



Civic Centre, Riverside, Stafford

Contact Andrew Bailey
Direct Dial 01785 619212

Email abailey@staffordbc.gov.uk

Dear Members

Licensing Sub Committee

A meeting of the Licensing Sub Committee will be held **on Tuesday 8 November 2022 at 10.00 am in the Craddock Room, Civic Centre, Riverside, Stafford** to deal with the business as set out on the agenda.

Please note that this meeting will be recorded.

Members are reminded that contact officers are shown in each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

A handwritten signature in black ink, appearing to read "I. Curran".

Head of Law and Administration

LICENSING SUB COMMITTEE

8 NOVEMBER 2022

Chair - Councillor A P Edgeller

AGENDA

- 1 Apologies
- 2 Officer's Reports

Page Nos

ITEM NO 2(a)	Application for a Review of a Premises License: Crown Wharf	3 - 87
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REPORT OF THE LICENSING MANAGER

Membership

Chair - Councillor A P Edgeller

J A Barron	A M Loughran
A R G Brown	A N Pearce
R P Cooke	M Phillips
A P Edgeller	R M Sutherland
I D Fordham	

(The 3 Members to form the Sub Committee will be appointed from the above)

Agenda Item 2(a)

Committee:	Licensing Sub Committee
Date of Meeting:	8 November 2022
Report of:	Licensing Officer
Contact Officer:	Katie McKinney
Telephone Number:	01785 619100
Ward Interest:	Stone Town
Report Track:	Licensing Sub Committee 08/11/2022 (Only)

Application for a Review of Premises Licence: Crown Wharf

Purpose of Report

To consider an Application for a Review of Premises Licence for The Crown Wharf, Crown Street, Stone, Staffordshire, ST15 8QN.

1 Detail

- 1.1 On 23 September 2022 the Council received an application for a Review of the Premises Licence for the Crown Wharf, Crown Street, Stone, Staffordshire, ST15 8QN.
- 1.2 Stafford Borough Council's Environmental Health Team have requested the review in relation to issues relating to one of the licensing objectives, namely the prevention of public nuisance.
- 1.3 A previous review application was submitted on 31 August 2022; however on 22 September, Environmental Health advised that they had to restart the process for procedural reasons.
- 1.4 Environmental Health have stated that the operation and current management of the premises are undermining the above licensing objective and ask that the premises establish more effective noise control and management measures.
- 1.5 The Premises Licence Holder of the Crown Wharf is Joules Brewery Limited.

- 1.6 Environmental Health have proposed several changes to the premises licence outlined in the review application; these include stopping the use of the canal façade; adding conditions onto the premises licence concerning noise mitigation measures (closing doors/windows, noise notices to be displayed, etc); and restricting the times of entertainment at the venue.
- 1.7 There have been no other representations from any other Responsible Authorities during the consultation period of this review which ended on 20 October 2022.
- 1.8 The Licensing Team have received emails from 9 members of the public who live in the vicinity of the premises, all of whom are in agreement with the review application on the basis that they have been directly experiencing what can be summarised as excessive noise from the premises.
- 1.9 Members attention is also drawn to the fact that the Licensing Team have received 16 emails in support of the Crown Wharf.
- 1.10 The documents relating to the application, the current Premises Licence and the representation from Environmental Health and email representations from members of the general public are attached as an **APPENDIX**.

2 Recommendation

- 2.1 That the Licensing Sub Committee considers the application for review and considers whether any variations or sanctions are to be imposed in relation to the existing Premises Licence.

3 Previous Consideration

- 3.1 Nil

4 Background Papers

- 4.1 File available in Licensing Section

Joules Brewery Limited
The Brewery
Great Hales Street
Market Drayton
Shropshire
TF9 1JP

CONTACT Licensing Section
DIRECT DIAL 01785 619745
FAX 01785 619319
EMAIL ehlicensing@staffordbc.gov.uk
OUR REF 091980 / LEP
YOUR REF
DATE 5 November 2021

Licensing Act 2003 - Variation of a Premises Licence

FOR: CROWN WHARF BREWERY TAP
OF: CROWN STREET, STONE, STAFFORDSHIRE, ST15 8QN

Dear Joules Brewery Limited,

Thank you for your application to vary the premises licence for the above named premises. I have pleasure in enclosing a copy of the premises licence along with the summary, which reflects the Designated Premises Supervisor/Licence Transfer changes. The summary should be properly displayed at the premises. The premises licence does not have an expiry date and therefore does not have to be renewed at any future date.

The Act provides for any person who may apply for a premises licence, which includes a business, to apply for the transfer of a premises licence to him/her or it. Notice of the application has to be given to the Chief Officer of Police. When an applicant is an individual he or she must be 18 years old or over. A transfer of a premises licence will often arise when a business involving licence activities is sold to a new owner. A transfer of a licence only changes the identity of the holder of the licence and does not alter the licence in any other way.

Where a designated premises supervisor is to be newly specified, the normal course is for the premises licence holder - perhaps a supermarket chain or a pub operating company - to apply to the Licensing Authority (including an application for immediate effect) accompanied by a form of consent by the individual concerned to show that he/she consents to taking on this responsible role. The Police must also be notified of the application. The whole premises licence does not have to be submitted for amendment as the Act provides that a part of the licence may be submitted with the application. Ideally, this will require submission of a schedule to the main licence giving personal details of key individuals. The licence will be duly amended by this Authority and returned following receipt.

Continued

The legislation requires the holder of a premises licence to submit an annual fee determined by the current regulations. This amount will be collected annually on the anniversary of the issue date of the licence which is **12 April 2021**.

Please check the details on the licence carefully. The licensing authority is prepared to correct clerical errors for up to 28 days after the licence has been issued. Beyond that time, any change must be made as an application for a new licence or as a variation.

Should you need any further clarification with regard to the licence, please contact any member of my Licensing Team who will be more than pleased to supply you with the necessary information.

Yours faithfully,



Mrs Julie Wallace
Licensing Manager

LICENSING ACT 2003

Premises Licence Number 118093 / 091980

Part 1 – Premises details

Crown Wharf Brewery Tap Crown Street Stone Staffordshire	
Post Code	ST15 8QN
Tel No:	01630 654400

Time Limits (if applicable) : N/A

Licensable activities:

Performance of Live Music, Playing of Recorded Music, Provision of Late Night Refreshment, Supply of Alcohol
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The times the licence authorises the carrying out the sale or supply of alcohol:

<p>Supply of Alcohol - Off The Premises & On The Premises Monday to Wednesday- 10.00 to 00.00 Thursday & Friday- 10.00 to 01.00 Saturday & Sunday- 09.00 to 01.00</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences. New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.</p>

Opening Hours

<p>Monday to Wednesday- 10.00 to 00.30 Thursday & Friday- 10.00 to 01.30 Saturday & Sunday- 09.00 to 01.30</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences. New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.</p>
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The times the licence authorises the carrying out of licensable activities:

<p>Performance of Live Music Outdoors & Indoors Sunday to Wednesday- 11.00 to 00.00 Thursday to Saturday- 11.00 to 00:30</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences.</p>
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New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.

Playing of Recorded Music & Indoors

Monday to Wednesday 10.00 to 00.30

Thursday & Friday 10.00 to 01.30

Saturday & Sunday 09.00 to 01.30

Hours - Seasonal Variations

An additional one hour to the standard and non-standard times on the day when British summertime commences.

New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.

Provision of Late Night Refreshment Outdoors & Indoors

Monday to Wednesday- 23.00 to 00.00

Thursday to Sunday 23.00 to 01.00

Hours - Seasonal Variations

An additional one hour to the standard and non-standard times on the day when British summertime commences.

New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.

Part 2

Premises Licence Holder

Name	Joules Brewery Ltd
Address	The Brewery, Great Hales Street, Market Drayton, Shropshire, TF9 1JP
Tel	01630 654400
Registered Number	6492665

Designated Premises Supervisor

Name	Emma Mason
Address	[REDACTED]
Personal Licence No:	[REDACTED]
Issuing Authority	[REDACTED]

Date of Issue:	5 November 2021
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Signed:

Mr R. J. Simpson
The Proper Officer (Licensing)

Annex1

Mandatory Conditions

Mandatory conditions where licence authorises supply of alcohol (Premises Licence Only)

1.(1) The 2003 Act provides that, where a premises licence authorises the supply of alcohol, it must include a condition that no supply of alcohol may be made at a time when no designated premises supervisor has been specified in the licence or at a time when the designated premises supervisor does not hold a personal licence or the personal licence has been suspended

(2)The 2003 Act does not require a designated premises supervisor or any other personal licence holder to be present on the premises at all times when alcohol is sold. However, the designated premises supervisor and the premises licence holder remain responsible for the premises at all times including compliance with the terms of the 2003 Act and conditions attached to the premises licence to promote the licensing objectives.

(3)The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(4) An irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children–

Drinking games

Irresponsible promotions can include activities, whether drinking games or not, which may require or encourage individuals to drink a quantity of alcohol within a time limit, or drink as much alcohol as possible within a time limit or otherwise. For example, this may include organised ‘drink downing’ competitions. This would not prevent the responsible person from requiring all drinks to be consumed or abandoned at, or before, the closing time of the premises. Nor does it necessarily prohibit ‘happy hours’ as long as these are not designed to encourage individuals to drink excessively or rapidly.

Large quantities of alcohol for free or a fixed price

Irresponsible promotions can include the provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted price, where there is a significant risk that such a promotion would undermine one or more of the licensing objectives. This includes alcohol provided to the public or to a group defined by a particular characteristic, for example, a promotion which offers women free drinks before a certain time or “all you can drink for £10”.

Promotions can be designed with a particular group in mind (for example, over 65s). A common sense approach is encouraged, which may include specifying the quantity of alcohol included in it or not targeting a group which could become more vulnerable or present a greater risk of crime and disorder as a result of excessive alcohol consumption.

Prizes and rewards

The sale, supply or provision of free or discounted alcohol or any other item as a prize to encourage or reward the purchase and consumption of alcohol can be within the definition of an irresponsible promotion, where there is a significant risk that such a promotion would undermine one or more of the licensing objectives. This may include



promotions under which free or discounted alcohol is offered as a part of the sale of alcohol, for example, “Buy one and get two free” and “Buy one cocktail and get a second cocktail for 25p”. This includes promotions which involve the provision of free or discounted alcohol within the same 24 hour period.

Posters and flyers

Irresponsible promotions can also include the sale or supply of alcohol in association with promotional materials on display in or around the premises, which can either be reasonably considered to condone, encourage or glamorise anti-social behaviour or refer to the effects of drunkenness in any favourable manner.

Dispensing alcohol directly into the mouth

The responsible person must ensure that no alcohol is dispensed directly into the mouth of a customer. For example, this may include drinking games such as the 'dentist's chair' where a drink is poured continuously into the mouth of another individual and may also prevent a premises from allowing another body to promote its products by employing someone to dispense alcohol directly into customers' mouths. An exception to this condition would be when an individual is unable to drink without assistance due to a disability.

Free potable water

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available on the premises. What is meant by reasonably available is a question of fact; for example, it would not be reasonable to expect free tap water to be available in premises for which the water supply had temporarily been lost because of a broken mains water supply. However, it may be reasonable to expect bottled water to be provided in such circumstances

Age verification

The premises licence holder or club premises certificate holder must ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This must as a minimum require individuals who appear to the responsible person to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and either a holographic mark or ultraviolet feature.

The premises licence holder or club premises certificate holder must ensure that staff in particular, staff who are involved in the supply of alcohol) are made aware of the existence and content of the age verification policy which applies by the premises.

The designated premises supervisor (where there is one) must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. This means that the DPS has personal responsibility for ensuring that staff are not only aware of, but are also applying, the age verification policy.

