

RECEIVED
21 MAR 2024
BY: _____

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BY: _____

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.

| | |
|------------|--|
| Your Name: | Contact Telephone No. |
| [REDACTED] | [REDACTED] |
| | E-mail address: |
| | [REDACTED] |
| | Please state your interest in the premises you are making a representation about: adjoining resident/business |

Name & Address of premises you are making a representation about:
NOW THE LIGHT GETS IN FESTIVAL 2024 - 2029
GREENFIELD SITE
NEWPORT ST. HAY ON WYE


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 |
| Public Safety |
| To Prevent Public Nuisance SEE ADDITIONAL INFORMATION ENCLOSED |
| To Protect Children from Harm |



Representation Form – Interested Parties
Suggested Conditions

Premises: By the Wye Your name: 

It would help us with this application if you could suggest conditions you would be happy for the premises 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 |
| Public Safety |
| Prevent Public Nuisance <i>SEE ADDITIONAL INFORMATION PROVIDED.</i> |
| Protect Children from Harm |

Signed 

Date: *19/3/24*
2

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 - Points to be considered by the licensing authority

I wish to make this representation to the authority regarding the licensing application from HTLGI to highlight my concerns over the application. I live and operate a tourism accommodation business directly opposite the proposed site and have been directly impacted by this event over the years. Many changes have occurred in the area, namely more businesses and housing accommodation since they first started using the site, this needs to be taken into consideration.

Point 1 of the submitted Prevention of Public nuisance page states that 'noise or vibration shall not emanate from the festival site so as to cause nuisance' - well, historically, it has every year. Because of cross border issues and the fact that I live and work in Powys, last year I got Laura Lewis, Powys Environmental Health dept to place a noise monitoring system on my property, results and email trail enclosed, where it clearly shows that the upper limit of 45dbls after 11pm, as stated in the HTLGI Noise management plan 2023, was exceeded every night and was in fact between 56-58 dbls between 12am and 1am. I shared this information with Herefordshire and Powys Environmental Health, No action was ever taken as a result of this breach.

If the event were to finish at 11pm there would be no nuisance caused to any neighbours. Hay Festival, a much larger event finishes at this time and is of no problem to the town.

If it is not possible to bring forward the closing time, can I suggest the following solutions-

No amplified music after 11pm this would greatly reduce the noise level.

A sound baffle could be placed around the site as in some festivals to contain or absorb the noise.

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

Each evening there are 7 or 8 different stages all having different but simultaneous performances this number could be reduced to 1 performance after 11pm, again reducing the noise level.

Can I ask that HTLGI monitoring station be moved from the Boatside location, where it has been historically, to my address directly opposite the site, as I am the nearest neighbour. This would mean when the levels were exceeded by their own enforcement they would have to turn it down.

Lighting is another issue we have, our land is SSSI/SAC with many protected species -as is the HTLGI site. Can I ask you to consider the light pollution caused by the event and ask that there will be no permission given for laser lights, pyrotechnics or excessive stadium style lighting pointed at our river bank, which has happened in previous years.

Finally I also wish you to consider the length of time the application is for, being 5 years. Granting this now will mean the festival organisers have carte blanche over what they do each year going forward. It appears from previous years even when they are in breach of their license no action is taken by any authority for breaches either at the time or in subsequent applications.

Thankyou

HTLGI 2023 Noise Recording Results from
Powys EHO.

[REDACTED]
Subject: Re: How the light gets in Powys EH contact

Date: 17 Jul 2023 at 17:17:48
[REDACTED]

[REDACTED]
Wow - Thankyou
[REDACTED]

On 17 Jul 2023, at 16:24, Laura Lewis <laura.lewis@powys.gov.uk> wrote:

[REDACTED]
That was the approximate figures between 12am and 1am on the 3 nights.

Kind regards
[REDACTED]
[REDACTED]

Swyddog Iechyd yr Amgylchedd (Gwarchod yr Amgylchedd) Environmental Health Officer
(Environmental Protection)
(Gwarchod yr Amgylchedd) – Cyngor Sir Powys (Environmental Protection) – Powys County
Council

Please note my working days are Monday, Tuesday and Friday
[REDACTED]

Croeso i chi gysylltu a ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg heb oedi.
You are welcome to contact us in Welsh. We will respond in Welsh, without delay.

