

From: Laughland, Elisabeth
Sent: 12 November 2025 19:20
To: Out to Grass <infoouttograss@gmail.com>
Cc: Reynolds, Jade <jade.reynolds2@herefordshire.gov.uk>; Roberts, Richard <Richard.Roberts@herefordshire.gov.uk>
Subject: FW: Out To Grass - Noise consultant engagement (EP SRU 419474 & notice 3875 & 3876

Dear Mr Johnson,

I confirm I have received an email below from Malcom at Coppice Audio, introducing himself as being engaged by your, – 'Ian Johnson at Out To Grass to assist with the issues' raised. I assume this is regarding the noise nuisance issues and attached noise Abatement Notices served on you and 'Out to Grass Leisure Limited'. I am not aware of your contracting this person to liaise with us on your behalf so writing to your direct for this confirmation. Once confirmed, I can send the detailed information in this email directly to Malcolm or you can forward it yourself.

Regarding the questions raise in Malcom's email below about Statutory Nuisance and your licensable activities, please refer to the attached leaflet for further clarification. I confirm under Part III of the Environmental Protection Act 1990, noise complaints or concerns identified by the local authority must be investigated to determine if they constitute a 'statutory nuisance.' For an issue to be established as a statutory nuisance, it must either unreasonably and substantially interfere with the use or enjoyment of a home or other premises or injure health or be likely to injure health. The leaflet provides more detailed guidance on this matter.

When assessing potential nuisances, our investigating officers consider several factors, including duration, intrusiveness, frequency, whether the issue is a one-off or recurring, time of day, the nature of the area, the structure where the event is taking place, steps taken to avoid or reduce the nuisance, and the reasonableness of the activity causing the noise.

Environmental Health concerns regarding your site, noise nuisance, and the current license's suitability to meet the 'Prevention of Public Nuisance' objective are as follows: frequently the event music, especially the bass levels, is clearly audible in the area through the day and especially later in the evenings. Due to the bowl topography of the land and the quiet rural location, complaints have been received both locally and from further afield. Our Out of Hours noise team has witnessed bass music audible outside and inside local residents' properties on several occasions this year. Noisy events witnessed on the 20/ 7/2025 Time: 00:40, 26/ 7/2025 Time: 23:11, 30/08/25 Time: 23:14 and 05/09/25 Time: 23:50. The main entertainment structures at Out to Grass are geodomes (marquee type structures) with limited sound attenuation, supplemented by straw bales forming a limited noise barriers on one side. Additional external entertainment areas have little to no sound attenuation properties. The typical music events span several days, mainly from Thursday to Sunday, creating a noise impact especially with bass levels, throughout the day and late evenings.

The current license conditions, agreed upon in 2013, were for two main music events in May and September. However, the number of music events has significantly intensified. The site now operates as a commercial event/festival, glamping, and camping site, with events most weekends running from April to September. A site meeting on 30th July 2025, with myself, Josh Greeves, you, event manager Claire Kelly, and sound engineer Andrew Baylass, confirmed that these events/festivals were a main business activity necessary to supplement farm income.

During this meeting, we discussed noise management and the suitability of the current license. We recommended reviewing event activities and noise management controls to ensure

compliance with the 'Prevention of Public Nuisance' objective and consider varying the license to reflect current and proposed event use. We requested noise monitoring records for this year's events, which have yet to be received. The noise control documents provided identified there was an awareness of the noise impact, however there was little specific detail on controls and monitoring. The documents appeared to be incomplete and in draft form.

There has been a long history of noise complaints and subsequent investigations, actions, and enforcement related to music events at your premises, with Noise Abatement Notices served in 2001 and 2015. Despite short-term improvements or breaks in events over COVID and 2024, noise issues have repeatedly returned with little change in premises structure, and noise levels. There has been an increase in events and site development to expand into a private hire event/festival venue, camping, and glamping site. Following our assessment of this summer's music events a further Abatement Notices have been served (see attached).

Considering the significant change and intensification of events at the site, it is the opinion of the Environmental Health service that the licensing objective 'Prevention of Public Nuisance' is not being met with the current license conditions. We have not received sufficient information from Out to Grass to indicate these concerns are being addressed, nor have we received any proposed variation to the premises license. We are now considering calling a Licensing review to request that the Licensing committee consider proposed changes to the license conditions to better protect the area from event music causing a public noise nuisance. Proposals to consider:-

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

Please consider the points raised in this email, particularly regarding ensuring your licensable activities meet the 'Prevention of Public Nuisance' objective. Please provide a response detailing your noise control proposals and timescales for implementation by 24 November 2025. Please send your response to Mr. Richard Robert the case officer and copy myself and Jade Reynolds, the Principal EHO for the team.

I look forward to your response and cooperation in this matter.

Kind regards,

Elisabeth Laughland

Herefordshire.gov.uk

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From: Coppice Audio [REDACTED]
Sent: 11 November 2025 19:37
To: Laughland, Elisabeth <Elisabeth.Laughland@herefordshire.gov.uk>; infoouttograss@gmail.com; [REDACTED]
Subject: Out To Grass

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Dear Ms Laughland,

Coppice Audio have been engaged by Ian Johnson at Out To Grass to assist with the issues you have raised.

We have met with Claire and Ian to get some background but need some more information from yourself before we can make recommendations and design an appropriate solution.

There are a variety of approaches and techniques we can use and to help whittle this down we have prepared a list of questions which we would appreciate your response to.

- 1) We understand that it is not all of the events that have resulted in complaints, can you confirm which events caused issues?
- 2) What exactly is causing the complaints - ie music or general site noise? After speaking with Claire and Ian our feeling is that the sound system is the main issue.
- 3) If the music is the issue, is it all of the frequencies that are carrying or just the bass?
- 4) What directions are the complaints coming from? Our site survey suggests there are two main areas, one cottage at the top of Hooks lane and the second is two? properties near the top of the Farm drive, our preliminary design is focusing on these areas and does cover 360 degrees around the main stage however if there are areas that are not causing an issue we can use allocated materials from those areas to further reinforce the problem areas.
- 5) One of the conditions of the OTG license states that music from the site must not be heard in the neighbouring properties with the windows closed, I understand that you feel that this does not apply and that nuisance laws overrule this. Can you tell us what levels we need to be achieving at the perimeter of the site?

Once we have this information we can confidently move forward with a solution.

We are commencing bench tests on a variety of materials with a view to fabricate removable acoustic panels for the main stage dome, we can if required get our designs verified at the Acoustic Test Laboratories at the University of Salford and may involve them for the design process should it be more complex than it initially appears.

Regards,

Malcolm.