It is acceptable, and indeed encouraged, for premises to have an age verification policy which requires individuals who appear to the responsible person to be under an age greater than 18 to produce such identification on request. For example, if premises have a policy that requires any individual that appears to be under the age of 25 to produce identification that meets the criteria listed above, this is perfectly acceptable under the mandatory code.

Smaller measures

The responsible person shall ensure that the following drinks, if sold or supplied on the premises, are available in the following measures:

- Beer or cider: ½ pint
- Gin, rum, vodka or whisky: 25ml or 35ml
- Still wine in a glass: 125ml

As well as making the drinks available in the above measures, the responsible person must also make customers aware of the availability of these measures by displaying them on printed materials available to customers on the premises. This can include making their availability clear on menus and price lists, and ensuring that these are displayed in a prominent and conspicuous place in the relevant premises (for example, at the bar). Moreover, staff must make customers aware of the availability of small measures when customers do not request that they be sold alcohol in a particular measure.

This condition does not apply if the drinks in question are sold or supplied having been made up in advance ready for sale or supply in a securely closed container. For example, if beer is only available in pre-sealed bottles the requirement to make it available in 1/2 pints does not apply. The premises licence holder or club premises certificate holder must ensure that staff are made aware of the application of this condition.

Ban on sales of alcohol below the permitted price

The relevant person (the holder of the premises licence, the designated premises supervisor (if any) in respect of such a licence, the personal licence holder who makes or authorises a supply of alcohol under such a licence, or any member or officer of a club present on the premises in a capacity which enables the member or officer to prevent the supply in question) shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

The permitted price is defined as the aggregate of the duty chargeable in relation to the alcohol on the date of its sale or supply and the amount of that duty multiplied by a percentage which represents the rate of VAT chargeable in relation to the alcohol on the date of its sale or supply. Detailed guidance on how to make this calculation and a calculator to determine permitted prices for each product are available on the Home Office website.

Where there is a change to the rate of duty or VAT applying to alcohol (for instance, following a Budget), the relevant person should ensure that the permitted price reflects the new rates within fourteen days of the introduction of the new rate. It is still permitted to sell alcohol using promotions (as long as they are compatible with any other licensing condition that may be in force), and the relevant person should ensure that the price of the alcohol is not less than the permitted price. Detailed guidance on the use of promotions is given in the guidance document available on the Home Office website.

Annex A - Model Age Verification Policy

Premises Age Verification Policy

This policy applies in relation to the sale or supply of alcohol on the following premises

Name and address of premises

.....
.....
.....

..... Name of premises licence holder

.....

..... Name of designated premises supervisor

.....

1. This policy applies in relation to the sale or supply of alcohol on these premises.
2. For this policy the responsible person is one of the following:
 - the holder of the premises licence;
 - the designated premises supervisor;
 - a person aged 18 or over who is authorised to allow the sale or supply of alcohol by an under 18; OR
 - a member or officer of a club present on the club premises in a capacity which enables him or her to prevent the supply in question
3. Staff serving alcohol on the premises must require any individuals who appear to the responsible person to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and a holographic mark.
4. Examples of appropriate identification include:
 - A passport
 - A photo card driving licence
 - A proof of age card bearing the PASS hologram
 - A military identification card
5. The premises licence holder or club premises certificate holder will ensure that staff are



made aware of the existence and content of this policy.

Signed.....

PREMISES LICENCE HOLDER / CLUB PREMISES CERTIFICATE HOLDER

Mandatory condition: exhibition of films

- 1) Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation made by that body.
- 2) Where –
The film classification body is not specified in the licence, or
The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,
Admission of children must be restricted in accordance with any recommendation made by that licensing authority.

Mandatory condition: door supervision

- 1) Where a licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, the licence must include a condition that each such individual must be licensed by the Security Industry Authority.

Transferred Conditions

Annex 2

Conditions consistent with the operating Schedule

General - all objectives

The conditions relating to the issue of this licence are those outlined in the operating schedule forming part of the premises application dated 9/3/21

The operating schedule outlines the steps you intend to take in order to promote the four licensing objectives.

The pub is owned by Joules Brewery Limited. Joules Brewery only operates traditional brewery pubs of high quality directed towards a mature 25 – 50 age group. As a small company of pubs we ensure each pub is pro-actively managed and has proper management input from head office. Management have an in-depth knowledge of each and every pub within the group. The standard of the Joule's Brewery estate is high.

The premises are only operated by individuals experienced in the license trade, with a maturity of attitude and years. They are well trained and have high standards of retailing, health, safety, hygiene and security, and have a responsible regard for the community and law.

Prevention of Crime and Disorder

CONDITIONS RELATING TO THE PREVENTION OF CRIME AND DISORDER

1. CCTV must be installed and cover all internal and external areas, including all public entry and exit points and any areas where smokers are allowed to congregate. The CCTV unit must be positioned in a secure part of the licensed premises and not within any private area of the location. Access to the system must be allowed immediately to the Police, Trading Standards or an authorised officer of the Licensing Authority in accordance with the Data Protection Act where it is necessary to do so for the prevention of crime and disorder, prosecution or apprehension of offenders or where disclosure is required by law.

2. All images must be kept for a consecutive 28 day period and to be produced to the Police, Trading Standards or an authorised officer of the Licensing Authority in relation to the investigation of crime and/or disorder issues and suspected licence breaches, upon request or within 24 hours of such request where it is necessary to do so for the prevention of crime and disorder, prosecution or apprehension of offenders or where disclosure is required by law.

3. The CCTV system must be maintained so as to be fully operational and recording continually 24 hours every day.

4. The CCTV system clock must be set correctly and maintained (taking account of GMT and BST).

5. There must be notices displayed throughout the premises stating that CCTV is in operation.

6. There must be a member of staff available at all times who is trained and capable of operating the CCTV system and also downloading any footage required by the Police, Trading Standards or an authorised officer of the Licensing Authority.

7. Daily checks must be made of the operation of the CCTV system to confirm that it is working correctly and such checks must be recorded in a register which is to be signed by the person conducting the check. This record must be kept fully updated at all times and remain on the premises for inspection by the Police, Trading Standards or an authorised officer of the Licensing Authority.

8. No entertainment, performance, service, or exhibition involving nudity or sexual stimulation permitted except when the premises are operating under the authority of a Sexual Entertainment Venue Licence.

9. No open vessels must be removed from the inside of the premises, unless it is to a defined area which must have all the appropriate consents from the Local Authority and must include a plan on which the area is defined.

Public Safety

CONDITIONS RELATING TO PUBLIC SAFETY

1. The Premises Licence Holder / Designated Premises Supervisor must identify the requirement for Door Staff at all times by way of a risk assessment. Where the Risk Assessment identifies the need for Door Staff to be deployed, Door Staff must be of sufficient number to be able to control entry to the premises and deal with any instances of disorderly behaviour within the premises simultaneously. Door Staff must remain at the premises until such time the premises are closed and all members of the public have left the venue. All persons utilised at the premises in the capacity of a Door Supervisor must wear high visibility clothing at all times they are deployed.

2. Where Door Staff are employed there must be a register of every SIA person employed at the premises that contains the following details:

- Name, date of birth and home address
- Security Industry Authority licence number
- Time and date each security staff starts and finishes duty
- Each entry must be signed by the security staff

3. That register must be kept fully updated at all times and remain at the licensed premises and be available for inspection immediately by an authorised officer of the Licensing Authority, the Security Industry Authority or Police.

Prevention of Public Nuisance

CONDITIONS RELATING TO THE PREVENTION OF PUBLIC NUISANCE

1 - Prominent, clear and legible notices to be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly. Following busy sessions, as appropriate, customers are to be personally reminded by the premises supervisor at the exit to leave quietly.

2 - When music is to be played on the premises, all windows and doors fronting neighbours must be kept closed save for access and egress. The premises supervisor will ensure that music will not be such that its volume, vibration and amplification will cause nuisance to neighbours. The music will be mainstream and not targeted to under 25 year olds.

3 - No event will be indecent nor will it be advertised as such.

4 - The premises supervisor will take responsibility for clearing litter or glassware from the extent of the premises and also the perimeter bordering the premises. The placing of refuse – such as bottles – into receptacles outside the premises must take place at times that will minimise the disturbance to nearby properties.

5. No live music is to be played outdoors after 11pm

Protection of Children

CONDITIONS RELATING TO THE PROTECTION OF CHILDREN FROM HARM

1. Challenge 25 must be operated at the premises whereby all persons who appear to be under 25 years of age and purchasing or attempting to purchase alcohol must be asked to provide identification to prove they are over 18 years of age.

2. The only acceptable forms of identification allowed are a valid passport, a valid photo ID driving licence or a valid proof of age scheme card with the PASS approved hologram.

3. Challenge 25 signage must be displayed in a clear and prominent public place at every point of sale at the location.

4. All staff must be fully trained in relation to the Challenge 25 scheme before being allowed to sell alcohol and a record must be kept of staff training. Training must be refreshed at least every 12 calendar months. Such training must be recorded and be maintained at the premises and made available for inspection upon request by a Responsible Authority. Records for each person must be retained for a minimum of 12 months.

5. A refusals register must be held at the premises and contain details of the time and date of any sales that are refused in relation to persons that are under age. This register must be made available for inspection upon request by a Responsible Authority. This register can be written or electronic.

Annex 3

Conditions attached after a hearing by the licensing authority

Annex 4

Plans

LICENSING ACT 2003 – Summary

Premises Licence Number 118093 / 091980

Part 1 – Premises details

Crown Wharf Brewery Tap Crown Street Stone Staffordshire	
Post Code	ST15 8QN
Tel No:	01630 654400

Time Limits (if applicable): N/A

Licensable activities:

Performance of Live Music, Playing of Recorded Music, Provision of Late Night Refreshment, Supply of Alcohol
--

The times the licence authorises the sale or supply of alcohol:

<p>Supply of Alcohol - Off The Premises & On The Premises Monday to Wednesday- 10.00 to 00.00 Thursday & Friday- 10.00 to 01.00 Saturday & Sunday- 09.00 to 01.00</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences. New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.</p>

Opening Hours

<p>Monday to Wednesday- 10.00 to 00.30 Thursday & Friday- 10.00 to 01.30 Saturday & Sunday- 09.00 to 01.30</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences. New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December</p>

The times the licence authorises the carrying out of licensable activities:

<p>Performance of Live Music Outdoors & Indoors Sunday to Wednesday- 11.00 to 00.00 Thursday to Saturday- 11.00 to 00:30</p> <p>Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the</p>

day when British summertime commences.

New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

To add an additional hour on:- St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.

Playing of Recorded Music & Indoors

Monday to Wednesday 10.00 to 00.30

Thursday & Friday 10.00 to 01.30

Saturday & Sunday 09.00 to 01.30

Hours - Seasonal Variations

An additional one hour to the standard and non-standard times on the day when British summertime commences.

New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

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Provision of Late Night Refreshment Outdoors & Indoors

Monday to Wednesday- 23.00 to 00.00

Thursday to Sunday 23.00 to 01.00

Hours - Seasonal Variations

An additional one hour to the standard and non-standard times on the day when British summertime commences.

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Part 2

Premises Licence Holder

Name	Joules Brewery Ltd
Address	The Brewery, Great Hales Street, Market Drayton, Shropshire, TF9 1JP
Registered Number	6492665

Designated Premises Supervisor

Name	Emma Mason
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Access to Premises by Children

Any condition attached to a current Justices licence to provide protection for children is transferred to this Premises Licence.
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Date of Issue:	5 November 2021
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Signed:



Mr R. J. Simpson
The Proper Officer (Licensing)

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

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

I Victoria Osborne, Environmental Health Practitioner, Stafford Borough Council

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

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Crown Wharf Crown Street Stone Staffordshire	
Post town Stone	Post code (if known) ST15 8QN

Name of premises licence holder or club holding club premises certificate (if known) Joules Brewery Ltd Licensing Team Gt Hales Street Market Drayton TF9 1JP

Number of premises licence or club premises certificate (if known) 118093/091980
--

Part 2 - Applicant details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates

(please complete (A) below)

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

Please tick ✓ yes

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

Surname

First names

I am 18 years old or over

Please tick ✓ yes

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

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address: Victoria Osborne Environmental Health Practitioner Regulatory Services Operations Stafford Borough Council Civic Centre Riverside Stafford ST16 3AQ
Tel: 01785 619000
E-mail address (optional) [REDACTED]

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

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

Please state the ground(s) for review (please read guidance note 2)

The review is called on the grounds that the Council's Regulatory Services have evidence that the licensing objective is not being adequately promoted.