<image001.jpg>

Follow us on Twitter @PowysEnvHealth

Er mwyn cyflenwi gwaith Gwasanaeth Iechyd yr Amgylchedd, mae angen prosesu data
personol yn unol â'r ddeddfwriaeth berthnasol. Bydd y wybodaeth hon yn cael ei chadw yn

unol â'r ddeddfwriaeth, a rhestr cadw gwybodaeth y Cyngor. Os oes gennych unrhyw bryder ynghylch y defnydd a wneir o'ch data personol cysylltwch â'r Swyddog Diogelu Data trwy anfon e-bost at Information.Compliance@powys.gov.uk <<mailto:Information.Compliance@powys.gov.uk>> neu ffoniwch [01597 826400](tel:01597826400). Sylwch fod modd dod o hyd i ragor o wybodaeth am Ddiogelu Data a Phreifatrwydd yn y cyfeiriad gwe canlynol: <http://www.powys.gov.uk/privacy>

In order to deliver the Environmental Health Service, it is necessary to process personal data in accordance with the relevant legislation. Information held will be retained in accordance with the legislation and the Councils retention schedule. If you have any concerns regarding the use of your personal data please contact the Data Protection Officer by email at Information.Compliance@powys.gov.uk or by phone at [01597 826400](tel:01597826400). Please note that further information on the Data Protection and Privacy can be found at the following address: <http://www.powys.gov.uk/privacy>

[REDACTED]
Sent: Monday, July 17, 2023 4:15 PM

[REDACTED]
Subject: Re: How the light gets in Powys EH contact

[REDACTED]
Thankyou for that I'm assuming that's before 11pm, can you tell me what the levels were like between 11 and 1am please
Thankyou

[REDACTED]
On 17 Jul 2023, at 15:49, [REDACTED]

[REDACTED]
Please accept my apologies for the delay in getting back to you.

I have listened to the recordings and the noise levels on all nights were between LAeq 56-58 dB.

↓
Should have been 45 db/s

I hope this assists you when speaking to Herefordshire CC.

Kind regards

[REDACTED]
Swyddog Iechyd yr Amgylchedd (Gwarchod yr Amgylchedd) Environmental Health Officer
(Environmental Protection)
(Gwarchod yr Amgylchedd) – Cyngor Sir Powys (Environmental Protection) – Powys County
Council.

Please note my working days are Monday, Tuesday and Friday

[REDACTED]
[REDACTED]
Croeso i chi gysylltu a ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg heb oedi.
You are welcome to contact us in Welsh. We will respond in Welsh, without delay.
<image001.jpg>

Follow us on Twitter @PowysEnvHealth

Er mwyn cyflenwi gwaith Gwasanaeth Iechyd yr Amgylchedd, mae angen prosesu data personol yn unol â'r ddeddfwriaeth berthnasol. Bydd y wybodaeth hon yn cael ei chadw yn unol â'r ddeddfwriaeth, a rhestr cadw gwybodaeth y Cyngor. Os oes gennych unrhyw bryder ynghylch y defnydd a wneir o'ch data personol cysylltwech â'r Swyddog Diogelu Data trwy anfon e-bost at Information.Compliance@powys.gov.uk <<mailto:Information.Compliance@powys.gov.uk>> neu ffoniwch 01597 826400. Sylwch fod modd dod o hyd i ragor o wybodaeth am Ddiogelu Data a Phreifatwydd yn y cyfeiriad gwe canlynol: <http://www.powys.gov.uk/privacy>

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HR1 2PJ
licensing@herefordshire.gov.uk

| | |
|--|---|
| Your Name: [Redacted] | [Redacted] |
| Address: [Redacted] | Please state your interest in the premises you are making a representation about Local resident |
| Name & Address of premises you are making a representation about: How The Light Gets In Festival (HTLGI) in Cusop run by The Globe, Newport Street, Hereford HR3 5BG | |

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 I am a resident living 80 yards from the campsite of HTLGI. Last year there were two disturbances in the field abutting my house from campers from the festival. I reported this to the organisers. Further, there were people at the bottom of my garden in the early hours one night. There seems to be no security for the campsite and, as a man in my 70s, I feel vulnerable to being robbed. |
| Public Safety The area surrounding the festival is normally littered with broken bottles and glasses. Walking around my neighbourhood during the festival feels unsafe with so many inebriated people. Curtailing the hours during which alcohol is available would decrease this potential for loss of public safety. |
| To Prevent Public Nuisance The noise from the festival and then from the campsite (into the early hours of the morning) is a major public nuisance which I suffer every year - along with the above worry about trespass onto my property. A curtailment of the license would enhance local safety and diminish nuisance. |
| To Protect Children from Harm |

[Redacted]

Signed:
Date:



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Representation Form – Interested Parties Suggested Conditions

Premises: How The Light Gets In Your name: [Redacted]
[Redacted]

It would help us with this application if you could suggest conditions you would be happy for the premises 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

The problems I am experiencing all emanate from inebriation due to the late licensing hours at this festival. Can I suggest that the license be granted but only until 11.30 or 12.00pm. This is the same answer to the questions below.

