, the Licensing Act 2003 and the Licensing Objectives.

**To Prevent Crime and Disorder -**

Finish the sale of alcohol by 23:00, close down events at 23:00, close down food stalls at 23:00. Empty site by 23:30 or failing that 00:00

Use of effective stewards to do their jobs properly:

- (a) manage the attendance at the festival by late night revellers who turn up full of alcohol before attending the festival.
- (b) manage the noise levels to ensure that they are kept to the agreed levels - this is from all events during the whole of the festival with particular attention to later events.
- (c) ensure request police presence with clear responsibilities for Powys and Golden Valley police.
- (d) provision of contact telephone numbers that actually will be answered - to all surrounding residents so that they can summon help from police to HTLGI festival representatives should this be necessary during the course of the festival.

**Public Safety -**

(a) 20mph speed limit clearly indicated from the Dulas Brook bridge through Newport Street to the Glan Wye Business Park to ensure security for pedestrians and motorists alike.

(b) placing No Parking bollards/cones on both sides of the road (Newport Street) and along Nantyglassdwr Lane in liaison with Powys Police and Golden Valley Police - cross border co-operation.

© Clear signage for pedestrians advising staying on the pavement to ensure their safety.

**Prevent Public Nuisance**

(a) alcohol licence to be until 23:00 for all bars, food outlets and all events, locations. This would allow for the vacating of the site by 23:30 - 00:00 latest in order to minimise disturbance.

(b) Constant, effective monitoring of noise levels from all events on the site.

(c) No Parking bollards/cones to be sited all along the road on both sides and into Nantyglassdwr Lane by Golden Valley Police and along the Powys border into Newport Street by Powys Police.

**Protect Children from Harm**

All as above to ensure minimum impact on young children living in very close proximity opposite to the HTLGI site. Some are extremely young and one is Autistic.

Signed: [REDACTED]

Date: 03 April 2023

If you have any queries about this form or are unsure of when the statutory period ends please contact the **Licensing Helpline** on **01432 261761**