1. The Crown Wharf Brewery is a Tap House, located on the Canalside on Crown Street, Stone. It also houses a community theatre which is still in the process of opening to the public.
2. The premises lies adjacent to the canal, as does a community of houses on the other side.
3. The premises was opened on July 20th, 2021, and the Licence holder is Joules brewery Ltd.
4. Licensable activities include Performance of Live Music, Playing of Recorded Music, Provision of Late-Night Refreshment, Supply of Alcohol
5. The times the licence authorises the carrying out of licensable activities:
 - Performance of Live Music Outdoors & Indoors Sunday to Wednesday- 11.00 to 00.00 Thursday to Saturday- 11.00 to 00:30 Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences
 - New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on: - St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.
 - Playing of Recorded Music & Indoors Monday to Wednesday 10.00 to 00.30 Thursday & Friday 10.00 to 01.30 Saturday & Sunday 09.00 to 01.30 Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences. New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.
 - To add an additional hour on: - St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December.
 - Provision of Late-Night Refreshment Outdoors & Indoors Monday to Wednesday- 23.00 to 00.00 Thursday to Sunday 23.00 to 01.00 Hours - Seasonal Variations An additional one hour to the standard and non-standard times on the day when British summertime commences.
 - New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. To add an additional hour on: - St David's Day, St Patrick's Day, St Andrew's Day, Burns night, Valentines Night, Halloween, Friday, Saturday, Sunday and Monday of ALL Bank Holiday weekends (including Easter), Christmas Eve & Boxing Day, 27th, 28th, 29th & 30th December
6. Noise issues were originally brought to the attention of Environmental Health through the form of a complaint from a local resident on August 31st, 2021. This consisted of concerns of noise levels arising from Live Music being played from The Crown Wharf.

7. Since the original complaint, a further 14 residents have submitted complaints to date, due to excessive noise from amplified music, choir practice and noise generated by the patrons, especially those using the licensed outdoor areas.
8. This department has investigated these complaints using noise monitoring equipment. Noise monitoring equipment was installed at Resident A home on January 24th, 2021, after receiving a completed noise log, listing episodes of noise occurrences. A second monitoring kit was installed in Resident A home, on April 13th, 2021, which recorded episodes of high noise level. We are satisfied that the level, frequency, and nature of noise recorded, would significantly affect the use and enjoyment of the complainant's property. Therefore, undermines the licensing objective of prevention of public nuisance, Noise collected from the equipment consisted of loud voices, music, and choir practice.
9. Noise logs received and noise monitoring data combined, display noise episodes starting from as early as 11:00 and exceeding 23:00 hours.
10. Our department currently have 15 open cases under investigation of noise nuisance arising from Crown Wharf Brewery. Several noise logs are still in completion by the complainants and have not yet been returned.

Summary of Noise complaints currently under investigation

Date originally received	Complainant	No of Noise Log	No of Complaints
31/08/2021	Resident A	8	Excess of 20
17/07/2022	Resident B	1	3
19/07/2022	Resident C	1	3
18/07/2022	Resident D		1
22/07/2022	Resident E		1
23/08/2022	Resident F		1
26/07/2022	Resident G		1
27/07/2022	Resident H		1
31/07/2022	Resident I	4	4
02/08/2022	Resident J		1
08/08/2022	Resident k		1
10/08/2022	Resident L	1	1
16/08/2022	Resident M		1
23/08/2022	Resident N		1
30/08/2022	Resident O		1

11. All complainants have expressed concerns about the noise levels arising from the premises. It is evident that under The Environmental Protection Act 1990, a Statutory Nuisance is present and is likely to re occur.
12. An attempt has been made to persuade the License Holder to abate the nuisance during a meeting that took place at The Crown Wharf Brewery on August 1st, 2022, with the Licence holder and company secretary. In this meeting it was agreed that within 21 days of the meeting the Premises License should voluntarily make an application to the Council's Licensing team to vary the premises License, with the view to effecting changes that would promote the licensing objective in question. It was stressed that in the meantime, all steps necessary should be taken to abate the nuisance. Following this attempt, several more complaints have been received showing an escalation of events, as opposed to a reduction. The conditions recommended to the premises at the time of this meeting, do not appear to have been implemented.
13. Correspondence with the licence holder and company secretary from our department have

kept them up to date with ongoing complaints received from the residents, following the meeting on August 1st, 2022.

14. Several residents have expressed the effects that the noise is having on their lives ranging from sleep deprivation, interruptions with work, children sleeping and anxiety/stress.

Please provide as much information as possible to support the application (please read guidance note 3)

Over the last year, the Council's Regulatory Services have been receiving complaints about noise from the Crown Wharf, Stone. The complainants report noise and foul language from customers using the licensed outdoor area (canal façade), and amplified music and voice breaking out from within the premises. These complaints have been investigated by use of a digital noise monitoring recorder. The evidence has been analysed and we are satisfied that the evidence demonstrates that the licensing Objective, Prevention of Public nuisance is being undermined.

We met with the Designated Premises Supervisor (DPS) and a representative of the Premises Licence on 01/08/2022 and discussed the issues that had been raised by neighboring residents and steps that needed to be taken to ensure that nuisance wasn't being caused. In this meeting it was agreed that within 21 days of the meeting the Premises Licence should voluntarily make an application to the Council's Licensing team to vary the premises Licence with the view to effecting changes that would promote the licensing objective in question. It was stressed that in the meantime, all steps necessary should be taken to abate nuisance.

However, since the meeting our department has continued to receive complaints of noise from amplified music, raised voices and a foul language from several neighboring residents.

Therefore, to actively uphold and promote the licensing objective to prevent public nuisance I would like to call a review of the premises licence to establish more effective noise control and management measures.

In this review I am seeking to make the following changes to the Premises Licence

1. Stop the use of the outdoor space on the canal façade. Outdoor area in question includes balcony and outdoor area highlighted in green on Figure 1 below.
2. Add a condition on the premises licence requiring that all Doors and Windows are kept close when events involving live/amplified music or voice are taking place. This suggests a possible investment in an alternative ventilation arrangement (preferably an active mechanical ventilation system) to ensure ample ventilation and thermal comfort when doors and windows are kept closed.
3. Add a condition on the premises licence requiring that Prominent, clear notices shall be displayed at all exits and in designated smoking areas, in the aim to encourage customers' and staff to respect residents by keeping noise to a minimum when on the premises.
4. Remove the performance of Live Music Outdoors Sunday to Wednesday- 11.00 to 00.00 Thursday to Saturday- 11.00 to 00:30.
5. Remove the provision of late-night refreshment Outdoors Monday to Wednesday- 23.00 to 00.00, Thursday to Sunday 23.00 to 01.00.

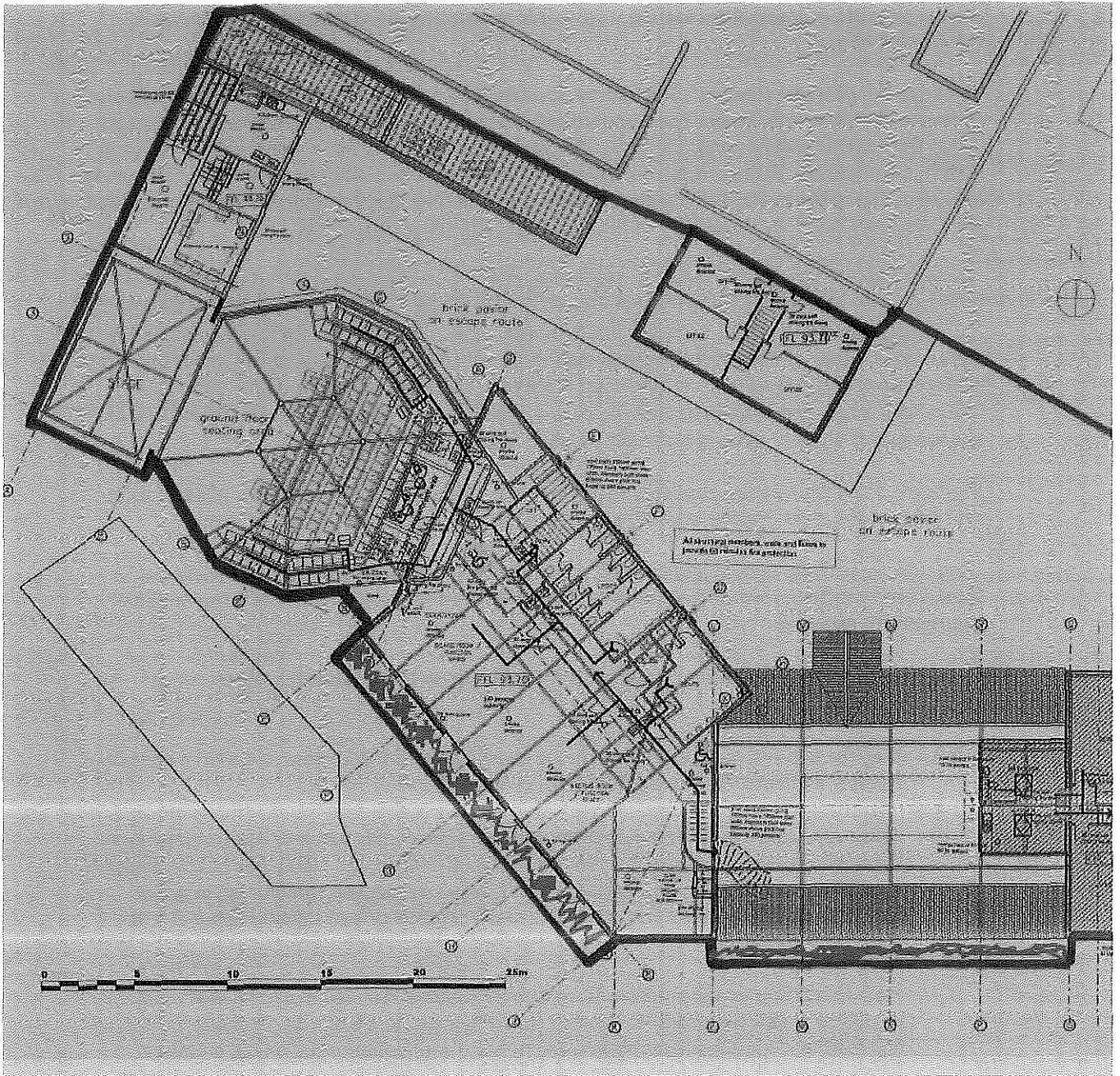


Figure 1: Outdoor Area Highlighted in Green

Please tick ✓ yes

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

If yes please state the date of that application

Day	Month	Year

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

No.

Please tick ✓

yes

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

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

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature: V. Osborne...