Public Safety



Prevent Public Nuisance

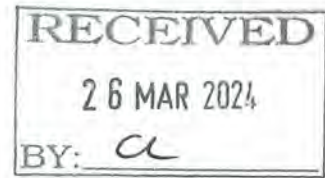


Protect Children from Harm

Signed: [Redacted]

Date: 21-03-2024

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REPRESENTATION FORM – INTERESTED PARTIES

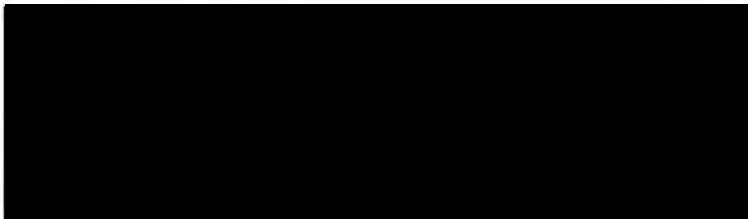
AN ADDENDUM

I have made representation to the Licensing Department at Herefordshire CC over the HTLGI festival for a number of years without making any impact. At a Parish Council meeting last night I discovered that at the licensing meeting for this festival in 2023, Hilary Lawson, the festival director, had hired a barrister who told the meeting that representations from individuals were not allowed as they were not 'governmental organisations'. This contrasts with the information from Herefordshire CCs website which states:

Responsible Authorities (such as the police, fire authorities, and environmental health) and Interested Parties (local residents and local businesses), under the Licensing Act 2003, are able to make representations to the licensing authority where it is considered that the activities proposed by an application are likely to effect the promotion of the four licensing objectives,

As I understand, this meeting did not demur from the statement made by Hilary Lawson's barrister. If this is the feeling of this particular licensing authority is there any point in making complaints. I cannot believe that this is the case and I would like the legality of my right to complain to be upheld by Herefordshire CC.

Yours sincerely



HEREFORDSHIRE COUNCIL
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Hereford,
HR1 2PJ
licensing@herefordshire.gov.uk

| | |
|---|--|
| Your Name: [REDACTED] | Contact Telephone No. [REDACTED] |
| Address: [REDACTED] | E-mail address: [REDACTED] |
| | Please state your interest in the premises you are making a representation about: Local Resident: |
| Name & Address of premises you are making a representation about: How the Light Gets in Festival, Newport Street, Hay on Wye, HR3 5EW | |
| IMPORTANT: Ostensibly, this is the location of the premises, but the festival website presents the event as an experience offering not just entertainment but also, for those requiring it, parking and camping facilities. These latter are provided in fields on the opposite side of Newport Street from the festival site and adjacent to the Bookers Edge residential estate. | |

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

In previous years, particularly after the end of the festival events at 1.00 a.m., there have been many examples of disorderly conduct by participants making their way along Newport Street or returning to the camping site. In the case of the latter, this disorderly conduct has continued well into the early hours.

I am concerned that this application is for a five year licence. This is too long a period without public consultation.

Public Safety

1. Bookers Edge, where I live, is a small housing estate just across Newport Street from the festival site. The roadways are private, not having been adopted by Herefordshire Council. Part of the covenant signed by residents prohibits us residents from parking vehicles anywhere other than in the two spaces adjacent to each property. In previous years, during the HTLGI festival, some participants have parked their vehicles on the roadways in Bookers Edge, thereby potentially impeding access by emergency vehicles and thus endangering public safety.
2. The festival website makes it clear that for obvious health and safety reasons, cars must not be left parked beside tents and that tents must not be pitched in the parking field. In previous years these rules have not been adequately enforced by the organisers and have been broken thus potentially endangering campers. Furthermore, some of the properties in Bookers Edge are adjacent to the fields designated for festival parking and camping and residents and their properties have also been put at risk.

I am concerned that this application is for a five year licence. This is too long a period without public consultation.

To Prevent Public Nuisance

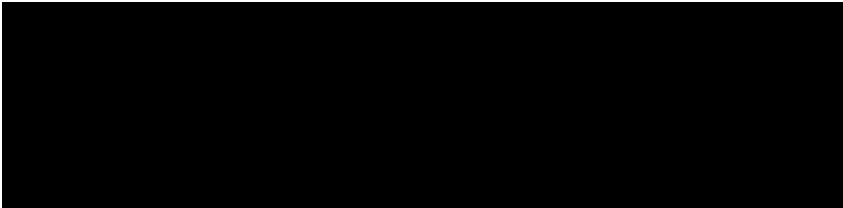
This event is a cuckoo in the Herefordshire nest. It is promoted by principals based in London and managed from The Globe in Hay on Wye which is in Powys. The local Herefordshire community of Cusop derives no benefit – only nuisance. The festival site and associated camping and parking are within a few metres of the residential properties of Bookers Edge. Indeed this small residential development is almost surrounded by the combined facilities and thereby subjected to considerable nuisance.

The public nuisance impacting on the parts of Cusop closest to the site, comes from: the noise emanating from the festival site and from the associated camping facilities as well as anti-social behaviour by some patrons coming and going from the site and using the camping. The nuisance is made worse by the fact that the licence for music ends at 1.00 am and 12.45 am for alcohol. Noise from the campsite has in previous years continued into the early hours of the morning.