Date **22/09/2022**

Capacity **Environmental Health Practitioner, Stafford Borough Council**

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Victoria Osborne
Environmental Health Practitioner
Regulatory Services
Operations
Stafford Borough Council
Civic Centre
Riverside
Stafford
ST16 3AQ

Post town Stafford	Post Code ST16 3AQ
------------------------------	------------------------------

Telephone number: 01785 619000

E-mail address: [REDACTED]

How we use your personal information

The information that you have provided on this form will be used by Stafford Borough Council, who are the data controller, for the processing of your application and providing you with a licence. We will only share your information with/ or on The Public Register, The Home Office, other Government agencies, Council departments and Enforcement agencies and the National Fraud Initiative when necessary or where the law otherwise requires or allows us to do so. For further information, please see www.staffordbc.gov.uk/privacynotices

Notes for Guidance

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

From: ehlicensing
Subject: FW: Crown Wharf Pub

Sent: 23 September 2022 12:42
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Crown Wharf Pub

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir

The Crown Wharf pub was originally promoted as a community family friendly venue. It now is a very different venue with lots of noise from early afternoon to late at night drawing hundreds of people in at a time.

I live at the far end of Trent Close. I have not been as badly affected by noise pollution as the near end of Trent Close, however sometimes when it is warm and dry I need to keep my windows closed to reduce the noise levels. During the day with people on the patio area of the crown wharf it can be difficult to hold a conversation in the flat, and at night when there is loud music and the windows are open at the Crown Wharf it can be difficult to get to sleep.

Talking to fellow residents the noise levels are a major point of conversation. At the near end of the Close the noise can be as noisy this side of the canal as though you are in the middle of the patio area at the Crown Wharf at some times.

Can you please take the necessary actions to bring noise pollution down to acceptable levels for our sanity and peace of mind.

Can you also please check that a thorough noise pollution review has been made on the theatre that is due to open shortly.

Yours sincerely

From: ehlicensing
Subject: FW: Objection for Licence crown wharf

Sent: 23 September 2022 18:37
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Cc: ehtechsupport <ehtechsupport@staffordbc.gov.uk>; Victoria Osborne <VOsborne@staffordbc.gov.uk>
Subject: Objection for Licence crown wharf

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Dear sir/madam

reference the Crown Wharf in Stone, we have been informed that the initial application for the review of the licence has been withdrawn and a new licence review application has been submitted so we still wish this letter to be filed against the new application

Please see our letter ref the Licence review when this date is agreed

Stone
Staffs
ST15 0GZ

We would like to draw to your attention along with many other residents in Trent Court and Trent Close to raise a formal complaint for the representations to the Licensing review about the intrusion of noise from the Crown Wharf, Crown Street, Stone, Staffordshire, ST15 8QN.

We believe this could be a 'statutory nuisance' (covered by the Environmental Protection Act 1990) which is unreasonably and substantially interferes with the use and enjoyment of our home or other premises for example people who live on the canal boats which it must be worse, the local wildlife on the canal and river must also be affected by this unacceptable noise. We are unable to open our own windows on warm evenings due to the foul lounge and excessive noise. If the council did carry out a sound assessment the level of noise would have been in excess and would have been identified as being too loud. The problem is that in Trent Court and Trent Close the buildings act as an amphitheatre so we are interested to see how this was approved in the planning application as being acceptable.

The Noise from Crown Wharf does occur unexpectedly, and it is too loud with repetitive music and shouting. We are certain the decibels are above the recommended levels, which can be hazardous to health, with low frequency noise as damaging as loud noise. When we moved to the area two and a half years ago we were not aware of the environmental pollution and were not advised by the agent or sellers that planning for an outdoor music venue had been approved by the council. This is a major source of stress when trying to sleep and we have young families in our community which must be difficult for them to sleep as it continues until 11pm which is unacceptable as there is frequently 100+ people on the frontage. We are concerned once the theatre opens this will get worse.

Also the Crown Wharf have put their representations on various social media, particularly their recent drumming up of support for the wharf. We feel intimidated and now have genuine concerns about the potential for retribution and vandalism such as the tone of the opinions posted which is unfair and people do not have the full facts.

We also feel that Stone is marketed extremely well for tourism, the management of the establishment are not dealing with the antisocial behaviour, lots of broken glass as appeared on the footbridge connecting Trent Court with the town for dog walkers and young children this is a Health & Safety risk.

We have files of sound recordings taken off the unacceptable noise levels and logs kept if required.

From: ehlicensing
Subject: FW: Crown Wharf - Stone

Sent: 25 September 2022 08:50
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Crown Wharf - Stone

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Dear Licensing Committee

I feel compelled to report to you the effect of the excessive noise coming from the Crown Wharf pub and the impact it has on me, as a resident of Trent Court.

In principle, I was very supportive of the development and looked forward to the theatre/cinema/heritage centre/family pub and felt that it would be a lovely addition for the town.

However, from the very first opening night party when the sound of the music and volume of shouting was so loud I could hear it from inside my house with all of my doors and windows closed, the presence of the pub has caused me major concern and stress - resulting in me considering selling my home after 12 very happy years living in Trent Court.

Things did settle down on the whole and in fact I visit the pub myself and have eaten there several times with friends and family.

The issue remains the noise late at night and usually on Friday and Saturday. I have called the pub when the noise has been unbearable and to their credit, they have closed the windows and doors, which does help to minimise the sound a little. However, as the late license and music has attracted a very young and rowdy crowd, the shouting and foul language outside the pub, particularly on the decking remains a significant problem.

I am not sure whether even the owners were expecting these issues and it was only when fighting broke out in the early days and the staff were clearly unprepared for the sheer volumes of customers, that they had to employ security staff. Clearly, the pub is more of a night club now, particularly on Friday and Saturday, rather than what was expected. Had I known then what I know now, I would have objected strongly to the development.

Please can you help us to find a solution to this ongoing problem?

Good Morning Victoria,

Re: Statutory Nuisance – Crown Wharf.

I am sending you this email from a nursing/medical perspective and to provide more information about the residents of Trent Close.

Many of the original residents bought their property due to the peaceful location, cul de sac layout and with retirement in mind. Currently, there are 6 individuals who are receiving nursing/medical support; one is receiving 'end of life' support. Recently another elderly gentleman passed away but he too received 'end of life' care prior to his passing. All the individuals have been subjected to continuous, unacceptable levels of noise daily whilst receiving end of life care and ongoing nursing support. Both Steve and I have both been sleep deprived on a regular basis and I know that this has affected my mental health.

As I outlined in a previous email to you, many of the residents are too pre-occupied caring for their loved ones and cannot devote the time to keep logs of the daily and nightly noise emanating from the Wharf.

I am sure, like us, that the residents that bought their property 18 – 20 years ago did so because of the location, proximity to open fields and a canal and the thought of a peaceful life after a hard days work or to pursue a peaceful retirement. Both have now been denied.

Finally, with this in mind and in preparation for the licencing review, I would like reassurance that members of the licensing panel can put themselves in our shoes and make an empathetic, objective decision based on the detrimental impact that the Wharf has brought and continues to bring to the remaining residents.

Kind Regards,

From: ehlicensing
Subject: FW: Re-submission for licensing review - Crown Wharf 20.9.22 - 18.10.22
Attachments: Good Morning Victoria.docx

Sent: 25 September 2022 11:18
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Re-submission for licensing review - Crown Wharf 20.9.22 - 18.10.22

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Good Morning,

Please refer to the attached below when considering the review of the license relating to Crown Wharf.

Can you please explain why this has to be re-submitted again. Does the re-submission rely on legal advice and if so, please explain.

Kind Regards,

From: ehlicensing
Subject: FW: Crown Wharf licence review

Sent: 25 September 2022 16:04
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Crown Wharf licence review

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

As the leaseholder of x Trent Court, Stafford Road, Stone.ST15 0GZ, we are affected by the noise coming from the outside terrace at Crown Wharf, when we are outside our premises. We are less affected by the noise whilst inside.

Whilst agreeing with management that the noise generally ceases about 11,00 pm, not everyone wants to enjoy their garden after 11,00 pm.

I do not want to cause problems with the theatre project, which presumably is tied up with Crown Wharf, and therefore would suggest that various noise mitigation measures be discussed/considered. One of these could be the installation of transparent panels for acoustic control mounted along the outside of the terrace area, that would mean that customers could continue to enjoy views of the canal whilst enjoying their drinks. No doubt there are other acoustic control products that could be considered.

From: ehlicensing
Subject: FW: Licence review of The Crown Wharf

Sent: 27 September 2022 15:19
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Licence review of The Crown Wharf

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon

As a resident of x Trent Close, Waters Edge, Stone I am writing to express my concerns regarding the noise nuisance emitting from The Crown Wharf.

When this was in the planning stage I feel we were misled into believing this would be opened as a theatre/cinema/restaurant establishment that would all be opened at the same time.

Instead of this happening, we are no longer able to sit in our garden or have our windows open due to the disgraceful foul language and excessive noise emanating from what is essentially a local pub, usually well into the early hours of the morning.

I would ask that these concerns are addressed when the Licence Review is up for consideration.

From: ehlicensing
Subject: FW: Crown Wharf

Sent: 17 October 2022 10:51
To: ehlicensing <ehlicensing@staffordbc.gov.uk>
Subject: Crown Wharf

Review of the licence of The Crown Wharf

This is a re-submission of how the noise from The Crown Wharf has affected our lives. My wife and I live at x Trent Close, Stone. We have resided here since November 2002 under, what we would describe as normal conditions. During this year conditions have changed.

We know that this summer the weather was kind even late into the nights so that customers were able to take refreshment outdoors or with all doors and windows of the pub open. This has meant that we have endure the hot times behind our closed doors and windows because the volume of noise from over the canal has been almost deafening. There has been the continual drone of conversation from large crowds interspersed with shouting, singing, shrieks, guffaws of laughter and intemperate language. Weekends are, by far, worse than weekdays.

For two weeks in September we recorded snippets of the typical noise. We did not record at closing times as this is after our usual bed time and ear plugs are beneficial. Since ending the recordings we would particularly mention the afternoon of Sept. 19 and Oct. 1 from 19.00 hrs. with noise from the upstairs of the pub and Oct. 14 at 21.30 onwards and Oct. 15 from 18.30 onwards.

We have noted on social media the accusations of being killjoys and thwarting local enterprise but all these views seem to be from people who do not live in the vicinity. One example is the man who readily admitted living in Stafford and having difficulty visiting Stone because of poor bus services but still attended a meeting which was entitled for local residents!

Katie McKinney

From:
Sent: 26 September 2022 17:01
To: ehlicensing
Subject: FW: Forthcoming Review of the Licence of The Crown Wharf
Attachments: Crown Wharf 29th August.docx; Noise at Crown Wharf; RE: Noise at Crown Wharf; Re: Noise at Crown Wharf; Representation to EH Licensing Stafford BC to attend Proposed Review of the Licence of The Crown Wharf.docx

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email originated from outside of the Council. DO NOT click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

In view of the news received concerning the need to resubmit our representation to attend the Licence Review, owing to the failure to provide a hard copy of the licence review application to Joules, we are re-sending herewith all the information we initially submitted on 21st September, and repeat below the comments included in our previous covering email:

Please review the attachments to this email and consider our representation to attend the proposed hearing as relevant people.

My wife and myself live at Trent Court and have done so for almost 20 years.

Since the opening of Crown Wharf our quality of life has been seriously damaged by the noise disturbance in the last 15 months, leading us to question the process involved in the approval of this project, when only months before an application for an aged care home was rejected.

Representation to EH Licensing Stafford BC to attend Proposed Review of the Licence of The Crown Wharf

21st September 2022

The following is a brief summary of our experiences since the opening of The Wharf on 20th July 2021

- Our problems began on 19th July 2021, the occasion of The Wharf's "contractors' party". We met [redacted] the following day to voice our concerns over the noise disturbance. She assured us that their target audience was families and more mature people, rather than a younger crowd, and that they had no intention of selling low-cost alcohol or shots. We suggested that notices could be placed on the car parking areas reminding customers to respect the neighbours; she agreed that this was a good idea. Nothing has appeared over a year later.
- Within days of this meeting, it became clear that the target audience was anything but that outlined above, and as the weather conditions improved, noise levels became more invasive, with loud music, shouting and screaming and offensive language, particularly at weekends, when the noise disturbance started at 2 pm, continuing until after 11.
- 29th August revealed exactly what we were to be subjected to on an ongoing basis, with music starting at 3 pm on the Sunday afternoon, with overall noises levels rivalling those of a football crowd, with the accompanying foul language.
- I met Rebecca (? – the music in the inside bar area was too loud for me to hear her surname, or continue a conversation there, so I asked to move to the theatre area). A summary of this "conversation", which was by turns dismissive, bordering on the insulting and aggressive on her part, is attached. This was later copied to [redacted] and to [redacted] Managing Director of Joules. No reply from either was forthcoming.
- For over twelve months now we have dreaded good weather, as this only brings added misery to our neighbourhood.
- We are unable to sit inside our properties with windows and doors open.
- We are unable to sit outside, either on our balcony, in private gardens or the communal riverside area at the Court, which has previously been used for the gathering of all residents for celebrations.
- These areas are between 100 and 300 yards distant from the "Beer Terrace".
- The ongoing disturbances have come to dominate every conversation with friends and neighbours.
- We have both experienced regular lack of sleep (unheard of pre-Wharf), owing to worries about the situation we find ourselves in, and suffering detrimental effects on our mental wellbeing; my wife is often brought to tears of frustration about our future, normally a totally alien characteristic.
- It is no exaggeration to state that the Wharf totally dominates our every waking moment.
- There is general concern about the effects of the Wharf's presence on the values of our properties. Ask yourself, would you like to have a venue of this scale and reach on your doorstep?
- We see no evidence of a real effort by the Wharf to rein in the behaviour of the more aggressive and foul-mouthed customers, apart from a token presence of "security" staff.

- If we were to believe the many platitudes received from Joules staff on their target audience, and desire to be a family and community pub, you have to question why any security should be needed.
- Since Joules broke the news of the Licence Review on their Facebook page, with a plea to “save your pub”, having seen the vitriolic responses which have been posted since, we are now also fearing targeted intimidation and the possibility of vandalism to our properties from these quarters; we no longer feel comfortable using [REDACTED] as it is clearly visible from the “Beer Terrace”.
- We should also make clear that no reduction in the hours of operation of the terrace and balcony areas of the Wharf will in any way mitigate the detrimental effects on our lives.
- We also feel too embarrassed to invite friends and family to our home because of the offensive language from the Wharf, further undermining our enjoyment of a property we have loved, in a cherished community, for nearly 20 years.
- We believe that it should not be the duty of residents to police the activity of a venue whose owners, having secured the support of local authorities by providing premises for the theatre and heritage centre, clearly believe that they have no duty to respect their neighbours in a long-established and peaceful community, as evidenced by their total lack of any interest in engaging with the residents of Trent Court and Trent Close, and their blatant use of Facebook as a weapon to intimidate us all.

Katie McKinney

From: <steve@joulesbrewery.co.uk>
Sent: 31 August 2021 18:01
To: ; Anna
Subject: Re: Noise at Crown Wharf

Thanks

Anna and I work together, this is very much what we aiming to achieve. As Anna has outlined this is a little different for us as a town centre we have had to adapt and are still finding our way. Notwithstanding the many challenges in the current environment then we still aim to operate a mid market traditional pub, exactly as Anna has outlined in her note.

Very best

Steve

Get [Outlook for iOS](#)

From:
Sent: Tuesday, August 31, 2021 3:08:19 PM
To: Anna <anna@joulesbrewery.co.uk>
Cc: Steve <steve@joulesbrewery.co.uk>
Subject: RE: Noise at Crown Wharf

Hi Anna,

Thank you for taking the time to reply to my email.

We hope to see major improvements in the way the Wharf is managed, in order to reverse how your first 4 weeks of operation have impacted negatively upon the quality of life of your immediate residential neighbours here in Trent Court and Trent Close.

We look forward to receiving details of the actions you are taking to factor in due respect for us in view of the proximity of our homes to the pub.

We would also appreciate a response from Steve in order to reassure us all that our concerns are being addressed at the highest level within Joules Brewery.

Thanks and regards

From: Anna <anna@joulesbrewery.co.uk>
Sent: 31 August 2021 12:52
To:
Cc: Steve <steve@joulesbrewery.co.uk>
Subject: RE: Noise at Crown Wharf

Good Afternoon

I am very sorry for the experience, this is very disappointing to say the least and I want you to know that we are working on resolving these issues as a matter of the upmost importance.

We have been very busy, this is a new venture for us so we are finding our feet during a tricky time for staff, but, we are making progress and working hard at it. I wanted to let you know a little about that.

We have taken measures to attract the mainstream pub audience and to establish high standards of overall civility and respect. The music has been de tuned, I appreciate that over the Bank Holiday weekend the volume of the music wasn't at the level we had anticipated due to pre booked bands unable to connect to our in house system which we installed to ensure control over the volume. This has been reviewed and we are working with our sound team to resolve these issues. The drinks offer is designed for a discerning and mature minded audience and we have tweaked price upwards. We have also established the music offer to be chilled and not too upbeat however I appreciate that over the Bank Holiday, this offer may have steered from our intention and we will review that for all future music sessions on Fridays and Sundays. All these measure have helped us to establish a relaxed and civilised atmosphere. My experience has been good, for most sessions, but we too have been anxious around some of the audience.

Our goal is for a great local pub, our values are inclusive and welcoming, informal, warm and cosy. In terms of the behaviour of customers, we have employed security staff over the weekends to ensure that the behaviour standards are adhered to and this is something we are taking as a serious matter and have noticed that it has helped with managing the behaviour and tone of the pub.

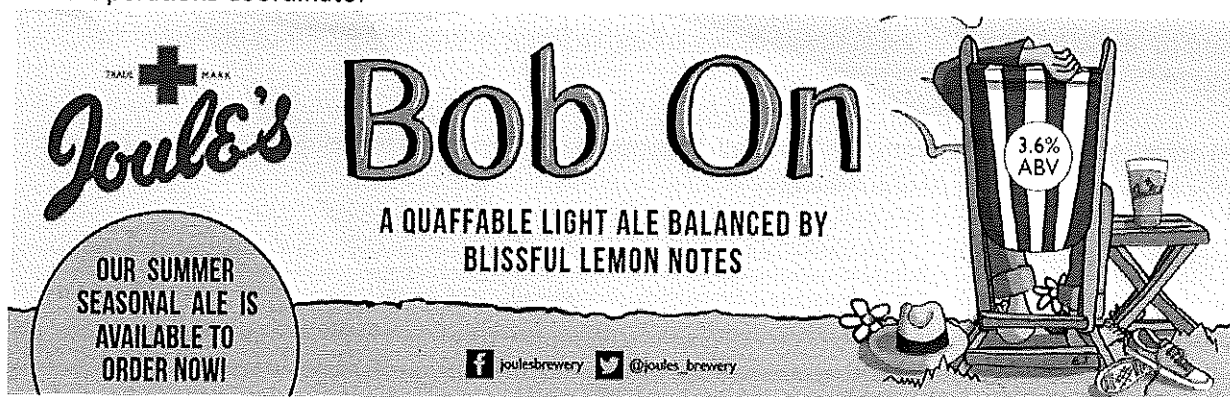
Our biggest and most important goal is to establish the food offer, this is a tricky at the moment due a shortage of staff generally – it's our biggest priority as we feel this will make a big difference to the tone. We do not feel we have yet actually launched our offer, so it's hard to evaluate but we do hope to get there this month with our food offer. My view is that when we do establish our offer then we will in turn attract our core market – as with our other pubs. I can assure you that we are working hard to get there.

Thank you again for taking the time to let us know, invaluable feedback and we will act on it.

Very best wishes

Kind Regards,

Anna
Brand Operations Coordinator



Joule's Brewery | Great Hales Street | Market Drayton | TF9 1JP | 01630 654 400 | 07738636884

AWRS Registration Number: XDAW00000101243

From:
Sent: 29 August 2021 17:02

To: Anna <anna@joulesbrewery.co.uk>

Subject: RE: Noise at Crown Wharf

Hi Anna,

For your information, attached is the gist of a conversation I had with Rebecca at the Wharf this afternoon, sadly another negative experience with Joules staff, her attitude boiling down to "it could be much worse, so be grateful that it isn't at the moment", rather than any attempt to engage with part of the Stone community the pub relies on, and understand the concerns we have.

One of our neighbours likened this afternoon to a Benidorm karaoke session.

We look forward to a constructive response from Steve

From:

Sent: 28 August 2021 20:48

To: 'Anna' <anna@joulesbrewery.co.uk>

Subject: Noise at Crown Wharf

Hi Anna,

The crowd at the Wharf this afternoon and evening so far seem to be virtually out of control, the noise is at ridiculous levels, and the language reaching Trent Court is appalling, we just heard someone shouting "fuck off" a few minutes ago, which seemed as though it was in our living room.

It is clear that many of your clients have spent the last 4 or 5 hours drinking, and as a result have abandoned any traces of civilised behaviour, the levels of shouting and screaming would be more at home at a football match.

This bears no relation to the assurances you gave to us concerning your anticipated target clientele and the steps you had taken to ensure decent standards of behaviour, in recognition of the proximity of your neighbours in Trent Close and Trent Court.

I duly passed on these assurances to many of my friends and neighbours, so maybe you can try to imagine just how embarrassed I now feel, with this nightmare on our doorsteps endangering the value of our properties.

Can you please let me have the email address of the MD of Joules so I can express my concerns directly?

Thank you

Conversation with Rebecca, assistant manager at Joules Crown Wharf Sunday 29th August 2021

Me – why is there live music being played at 3 pm on a Sunday afternoon, outside of the hours previously advised to various neighbours (different every time)

Rebecca – it's because it is a bank holiday, but it will finish earlier

Me – why is it so loud (volume was deafening inside, impossible to have a conversation – I asked her to reconfirm her surname twice but could still not hear, she had no business card). In the end we had to move to the far end of the building by the theatre entrance to make ourselves heard)

Rebecca – it's because it's live music

Me – yes I realise that, but their equipment has volume control. Yesterday afternoon and evening was also a disaster, bawling and shouting, effing and blinding, more akin to a football match than a local pub

Rebecca – that event was nothing to do with Joules, it was fundraising for the theatre, in fact we didn't make anything out of it

Me – I beg to differ as most of that crowd had been drinking for 3 to 4 hours so your bar takings must have benefitted

Rebecca – no, it was a quieter Saturday than usual

Me – not from where we live. I cannot understand why no effort was made to approach your direct neighbours in Trent Court and Trent Close to outline the activities of the pub, prior to the opening.

Rebecca – I am sure that one bloke from one of the flats came over, but the time to express concerns was at the planning stage

Me – but the plans were for a pub with a community theatre, not a nightclub, and this time of year, a nightclub with all the doors open, which will adversely affect the values of the properties within this development and threaten the future of a close community that has been close to 20 years in the making

Rebecca - We are not a nightclub, like the Crown and Anchor, playing music until 3 am, although we could under the terms of our licensing, we want to be respectful of our neighbours.

Me – you have an odd way of demonstrating that.

Rebecca – But you can't expect to control any redevelopments on land adjoining your homes

All I can suggest is that you contact our MD Steve to express your concerns, but we will not be changing the way we operate, we need to make money.

Comments: Planning Application - 18/28965/FUL - Objection

I have read the entry from Steve Nuttall in the Stone Gazette and whilst I understand that which is driving Joules' proposal, I wish to object on a number of grounds.

Current position:

We overlook a car park, a boatyard and the rear of some buildings. It is not an overly attractive vista but there is a consistency to it and it is relatively peaceful. The car park is, in principle, occupied during daylight hours. Users of the facility tend to arrive in the morning and leave before 6.00pm. Stragglers leave at various times but as individuals they are unnoticed. There is little or no noise from either the car park or the boatyard.