I am concerned that this application is for a five year licence. This is too long a period without public consultation.

To Protect Children from Harm

No comment.



**Representation Form – Interested Parties
Suggested Conditions**

Premises_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 premises 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.

| |
|--|
| <p>To Prevent Crime and Disorder</p> <p>Limit the period of any licence issued to one year only, not the 5-year licence applied for. This would require the applicants to go through the process of consultation and engagement with the local community each year in order to mitigate potential disorderly conduct.</p> <p>Limit the licence to allow performance and sale of drinks to a period more in line with the concurrent Hay Festival, were events and the consumption of food and alcohol end at 11.00 pm each day.</p> <p>Require the organisers to provide adequate staff to police the associated campsite to prevent disorderly conduct during the night.</p> |
| <p>Public Safety</p> <p>Limit the period of any licence issued to one year only, not the 5-year licence applied for. This would require the applicants to go through the process of consultation and engagement with the local community each year to ensure public safety.</p> <p>Require the organisers to provide No Parking cones for the roads within the small Bookers Edge estate for the duration of the festival</p> <p>Require the organisers to provide adequate staff to police the associated campsite and parking in order to enforce the festival’s own rules regarding parking of vehicles near tents.</p> |
| <p>Prevent Public Nuisance</p> <p>Limit the period of any licence issued to one year only, not the 5-year licence applied for. This would require the applicants to go through the process of consultation and engagement with the local community each year to mitigate public nuisance.</p> |

Limit the licence to allow performance and sale of drinks to a period more in line with the concurrent Hay Festival, were events and the consumption of food and alcohol end at 11.00 pm each day.

Require the organisers to provide adequate noise monitoring arrangements, including monitoring stations closer to the festival site. Arrangements for 2023 were better than those for 2022 but should be improved further.

Require the organisers to make regulations on behaviour and noise levels at the campsite during the night which are appropriate to a site that is immediately adjacent to a quiet residential area.. Also require the organisers to provide adequate staff to ensure these regulations are adhered to.

Require, or at the very least encourage, the organisers to make a contribution to the Cusop Parish ambience and the well-being of Cusop residents.

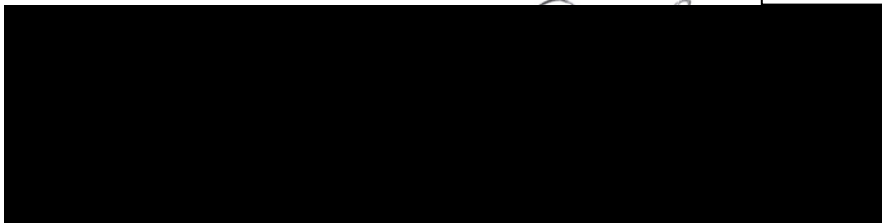
Protect Children from Harm

No comment.

Signed:

Date:

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HEREFORDSHIRE COUNCIL
Licensing Act 2003

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The Licensing Section,
Herefordshire Council,
Plough Lane, Hereford.
HR4 0LE
licensing@herefordshire.gov.uk

| | |
|--|---|
| Your Name: [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| | Please state your interest in the premises you are making a representation about: LOCAL RESIDENTS <small>eg local resident/local business</small> LOCAL LOCAL |
| Name & Address of premises you are making a representation about: HOW THE LIGHT GETS IN FESTIVAL Greenfield site. Hay on Wye | |

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 |
| Public Safety The 2023 festival campsite had vehicles and tents side by side in certain areas, a clear violation of health and safety guidelines. |
| To Prevent Public Nuisance There are two clear areas of public nuisance. One is the noise levels running into the early morning. The noise monitoring was improved last year but noise levels still exceeded the limits set by the licence. Second is the nuisance of rowdy behaviour and noise from the campsite following the late end of the festival at 1am each night. Alcohol is served to 12.45 and festival goers return to the campsite with little consideration to the disturbance they cause to local residents. In addition we fear that a five year license will make future oversight of the festival more difficult given the problems it has created for local residents in the past. |

| |
|--------------------------------------|
| |
| To Protect Children from Harm |

Signed:
Date:



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Representation Form – Interested Parties Suggested Conditions

Premise: _____ **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 |
| Public Safety Better control over parking and the layout of the campsite. |
| Prevent Public Nuisance It is completely unreasonable to allow the festival to continue to 1am. The Hay Festival ends at 11pm and causes no disturbance to the town. The late night drinking exacerbates local disturbances. The music and drinking should end at 11pm. A slightly earlier finish time would not have a significantly detrimental effect on the festival. The set decibel limits for the music should be respected and adhered to at all times. |

We object strongly to this event being given a five year license given the history of nuisance and late night disturbance to local residents. Previous application maps did not even show the Bookers Edge housing development opposite the festival site and adjoining the festival campsite.