There is however noise that is generated by both Granville's and the Crown and Anchor. We frequently hear their music in the early hours of the morning.

The living room and master bedroom of our property are on the side of the house overlooking the canal.

As a result, the music emanating from Granville's and the Crown & Anchor travels, assisted by the water, and it is necessary for us to close our windows to minimise the disturbance. This not always 100% successful.

In the winter, the disturbance is irritating but we are able to mitigate it by closing the windows. In summer it is impossible.

Proposed position

The view from my window will change and will comprise of the bar and the rear of the theatre, along with the terraces to both which significantly and not unnaturally, face the canal.

Unlike the population of the car park as it stands, the population of both the bar, the theatre and the associated terraces will be concentrated at particular times, predominantly early and late evening.

The expectation of Joules' has to be that these are fully occupied to generate the revenue they seek. This will subject us to even more noise from people enjoying food and drink. Noise which will have no barrier across the water. I doubt that this would be confined to the terraces. If events at the Star are anything to go by, drinkers will spill out onto the adjoining dock.

Joules' may well say that plans would be in place to prevent this.

I have worked in the pub/restaurant industry and know at first hand how difficult it is to enforce "plans" onto relatively large groups, intent on having a good evening.

I referred above to the concentration of the population. The current licencing laws allow licenced premises to be open to all hours of the morning. Even if the licences granted to the theatre and bar were to be limited to 11.00pm it would mean a concentration of people and vehicles leaving the area around midnight and this presumably would be every night.

The car park currently accommodates up to 60/70 vehicles which is free. Most of the vehicles would seem to be "regulars" and this suggests that the owners work in Stone.

I doubt that wherever they choose to park in future will not be free and I suspect they will try and find somewhere that is.

My property lies at the end of a private road. The resident's management committee have at their own expense, incorporated double yellow lines on the road to act as a deterrent against "fly parking". This has been moderately successful up to now but I suspect that once people know that it is not formally policed, they will start to use it for every day parking.

This will have an impact on the residents and The Health Centre from a point of view of parking and access. In the long term, it could impact upon the structure of the road itself which is a private road and which we as residents would have some liability.

Unless of course the council choose to adopt it.

The above paints a picture of the likely disturbance the project would cause to residents of Trent Close and Trent Court. It does not address the loss in value of our properties. I know that if I were to buy my property, the first thing I would do is assess the disturbance from across the canal. It may even make my property unsaleable.

Whilst I realise that my objection has to be considered individually, I know of other residents who are of a like mind but age has stripped them of the energy to go through the process of objection.

Rep 9 - Wharf incident Log

APPENDIX 2

Date	Incident	Comments
19/7/21	Loud music until after 11.30	█████ complained by phone. They were met by Anna on 21 st July. She apologised saying that it was a private event – the builders signing off. She assured █████ that the intention was that music would only take place on Fri and Sunday and would cease at 10.00pm. Functions would take place under controlled circumstances.
20/7/21	As above	█████ complained, Response from Pip █████ that it was a one off. Sound engineer to rectify things.
23/7/21	Music until at least 10.30	
24/7/21	█████ approach management	Spoke to Hayley and registered our concerns.
25/7/21	█████ speak to Anna.	Anna took us to the function room and explained that they will control the events that take place. They will close the doors at 10.00pm in order to minimise noise
25/7/21	Early evening. Loud boom boom of drum	Although this did not continue beyond 10 pm it was extremely loud and disruptive.
28/8/21	Excessive noise and bad language.	█████ complain. “outside event” and fund raiser – nothing to do with Joules’ not benefitted Joules
29/8/21	Excessive loud music from around 11.00am to 9.00pm	█████ complained to Rebecca and effectively fobbed off. █████ carried out decibel check. Minimum 70 Db. E mails from █████ and █████ to Joules. █████ wrote to EH Licensing
4/9/21	Loud voices and very bad language heard by residents of No 30. Apparently it could be heard INSIDE the apartment	█████ telephone from her balcony and complained. She said she saw a member of staff come out and speak with some customers who were sat on the waterfront
10/9/21	Loud base booming until 11.20pm	
2/10/21	Function in top room. Disco lights flashing. Loud music until gone 11.00pm even with doors closed	Difficulty in getting relaxed enough to sleep. The anxiety of knowing that this is going to continue for some time.
8/10/21	Loud base booming until after 11.00pm	“ “
30/1/22	Children running and screeching along waterfront, all afternoon	█████ telephoned the Wharf and complained that the children should be under some control. She was told that “Anna” would call her back. No call received.
2/4/22	A crowd of football supporters from Sheffield chanting on the waterfront for an hour	█████ telephoned and complained that she had been woken after her NHS shift. Independently I messaged Anna on What’s app and complained. The group were moved on after some protests from them. In my message I sought assurance that football supporters would be discouraged and that we would not have to endure this during the world cup. Anna assured me that they do not have TV’s in the premises and that there will be no policy to

		discourage football supporters. She said that the manger would “manage” them as he had today. I chose not to point out that it was only after we had complained that he had done anything about it or that if what he had done was perceived as adequate management then the prospects for the future are grim.
April 22		See separate log for sound recording
1/5/22	Children screeching loudly with their parents from 13.30 until 15.45	It seems the waterfront is now a playground. Sitting in the garden is out of the question. They can be heard indoors. They are concentrated in the area closest to our house, presumably so that the drinkers at the other end are less likely to complain.
1/5/22	<p>There continued to be the hubbub of noise from the bar until later in the evening when music started. This became excessively loud and pervaded to our front door and the street outside. We both viewed the Wharf and saw that the doors were open. Shortly before 10.00pm, [REDACTED] called the Wharf to complain. There was no answer. I What’s Apped Anna and complained. Although it was evident that the messages had been delivered and read, there was no response. [REDACTED] rang again and spoke to the manager who identified herself as Emma. In response to the complaint, Emma said that “the doors had been closed hours ago”. When challenged she said that they can’t close the doors because of the fire risk, however she then added that they would be closed at 11.00pm. [REDACTED] asked if it was a private function and the response was that “it was a bank holiday Sunday”. A few minutes later the volume of noise noticeably decreased. Shortly after that, [REDACTED] received a telephone call</p>	<p>There seems to be a pattern emerging whereby the management extend no proactive control over the noise or behaviour of the customers. They respond to complaints.</p> <p>The logic that they can’t close the doors because of a fire risk may be understandable but we were told by Anna that closing the doors to reduce the impact of noise was built in to their consideration towards the residents.</p> <p>I doubt that the reduction in the level of noise was as a result of turning the volume down and would venture the guess that contrary to Emma’s denial, the doors were open and were then closed.</p>

	identified as coming from the wharf but there was no one on the line until ■ closed the call.	
6/5/22	21.35 Loud music. The doors were probably closed but the music was loud enough to be disturbing. Continued for over 30 minutes.	
7/5/22	21.39. There is clearly a party taking place on the upper floor, as well the there being a sizeable amount of people occupying the downstairs area outside. It is another warm evening,	I have taken two photographs from the canal bank. The doors of the upstairs are open and people are occupying the balconies. In the walk from my front door, the noise from the wharf is permeating down the whole of the close. This is emanating from both upstairs and downstairs. When I returned home, from our bedroom we could hear a rendition of "Happy Birthday" along with all of the party poppers and party blowers. This continued for over an hour.
14/5 -5/6		On holiday in Turkey.
12/6/22	<p>Around 1.00pm, we became aware of children screaming with other associated banging and crashing. This was downstairs behind double glazing. I went out and sat on the bench on the tow path closest to the Wharf.</p> <p>There was obviously a wedding reception taking place, occupying the upper function room. It was a warm afternoon and not unnaturally, a door to the balcony was open. The balcony is arguably a safe place and kids were running around and screaming, totally uncontrolled even though adults were present. They were banging on the barrels and stamping their feet as they ran to make the metal flooring of the balcony vibrate.</p> <p>At one point, I counted six children running from end to</p>	Three videos taken. Sent to VO.

	<p>end doing this. Two adults present, did nothing.</p> <p>Soon after the two adults left the balcony and the children remained there, unsupervised continuing their game.</p> <p>Later, one child hung half way over the balcony. A woman having a cigarette, watched and did nothing.</p> <p>Then a little later, one child on the balcony recognised a friend occupying one of the tables below. He started shouting at the top of his voice to attract attention. A man alongside him did nothing.</p> <p>The balcony was more like a school playground than somewhere pleasant to enjoy the view of the canal.</p>	
15/6/22	Choir practice taking place from around 7.30pm until 9.00pm. This was in the upstairs function room with all of the windows open.	Videos taken from the garden. However melodic the noise was more intrusive than anything else we have experienced.
22/6/22	7.30 pm until 9.00pm Choir practice,	Videos and photos taken. Decibel reading of 85 at one point.
29/6/22	“ “	Sound recordings taken
2/7/22	<p>16.50 Loud cackling and conversation</p> <p>17.45 Cont'd</p> <p>21.55 Cont'd</p>	<p>Sound recording taken.</p> <p>“ “</p> <p>The conversation and cackling is now louder, predictably, given the continued intake of alcohol. The recording is taking place from the living room. Upstairs in the bedroom which is almost above the line of the hedgerow the noise is even greater. There is no possibility of having the windows open. The noise could still be heard through the closed windows. Even with the absence of hearing aids I</p>

		could still hear it and it went on until at least 11.00pm
8/7/22	8.30	Returned home from neighbours in Trent Court. As we left their premises we could immediately hear the hubbub from the Wharf. It was louder at home. A very warm night and we shall have to close the windows in order to mitigate the sound. It will make for an uncomfortable night.
8/7/22	21.40	Continued....
8/7/22	22.05	"
8/7/22	22.15	Music now. The windows are closed but the doors are open. 87DB in my garden.
9/7/22	15.00 onwards.	Progressively louder conversation and cackling. Recording taken at 17.50.
9/7/22	21.40	More of the same. We won't be able, on a warm night to have our windows open. Recording taken.
10/7/22	From 12.30 onwards	Repetitive tinkering on a piano Recording made at 14.00 when it became tiresome. A sunny Sunday afternoon should be spent in the garden without intrusion. Might as well be a radio on the tow path.
10/7/22	19.20	As expected, the volume of conversation has increased since late afternoon and is now accompanied by music. Sound recording at 19.20
	20.30	More of the same
	21.15	Band in full swing
14/7/22	19.30 – 21.00	Choir practice. Noise registered at 72Db
15/7/22	20.00	General population on a warm night. Noise registered between 67 Db and 72 Db
16/7/22	15.00 onwards	Hottest day of the year and the canal side causeway is full. There are about 20 people occupying the tables nearest to us. I recorded the conversations at between 72 DB and 76Db. I videoed the wharf around 15.30
18/7/22	19.30 – 22.15	There was a private function taking place upstairs. It turned out to be a quiz. Another hot day and we try to watch TV in our living room. WE have to have the windows open and we can actually hear the questions. From 21.45 there is the presentation of prizes which is accompanied by clapping and cheering. Recording made from tow path shortly before 22.00.
19/7/22	15.30 onwards	The Wharf wasn't very busy but there was a table of about five people closest to us who were clearly the worse for drink. The expletives and loud conversation was unavoidable. No action taken on our part. Decision made to see if the management would attempt to control it in any way. Sadly not. I walked to the tow path and confirmed it was indeed only five people generating the level of noise.

20/7/22	19.30 – 21.00	Choir practice. They are clearly getting to know their songs. It was at 72Db very soon and continued in the high 60's until conclusion.
21/7/22	Early evening onwards	More of the usual hub bub in the high 60's until after 22.00.
22/7/22	Returned home at 20.30 after a meal out.	Loud conversation. The walkway is fairly full. At 21.34 a rendition of happy birthday took the noise to 69Db.
22/7/22	21.50	The band had started up and so I took a walk to the tow path. The doors were still open. I watched for about 20 minutes and whilst there were stewards around, the doors remained open. I left shortly after 22.00 when the doors had been closed. What was noticeable was that the noise was louder in the road leading home than it was on the tow path. The acoustics clearly increase the volume. Once home the music could be heard to closed windows until at least 22.50.
23/7/22	18.00 - 20.00	Really loud music with heavy base. We were at our neighbours in Trent Court, inside but with a door open. The noise was clearly very loud and would have been unbearable had we been in our own garden.
27/7/22	19.30 -21.00	Choir practice. The volume reached 63Db at one point.
29/7/22	18.30 -21.45 At least.	The noise reflected the level of population of the seating area. It could be heard through closed windows.
30/7/22	From 13.00 – 18.30	A warmer day than of late and Saturday. The hub bub started and has increased as the afternoon has gone on. 17.15 we were in our garden getting the full effect of what was now very loud voices and the expletives that accompany excessive drink. At 17.20 this escalated into chanting and singing. I took a reading of 86DB.which constitutes "noise". To get it into perspective this is from 60-70 yards away. We witnessed individuals standing on the tables. The management is of course exercising the control expected of a "flagship" premises intended to serve the community. We are getting ready to go out and have had to close the bedroom window such is the level of disturbance. We chose not to complain but give the management the opportunity to deal with it. Sadly, not to be.
30/7/22	22.00 – 23.10	We returned home, having been out since 18.30.It was so depressing to get out of the car and be greeted by the noise in the street from the Wharf. Once again, we had to go to bed with the windows closed and we could still hear the cackling and loud voices. We had been contacted earlier by a neighbour who was so angry that he went to the

		tow path. And videoed the proceedings which included a man having removed his shirt.
31/7/22		Remarkably, without incident. It was evident that people were having a drink but there was no repetition of the loud and boorish behaviour of the previous day. I imagine that this was the intention, originally. We were able to sit in our garden and enjoy a drink when were not overwhelmed by the noise from the wharf.
4/8/22	19.15 onwards	So, three days after the meeting with EH. The doors are all open and there is music and singing.... There was a loud speaker immediately adjacent to a window in the upstairs room. The doors were open. Later however 22.00 hours, there was still noise and chose to view it from the tow path. There were less people around and the bulk was made up of a table of around 6-8 persons. They were not behaving badly, as such but they had clearly had a drink and as a result, were loud. I could hear them clearly as I walked into the entrance of the close. I could still hear them in my living room, with the windows closed. They remained audible until 22.50.
6/8/22	14.00 onwards	The general hubbub became noticeable having started earlier around midday. By 4.00pm it was loud enough to be intrusive as we sat in the garden. In the early evening it was spasmodic but still intrusive. There was the occasional outbreak of singing and cheering. The layout of the tables appears unchanged. It is evident that even though Joules' know there have to be changes, they are making no effort to implement anything to alleviate the level disturbance.
7/8/22	12.00 -17.00	It has been relatively peaceful, due to the fact that very few people are actually on the front
7/8/22	17.00 onwards.	The noise is gradually increasing and at 17.36 there is an outbreak of chanting. W are going out in 10 minutes so will miss a couple of hours.
7/8/22	20.15	Returned home and whilst I could hear conversation and some muted music, it was by no means intrusive. I looked from the tow path. All but one of the tables was occupied with groups of mature people. There were no groups of younger clientele. All of the doors and windows were closed and so the music was not loud.
10/8/22	19.30-21.00	Choir practice along with a man on a microphone.. It was very loud registering at 72Db.
11/8/22	19.30 -22.45	Having started the evening by eating outside, the lack of noise from the Wharf was a pleasant surprise. It all started to change around 21.00. The noise level gradually increased and it was pretty

		<p>much down to one party and one particular woman. From around 21.45 she and a male counterpart could be heard clearly and regularly. This ended around 22.50 after she was heard whooping and screaming. We were in bed. The windows were closed out of necessity and we could still hear her. If we can hear from 70 yards away, how is it escaping the attention of those serving them. Why are they not doing more to control things?</p>
12/8/22	20.00 – 22.45	<p>We had been in the garden enjoying a meal. There had been some noise earlier and it increased along with the expletives. Around 20.40, I had had enough and went inside leaving ■■■ outside. Independently, ■■■ committed her thoughts to an e mail which she subsequently sent to me. We eventually went to bed around 21.40 accompanied by loud music which continued until around 22.45. Before that I got out of bed, dressed and went to the tow path. There were a couple still outside. The doors were all closed but the music was still very loud. Inside I could see about 15 customers and staff collecting glasses. I came to the conclusion that the music was being played loudly for the benefit of the staff and not the customers. Had the premises been fully occupied playing the music that loud would have been intolerable. If ■■■ lives on site how could she not have done anything about it? What about delegating responsibility.</p>
13/8/22	14.00 onwards	<p>With disturbing predictability, the noise has started. By 18.00 hours it had become more intrusive, At 18. 59 there were two loud bangs which were not fireworks but louder than that. The rest of the evening the noise just escalated. At 21 25 I took a reading of 50-60 Db in my garden. I went upstairs to the bedroom and the readings ranged from 70-85Db. The doors are open downstairs. At 21.35, I walked to the tow path. All the tables were occupied and there were standing customers in addition. At my last count, there were 18 tables accommodating 6 persons. A very rough calculation would suggest that in excess of 108 people were on the frontage. On walking home, the noise was permeating down the complex. We have chosen to sleep in the bedroom furthest away from the Wharf but will have to have the windows closed because of the residual noise. Incredibly uncomfortable on this hot night. 21.56. still no sign of any change. Will go to bed and attempt sleep. Sleep was interrupted at 23.45 and again at 02.00 by anxiety, having come to the decision earlier that I would initiate a private</p>

		prosecution against Joules'. I slept very little between 02.00 and 07.30.
14/8/22	12.00 – 15.00	The poorly played piano on the wharf. It's not overly loud but irritating. I don't want to listen to someone else's choice of music particularly badly played songs from the shows.
14/8/22	17.30	Preparing to go out, to give us both some respite. Right now there are 4 or 5 sat at a table. They are talking and having a bit of a laugh. Nothing outrageous but the sound being communicated over the water means it sounds like they are in our garden. It is a precursor to later in the evening and now, even though I should be looking forward to going out, my heart begins to sink. I am genuinely worried that my wife is sinking into depression. Earlier in the day I have been preparing the paperwork for service on Joules' tomorrow as well as liaising with the group. After last night's poor sleep, I feel exhausted.
14/8/22	20.35	We have returned home and thankfully the noise is nothing like last night. I waded through my meal like a zombie. I really hope to sleep tonight.
17/8/22	19.10 -21.00	Choir practice. The event started with a number of people congregating on the balcony. It was only "normal" conversation but because it was on the balcony, it carried and was intrusive. The practice was conducted behind closed doors. It was audible but in fairness, obviously not as loud as previous occasions.
18/8/22	19.30 - 21.40	Although not as loud as on previous evenings, the balcony windows were open and the conversations audible. There were less people occupying the frontage. The conversations were still however audible through closed windows at 21.40
19/8/22	14.00 onwards to 22.05	The hubbub became audible around 14.00 and then escalated as the afternoon wore on. At 16.00 it was at its usual intrusive level. We went to a neighbour's at 17.30 and could hear the whoops and the shouts from there until we came home around 20.30. The volume of the noise in the street was excessive. I sat at the tow path for about 20 minutes. Security guards were visible but there was no obvious sign of any control being exerted and the noise continued at the same level. I returned at 21.40. On the bridge were a group of young men who were obviously drunk and arguing with each other. There was a security guard nearby and so I assumed that they had been ejected from the Wharf. This continued while I watched the activities on the Wharf. I estimated that about 70 customers were on the Frontage. They were not ill-behaved but they were

		very loud. There were two security guards visible. At 22.04 they were ushered inside. The youths on the bridge were still arguing and then two of the group broke off and sat on the bench next to mine and proceeded to smoke weed. I left shortly afterwards.
20/8/22	18.45	We were preparing to go out for the evening. We expect to return after 22.00 and so are unlikely to hear anything. However while getting ready, there was a group of 8-9 men on the frontage, immediately in front of our property. They were already loud. ■■■ took a sound reading and it registered 74Db.
21/8/22	20.10	We had been out since 17.00. Prior to that there had been some intrusive noise but not of the objectionable nature. On return, it was quite peaceful. I went to the towpath and counted approximately 35 people on the frontage, all of whom were of a certain age. They were enjoying a quiet drink. There were no security guards visible. The doors and windows were closed. There was no music being played. Whilst it is peaceful in comparison to previous evenings, the conversation is still permeating across the water and is still audible even with our windows closed.
24/8/22	19.00 – 21.00	The choir were present but to be fair, it was behind closed doors and less intrusive. However from about 19.30 to 19.45 there was loud shouting and bad language from what I presume to be a large contingent of males. I couldn't see them from my house but I could definitely hear them. The fact that it continued for at least an hour is a damning indictment of Joule's efforts to control noise.
25/8/22	17.30 – 21.30	Noise levels which had been increasing through the early afternoon reached intrusive levels about 17.00 and continued for the rest of the evening. It could be heard indoors with our windows closed. At 21.05 I went to the tow path. I counted about 40 people on the frontage which explained why the noise was maintained at the level it was. I could not see any security guards but it became evident that as the population drifted inside (or left) just before 21.30 that it must have been encouraged by management.
26/8/22	14.00 – 22.00	With the anticipation of live music the frontage was obviously populated by 14.00 with the noise level gradually increasing. I took a sound reading in the garden at 16.15 which read 58 Db. I took another reading from the bedroom window which registered 74Db. The noise continued. At 21.40 I sat on the tow path. I counted approximately 60 people who were eventually shepherded inside by 22.00 to accompaniment of live music

27/8/22	15.00 – 22.00	It all started again just after midday and by 15.00 it was as intrusive as ever. It was relentless.
28/8/22	13.00 – 18.30	The day of the Jamboree. Loud conversation cackling and shouting. The music was basically a pounding basebeat. At 16.15 I went to the towpath. One of the large window-doors was open. Whilst the other doors were closed, all of the ground floor windows were open. We went out at 18.30 and did not return until much later.
29/8/22	14.00 onwards to 21 45	The usual level of noise. At 18.30 I was at ■ Trent Court and could hear the noise continually.
1/9/22	17.00 onwards.	Again the usual noise, increasing as the evening wore on. At 21.45 we could hear cackling and loud conversation through closed bedroom windows.
2/9/22	16.30 – 18.30 and 22.15	Late afternoon noise until we went for a meal. I returned home from a neighbours at 22.15. There was music playing which was very audible in the street so I went to the tow path. All of the doors were closed but the music was still loud enough to be heard in our bedroom with windows closed.
3/9/22	15.30 onwards.	The noise started mid-afternoon and increased accordingly through the evening. By 18.30 the noise was really oppressive. ■ took a reading from our bedroom window which registered 81DB. At 21.45 there were still large numbers on the frontage and the doors were open. I took a reading which registered at 74DB.
8/9/22	18.00 onwards.	The usual level of noise and as a result we moved to a room further away. Even in there we were able to hear screeching at 21.14.
9/9/22	16.00 onwards	The early afternoon disturbance has started. There is a private party in the upper room with preparations being made. Loud music from about 20.30. At 22.15 even though the balcony doors were closed the loud music from the disco was unacceptable all accompanied by flashing lights.
10/9/22	Midday onwards.	The usual weekend noise culminating in loud conversation and screeching until they were moved inside at 22.00.
11/9/22 to 16/9/22		The weather is noticeably cooler and so the frontage is hardly occupied. Bliss.
17/9/22	13.00 onwards	Back to normal. A pleasant day and as usual the disturbance increases in volume as the afternoon/evening progresses.
18/9/22	14.00 onwards	Late start today but the beginnings at the outset. It continued until we went out at 18.00. We returned at 20.20. The disturbance was in full swing. I measured it at 68DB in my garden (Noise). There were still people on the frontage at 22.00 hours and they were audible from our bedroom, with the

		windows closed. So much for the management's control and the 21.30 shut off.
19/9/22		What appeared to be a private wake was on the balcony from about 13.00 onwards. They were not noisy. However from around 5.00pm the noise in general was excessive and registered 78DB in our garden. Then around 6.30 there was relative silence. Relief.
23/9/22	23.38	We had been out for the evening. Having returned home, it was evident that music was being played in the premises. The windows to the Wharf were open. With our bedroom windows closed the noise inside registered 81DB.