More security staff monitoring behaviour on the campsite throughout the night.

Protect Children from Harm

Signed: 

Date: 02.04.2024

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| Address: [REDACTED] | E-mail address: [REDACTED] |
| Please state your interest in the premises you are making a representation about: eg local resident/local business | |
| Name & Address of premises you are making a representation about: Greenfield Site Newport Street, HAY ON WYE. | |

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| |
|---|
| To Prevent Crime & Disorder The incident of vandalism and public nuisance increase during the duration of this event. |
| Public Safety This site is served only by a single footpath which is only 4 feet wide. When this event is taking place there is a continual procession of people going to and from the site, often carrying and consuming alcoholic drinks as they do so. The elderly and the infirm find it near impossible to walk along the footpath during this event. |
| To Prevent Public Nuisance I have personally reported raucous singing outside our bedroom window at 3.00am on previous occasions, with no reaction from the Council. The attitude of the Licensing Authority was that if the nuisance takes place outside of the site, it is nothing to do with the License holder. Last year we were assured that there would only be folk music played during the event. However, my wife and myself were still kept awake to the small hours with the heavy bass beat vibrations on the Friday and Saturday night. As one who was once in favour of the event taking place, all the goodwill felt toward the event locally has been used up by the broken promises and misinformation that has been supplied by the organisers. To serve alcohol for nearly 14 hours is unnecessary and invites nuisance to residents, this being a residential area with 50 houses directly |

affected by the nuisance cause by this event. The organisation that operates the event has no affiliation to Herefordshire whatsoever, its only contribution to Herefordshire is the nuisance and upset that it brings to Herefordshire residents.

To Protect Children from Harm

Signed: [REDACTED]

Date: [REDACTED]

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P

Representation Form – Interested Parties Suggested Conditions

Premises: Greenfield Site, Newport Street, Hay on
Wye _____ Your name: [REDACTED]

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

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To Prevent Crime and Disorder

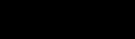
Public Safety

Prevent Public Nuisance

Restrict music and the sale of alcohol until 11.00pm at night and insist on the site being cleared by 11.30pm, as are the conditions for the Literary Festival.

| |
|-----------------------------------|
| |
| Protect Children from Harm |

Signed:



Date: 2/4/2024

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| Address: [REDACTED] | E-mail address: [REDACTED] |
| | Please state your interest in the premises you are making a representation about: Local resident <input type="checkbox"/> or Local Residential business <input type="checkbox"/> Local business <input type="checkbox"/> |
| Name & Address of premises you are making a representation about: How the Light Gets in Festival, organised by Amanda Houghton of TVF Ltd, Institute of Art on land bordering the River Wye , behind the Co-op and other commercial premises in Newport Street, Cusop, Hay on Wye HR3 5BZ. OS map refs SO2243,SO 2343, SO2242 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:

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

More Policing . Which should be paid for by the festival organisers and not local Council tax payers
Proper regulation and inspection of the campsite with security always present.
Moving the campsite and event site further away from residential housing...as in sites such as Malvern Showground , Eastnor Castle etc

Public Safety

Better traffic planning and enforcement.

Prevent Public Nuisance

No late drinking . It should end the same time as the main Hay Festival.
Police presence

Protect Children from Harm

Children under 14 not allowed to attend the event or campsite. If allowed to attend a safe area to play away from vehicles.

Signed: 

Date: 26/3/24

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

To Prevent Crime & Disorder

There are violations of the Highway Code in parking by visitors to the Festival , especially making it unsafe for residents of Nantyglasdwr Lane to turn onto Newport Street.
There are also people who have had too much to drink and under a state of substance abuse walking in the road , being a danger to themselves and others.
Unsocial behaviour near to local houses with noise and sexual activity on view.

Public Safety

As previous mentioned , dangers of road accidents.
The site appears to be poorly regulated with tents parked next to cars. A safety barrier of a single rope between cars and tents . Cooking in a close proximity to vehicles and tents with poor access for emergency vehicles.
Also campervans on site, which last year the organisers had said would not be there.
Small children playing between cars as there was no designated parking only area.

To Prevent Public Nuisance

We are unfortunate in having no bedroom facing away from the site so even on a hot evening windows have to be closed . Noise, particularly vibration of deep base notes come from the site. Last year this made me feel very ill and I rang the noise complaint line but as this is a Bank Holiday it is not well manned.



To Protect Children from Harm

The harm to children from exposure to disorderly behaviour.
No safe place to play on the campsite.
My own grandchildren get very upset by people in close proximity to the garden very late at night... after 1:30pm . I also have to stop them looking from the bedroom windows due to the inappropriate behaviour on site. I frequently have to care for children under 10 during the school holidays.

Signed: [Redacted]

Date: 26/3/24

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**

Premises: Home address as above Your name: [Redacted]

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

HEREFORDSHIRE COUNCIL
Licensing Act 2003

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

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.

| | |
|---|---|
| Your Name: [REDACTED] | Contact Telephone No. [REDACTED] |
| Address: [REDACTED] | E-mail address: [REDACTED] |
| | Please state your interest in the premises you are making a representation about: <p align="center">LOCAL RESIDENT</p> |
| Name & Address of premises you are making a representation about: HOW THE LIGHT GETS IN GREEN FIELD SITE, NEWPORT STREET, HAY-ON-WYE HR3 5EW | |

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 |
| Public Safety NEWPORT STREET IS A BUSY ROAD WITH ONLY A NARROW PAVEMENT ON ONE SIDE AND NO STREET LIGHTING, LARGE NUMBERS LEAVING THE FESTIVAL LATE AT NIGHT ARE AT GREATER RISK OF INJURY |
| To Prevent Public Nuisance NEWPORT STREET IS A RESIDENTIAL AREA WITH FAMILY HOUSING ALONG ITS FULL LENGTH. IF A LICENSE IS GRATED FOR EVENTS / SALE OF ALCOHOL IS GRANTED FOR 01.00 AND 00.45 THIS WILL RESULTS IN CROWDS MILLING ABOUT THE STREET AT 02.30+ CAUSING NOISE / DISRUPTION TO LOCAL RESIDENTS. I HAVE PASSED EXPERIENCE OF THIS! |
| To Protect Children from Harm |

Signed: [REDACTED]
Date: 02-04-2024

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

HOW THE LIGHT GETS IN Suggested Conditions
GETS IN

Premises: GREENFIELD SITE Your name: [REDACTED]

It would help us with this application if you could suggest conditions you would be happy for the premises 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.

| | |
|--|--|
| <p>To Prevent Crime and Disorder</p> | |
| <p>Public Safety HOW THE LIGHT GETS IN FESTIVAL OPERATES ON TWO SITES: THE GLOBE AND THE GREENFIELD SITE. (IN POWYS) (HEREFORD) THEY ARE 200YDS APART. THE NUMBER OF VISITORS CAN EXCEED 5,000. THIS IS ALSO TAKING PLACE AT SAME TIME AS THE HAY LITERARY FESTIVAL</p> | |
| <p>Prevent Public Nuisance</p> | |
| <p>LIVE EVENTS AND SALE OF ALCOHOL SHOULD BE IN LINE WITH THE HAY LITERARY FESTIVAL (23.30 AND 22.00 RESPECTIVELY)</p> | |
| <p>Protect Children from Harm</p> | |
| <p>SMALL RURAL TOWN.</p> | |

Signed: [REDACTED]

Date: 02-04-2024

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

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.

| | |
|--|---|
| Your Name: [REDACTED] | Contact Telephone No. [REDACTED] |
| Address: [REDACTED] | E-mail address: [REDACTED] |
| | Please state your interest in the premises you are making a representation about: This is the Council of the Parish in which this event occurs. |
| Name & Address of premises you are making a representation about: HOW THE LIGHT GETS IN FESTIVAL The Globe Hay-on-Wye HR3 5BG | |

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

Records and reports show a degree of disorder affecting the residents close to the Festival Site.

| |
|--|
| |
| Public Safety Many concerns about the level of supervision of the site surrounds and the associated campsite. Many concerns about the organisation of the campsite, the density and the presence of vehicles. |
| To Prevent Public Nuisance Significant complaints about the proper monitoring and control of noise, both of music and people, within the festival and the campsite and surrounds, especially at night. |
| To Protect Children from Harm n/a |

Representation Form – Interested Parties Suggested Conditions

Premises: **HTLGI Festival, Cusop, Hay-on-Wye**

Your name: [REDACTED]

It would help us with this application if you could suggest conditions you would be happy for the premises 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

An improved and realistic steward- led supervision plan around the festival site, surrounds and especially the camping ground.

Public Safety

Ditto

Risk analysis, safety plan, site evacuation plan to be presented and reviewed.

Prevent Public Nuisance

Undertakings to observe, record and publish records of the set noise limits.

Consideration of moving the campsite to a less intrusive place (which is possible) or, failing that, attempts to shield residents from the noise and intrusion of the campsite.

Consider the licencing times permitted against the rights of the local residents rather than just the request of the festival.

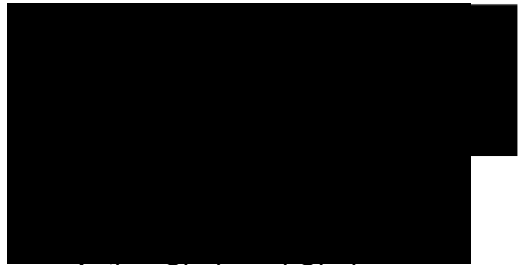
Consideration to be given as to the licencing times permitted. Terms require the licensee to be responsible for the venue and also surrounding area and access and egress of patrons. With that in mind it takes time to clear site and an earlier finish time, say midnight, would allow the licensee to honour their obligations.

Resiting of the car park – also feasible.

Unequivocal written and detailed undertaking with regard to traffic management and the appropriate use and siting of parking cones.

Protect Children from Harm

n/a



Acting Chair and Clerk
on behalf of Cusop Parish Council

25th March 2024

Cusop Parish Council

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

25th March 2024

Dear Sirs,

The How The Light Gets In Festival

Comments with regard to the current licensing application

[Current licensing applications – Herefordshire Council](#)

This should be taken alongside the Representation Form completed on behalf of Cusop Parish Council. It provides further relevant information which can not presented within that form.

The How The Light Gets In Festival(HTLGI) takes place annually in Cusop, on the outskirts of Hay-on-Wye, coinciding with The Hay Literary Festival. It is a very different festival in terms of what it offers.

HTLGI has been the source of considerable complaint from local residents over many years, mainly relating to the excessive noise, the extended opening hours during which music is played and the nocturnal noise and nuisance associated with the campsite.

It should be recognised that the site is within a residential area, unlike the Hay Festival which occurs on land set away from the town. Thus the impact of HTLGI is far greater although the attendance is much lower. It might also be considered that the application for such a significant event could perhaps have been submitted much earlier than two months beforehand.

The Parish Council receives complaints from residents each year and can provide records that suggest that the festival organisers fail to uphold some of the obligations time after time.

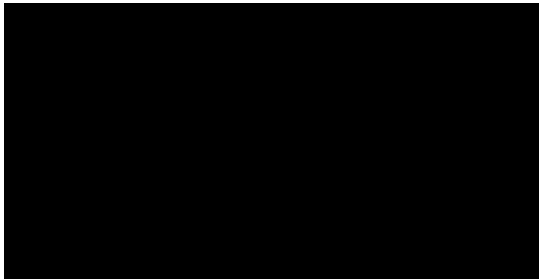
Of particular concern to the Parish Council against this background is that the application is for a five year licence. This would create a situation whereby it would be more difficult to hold the festival to account than if they were to have to apply annually, at which point their conduct the previous year would be scrutinised.

Cusop Parish Council is of the opinion that with certain practicable changes to the organisation it would be possible to significantly reduce the nuisance caused by this festival.

The Parish Council requests that the licencing authority:

1. takes evidence upon the manner in which the festival is organised and managed and the issues that have arisen.
2. sets licencing conditions that are fair to all parties
3. considers whether a five year licence is appropriate

Yours faithfully,



Acting clerk and chair.

06/24
CUSOP PARISH COUNCIL

**EXTRACT FROM THE Minutes of the Parish Council Meeting held on
Tuesday 13th March 2024 at 19.00 at Cusop Village Hall**

Present

Councillors: Nick Blayney (in the Chair), Christopher Kemp, John Levers and David Evans.

1.1.

1.2. Representations from the Public:

1.2.1. Several concerns were raised by multiple attendees about the ‘How the Light Gets in’ festival. Concerns were raised about:

1.2.1.1. The 5-year duration of the licence application – considered too long

1.2.1.2. Noise emanating from the campsite after the festival had ended and the subsequent disturbance for residents, particularly residents of Bookers Edge

1.2.1.3. Current licensing to 1.30am – considered too late

07/24

1.2.1.4. Parking on the private road at Bookers Edge by festival goers and obstruction for emergency vehicles

1.2.1.5. Lack of supervision of campsite leading to socially unacceptable behaviour

1.2.1.6. Location of campsite so close to residents (noise, overlooking issues, antisocial behaviour)

1.2.1.7. Health and Safety concerns about cars parked too closely to tents

1.2.1.8. Noise monitoring stations – to be moved closer to venue

1.2.1.9. Light pollution from use of lasers

1.2.1.10. Organisers haven’t fulfilled their assurance to contribute something back into the community

In response, a representative from the festival answered questions about the licence and pledged to provide cones for Bookers Edge; to investigate the possibility of moving the cars closer to the village and the campsite further away; to increase supervision of the campsite with two security guards supporting the night porter; and that no lasers, special effects or pyrotechnics will form part of the festival.

It was RESOLVED: to call an Extra Ordinary Meeting of the Parish Council to consider a response to the concerns raised and a formal response to the licence application.

CUSOP PARISH COUNCIL**EXTRACT FROM THE Minutes of the Parish Council Extraordinary Meeting held on Thursday 21st March at 19.00 at Cusop Village Hall****Present**

Councillors: Nick Blayney (in the Chair), Christopher Kemp, John Levers, David Evans, Paul Elkington

1. Open Session:

3.1 The Chair reminded the meeting that as per the agenda he reserved the right to limit the open session to 15 minutes. He then presented some introductory remarks with regard to the process by which objections to licences are handled and the manner therefore in which the parish council (PC) would proceed. He drew attention to two draft documents that had been posted with the agenda on the website and also to the information available on the Hereford Council website. The chair drew attention to an extract of the draft minutes of the previous meeting (13/3/24) that had been tabled: this consisted solely of item 3.3, a list of the concerns raised at the previous meeting. He then opened the floor to the public.

3.2 Several concerns were raised by those attending.

3.3 Some previous complaints raised had not been dealt with appropriately, in the opinion of some present. Complaints had been dismissed as not being presented appropriately or not being relevant. Formal complaints about the conduct of council employees had been rejected without investigation.

3.4 The need to present supporting evidence such as photographs.

3.5 The value of involving various relevant departments and council officials and district councillors.

3.6 Agreement that it was essential to use the appropriate forms to submit objections.

3.7 One resident who had submitted a representation had only that morning received notification that she would be invited to attend the hearing. She had attended hearing in previous years via the same process.

3.8 It was reported that in 2023 Hfds Environmental Health Department (EHD) had not been informed of the licence application, had not made a representation and therefore did

not receive an invitation to attend the hearing. Others had already contacted Hfds EHD to make them aware of events this year and it was suggested that the PC might choose to do this as well.

3.9 The PC was informed that 4 local residents had attended the hearing in 2023. They had made their representations but then Counsel for the applicant had advised the licensing committee that the representations were out of order because they were not from the appropriate government body. This advice was accepted without challenge. It was observed that the residents had been invited to speak in the first place, which made the subsequent decision to exclude their representations questionable.

3.10 It was agreed by those present that a greater number of complaints would be of strength to the case, rather than relying on the representation by the PC.

3.11 There was extensive discussion about the finishing time, with particular regard to the impact this had on when the noise levels actually died down. It takes a period of time for the site to clear after entertainment has stopped. The different finish times for HTLGI and the Hay Festival was noted and considered to be a point worth pursuing.

3.12 Reference was made to the meeting in Jul 23 (minutes published on PC website) and some suggestions that had been aired that which have clearly not been actioned. The 24 programme had already been published and included late night amplified music.

3.13 It was observed that the programme has been published in advance of a licence being issued.

3.14 The PC was informed that Powys licencing officers had expressed concern with regard to the safety of some aspects of the festival. This contact would be followed up.

3.15 The meeting was informed about a change in the law with regard to the licencing of campsites which would come into force after the 24 festival. Campsites of over 50 people would no longer be considered to be 'permitted development'. The conflict between this and the issue of the 5 year licence application was considered.

3.16 It was agreed that the campsite and its operation was a significant part of the nuisance problem caused by the festival.

3.17 Positioning of sound monitoring equipment. A resident reported that she had received conflicting information with regard to where the sound monitoring equipment should be installed, with Hfds EH saying that HTLGI chooses the site and HTLGI saying that they are told by Hfds EH where to install it. This needed to be resolved, it was recognised by councillors.

3.18 It was understood that HTLGI had to obtain an independent report and record of the sound levels annually. It was suggested that the PC should obtain a copy.

3.19 There was widespread concern about the application being for a five year licence and about the consequences of such.

At this point the public session was closed (and attending residents all left)

4. Councillors addressed the issues as per the agenda but in one block. The following conclusions were agreed:

4.1 It was considered essential to determine exactly who was entitled to make a representation.

4.2 There is clear evidence that they are still exceeding the noise level although improvements had been noted anecdotally. It was important that Hfds EHD honoured their obligations in this regard.

4.3 The importance of unequivocal evidence and data was recognised.

4.4 The PC was firmly of the view that a representation should be made by the PC on behalf of the residents. This had not happened in previous years.

4.5 The car parking and campsites are ancillary and yet are significant contributors to the public nuisance created.

4.6 The festival has a duty of care with regard to the immediate surrounds of the festival site.

4.7 Notwithstanding the results of licencing this year, the collection of evidence would assist in addressing concerns in future years.

4.8 It was accepted that undertakings from HTLGI would not be sufficient on the basis of experience that undertakings are not kept. A change in the licencing requirements would be essential.

4.9 Copies of the relevant parts of the two PC meetings should be submitted as evidence.

4.10 The representation document should contain all relevant points as are in the covering letter, in case the latter be disregarded.

4.11 It was resolved:

4.11.1 that a representation form be submitted to the Licensing Department on behalf of the PC with an accompanying letter with regard to the issue of a five year licence.

4.11.2 that a wide range of other relevant or interested authorities would be contacted

4.11.3 a copy of the noise report be obtained from HTLGI

4.11.4 the question of who is allowed to make a representation is pursued.