Dear Mr Clegg.

I am writing to you once again, although not in the expectation of either a reply or an acknowledgement. Experience has taught me that such expectations are fruitless. I write because the debacle that is the handling of the planning application in respect of The Crown Wharf, happened on your watch and I want to ensure that when accountability takes place, you are in no position to deny any knowledge of it.

Let me remind you of condition 7, which was attached to the original application.

Condition 7 - No development shall take place until an assessment on the potential for noise from the development affecting residential properties in the area has been submitted to and been approved in writing by the Local Planning Authority. The assessment shall include noise from the proposed theatre, the proposed bars, the plant room adjacent to the proposed flat above the bars, and construction noise including driven piling. If the assessment indicates that noise from the development is likely to affect neighbouring residential properties, a detailed scheme of noise mitigation measures shall be submitted to and approved in writing by the Local Planning Authority prior to the commencement of the development. The noise mitigation measures shall be designed so that nuisance will not be caused to the occupiers of neighbouring noise sensitive premises, including canal boats, by noise from the development or during the construction phase and shall include a programme for implementation. The noise assessment shall be carried out by a suitably qualified acoustic consultant/ engineer and shall take into account the provisions of the NPPG: The national planning policy guidance, BS4142: 2014. "Method of rating industrial noise affecting mixed residential and industrial areas" and BS 8233: 2014 "Sound Insulation and Noise Insulation for Buildings - Code of Practice" where applicable. The approved scheme shall be implemented in accordance with the approved programme and the mitigation measures shall be retained where necessary.

There is no ambiguity in this. Nothing is built until a sound assessment has been submitted **and** approved in writing.

After 18 months of waiting, I have finally been provided with 95 pages of e mails under The Freedom of Information Act. The presentation is somewhat random and there is some duplication. I have no confidence that they constitute all of the correspondence that took place between the Council and the developers or between officers within the council.

I have also asked for internal working papers, progress logs or day books. None of these have been provided.

I have scrutinised the e mails and have a number of questions/comments which need to be addressed.

It may be that you, [REDACTED], who I understand to be the line manager of [REDACTED], can respond to them. [REDACTED] engages in no dialogue with me whatsoever.

As the case officer [REDACTED] you would be in the best position to respond.

For reference I shall use the page number on which the e mail appears.

41/95

As early as 14th May, 2019, [REDACTED] was advised by an EHO that condition 7 had not been discharged. The result was that [REDACTED] submitted an e mail to Planning asking for it to be indexed.

1. I have no idea when work had commenced but if it was prior to May 2019 why was this allowed to take place when it was known that condition 7 had not been discharged?
2. What prompted the EHO to contact [REDACTED] in the first place? Working papers would demonstrate why and give some accountability to the process.
3. Having been alerted to the situation, what did Planning do?
4. What did they expect to happen?
5. If work had commenced, why did planning not enforce cessation as a breach of the application?

50/85

1. [REDACTED] sent an e mail to Joules on 16/5/19 reminding them of their obligation to discharge condition 7. There is no associated e mail in response.
2. How was this followed up by [REDACTED]?
3. Given that we now know the condition was never discharged, presumably [REDACTED] did not follow it up. Working papers would add clarification.

49/95

1. [REDACTED] sent a further e mail in January 2020 (presumed – date redacted) once more in relation to condition 7. In it she wrote :- *“A decision on the application will need to be issued imminently given the amount of time the application has been in play”*
2. Given that by January 2020 work had surely commenced, how does the decision now become imminent when the developers are in breach and SBC negligent?
3. The response from Joules’ was as follows :- *“Thanks [REDACTED] I thought that we had dealt with that, I will speak to EHO and see what they need, I had missed that, happily we haven't had any issues and the neighbours are all very supportive, but we will ensure that EHO have whatever they need. Thanks for the prompt”*
4. This is a remarkably informal exchange which indicates that neither party has taken the implications of Condition 7 seriously and certainly Planning are not exerting any control over the situation.

43/95

There are two e mails concerning Wharfinger’s cottage. [REDACTED] prompts [REDACTED] to contact a conservation officer in relation to work on Wharfinger’s Cottage. [REDACTED] points out condition 7 and in the following paragraph asks for assurance that the work on the cottage is acceptable.

The response from the conservation officer was that he last viewed the building from the opposite side of the canal almost three months earlier. The officer could not tell whether the work was in accordance with that specified and then suggested that the condition be discharged.

1. Irrespective of the difficulties encountered with COVID surely Planning should have exerted more control of the caveats that they imposed upon the developers?
2. It seems yet another instance whereby the developers go their own way, relatively unfettered.
3. How on earth can it have been considered as discharged from a viewing which took place 40-50 yards away?

64/95

1/7/20. ■■■ in communication with A.N.Other with ■■■■■■■■■■ copied in and states she is aware that the acoustic report has not been provided . She has heard little from the agent and admits that she has “not been actively chasing!”

1. This is the fundamental condition imposed upon the developers which they must discharge before **any** building work is commenced. Ten months after it was addressed by ■■■(50/85) as being outstanding and ■■■ does not consider it necessary to “actively chase it”.

37/95

15/7/20, ■■■ writes to Joules once more, reminding them of the requirement to discharge condition 7. ■■■ asks for a reply within 21 days. She does not go on to say what would happen if there was no such response.

1. Presumably, following her admission, ■■■ was advised to “actively chase”. There is no e mail from a superior to confirm this. Working documents may assist.
2. Why give the developers a time scale and not warn them of the consequences?
3. Given that the acoustic report was never submitted the time limit imposed was clearly an empty threat and the “actively chasing” seemingly ended there.

I have illustrated only a few of the instances of failure on the part of planning. I am fairly sure that provision of working documents would illustrate more.

The current position as I understand it is this.

Environmental Health.

EH have a meeting a meeting scheduled to take place today, with representatives of Joules’. This is to a degree a courtesy meeting. EH are already in a position to serve an abatement notice and review the Licence. If there is no constructive cooperation from Joules’ then that is what will follow.

Planning

Joules’ have asked Planning to postpone the meeting until September. Under the circumstances, I can understand why Joules’ would seek a postponement but see no reason whatsoever why Planning would agree to it.

Planning have demonstrably failed to impose the restrictions imposed at the outset; what do planning actually intend to do about it?

Thus far I have not been provided with a copy of the approval of the application and it is difficult to see how there could be one, given that the fundamental caveat imposed has not been discharged.

This all suggests that this high profile development does not have planning permission but because of incompetence throughout the process - unless something more sinister has taken place – has been allowed to progress to completion.

Whilst I have little confidence that I shall receive and comments it vis only right that you are given the opportunity.

Regards,

[REDACTED]

Message Key: 000007E468AB05FBC8EB4C073C5F95087B3637B4154DFA8C1FB2DF1E526623F9
C5ECB80A

From: [REDACTED]@staffordbc.gov.uk>
To: [REDACTED]@joulesbrewery.co.uk>
Addressed To: [REDACTED]@joulesbrewery.co.uk
Subject: RE: roof images 19/30431/DCON
Date: Monday, July 27, 2020 07:36 UTC



Hi [REDACTED]

I originally received the consultation response from the officer [REDACTED] – however if you could let me know any questions and I can forward them onto [REDACTED]

[REDACTED] Environmental Health Officer

[REDACTED] Environmental Health Officer

Kind regards,

[REDACTED]

From: [REDACTED]@joulesbrewery.co.uk]
Sent: 20 July 2020 12:44
To: [REDACTED]
Subject: RE: roof images 19/30431/DCON

Thanks [REDACTED] I will seek guidance from EHO on the boats, do you have a contact who to speak to?

From: [REDACTED]@staffordbc.gov.uk>
Sent: 15 July 2020 11:54
To: [REDACTED]@joulesbrewery.co.uk>
Subject: RE: roof images 19/30431/DCON

Thanks [REDACTED] we will need photographs of these – can we also see windows and doors to be used and details of these materials?

In addition I would remind you of the comments from the EHO sent in May last year which we are yet to receive amended information for. The comments were as follows:

'This service is unable to discharge Condition 7 of application 18/28965/FUL as the requirements of the condition have not been fulfilled. Although there is a construction management plan, the effect of the proposed development on nearby residential occupiers has not been quantified. The applicant is therefore still required to submit an acoustic report to the local planning authority.'

In addition the construction management plan indicates that the nearest residential properties are the flats across the canal from the proposed development. I believe this may not be the case and I have been informed in the past that a number of permanent residential canal boats are moored in the area. The construction management plan should be updated to reflect this.'

Could the acoustic report and revised construction management plan please be provided within the next 21 days prior to a decision being issued on the application.

Kind regards,

[REDACTED]

From: [REDACTED]@joulesbrewery.co.uk]
Sent: 14 July 2020 08:30
To: [REDACTED]
Subject: RE: roof images 19/30431/DCON

Thanks [REDACTED]

Yes, in advance:

The only other materials being used are steel and oak cladding. The Oak is 20mm square edged boarding which will be left to fade naturally. This

Message Key: 000007E42E26302509D6624ED2D40D310B2431B55404175FCEC6BF8E0A79B8F10E7E301E

From: [REDACTED]@staffordbc.gov.uk<
To: planning SBC <planning@staffordbc.gov.uk>
Addressed To: planning@staffordbc.gov.uk
Subject: FW: 19/30431/DCON Stone Town Council Car Park
Date: Wednesday, July 15, 2020 10:51 UTC
Attachments: image001.png (4 KB)



Hi guys

Could this please be indexed as EH response for the above?

Thanks

From: [REDACTED] Environmental health officer
Sent: 14 May 2019 11:40
To: [REDACTED]
Subject: RE: 19/30431/DCON Stone Town Council Car Park

This service is unable to discharge Condition 7 of application 18/28965/FUL as the requirements of the condition have not been fulfilled. Although there is a construction management plan, the effect of the proposed development on nearby residential occupiers has not been quantified. The applicant is therefore still required to submit an acoustic report to the local planning authority.

In addition the construction management plan indicates that the nearest residential properties are the flats across the canal from the proposed development. I believe this may not be the case and I have been informed in the past that a number of permanent residential canal boats are moored in the area. The construction management plan should be updated to reflect this.

Regards,

[REDACTED] Environmental health officer

[cid:image001.png@01D50A48.BCB550A0]

[REDACTED] Environmental Health Officer
Stafford Borough Council | Civic Centre | Riverside | Stafford | ST16 3AQ
01785 619415 | [REDACTED]@staffordbc.gov.uk<mailto:[REDACTED]@staffordbc.gov.uk> | www.staffordbc.gov.uk

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----- End Of Message -----

Message Key: 000007E412A8B01E8D1DEC66CC5CBF11EA2745CC9A6F56AB4C296BCC6D0F81F6C9CEB0F5



From: [redacted] Conservation officer
To: [redacted]@staffordbc.gov.uk>
Cc: [redacted]@staffordbc.gov.uk>
Addressed To: [redacted]
Subject: RE: roof images 19/30431/DCON Stone Council Car Park
Date: Tuesday, July 14, 2020 12:13 UTC
Attachments: image001.png (3.6 KB), image002.png (97 KB)

[redacted]

When I last viewed this site from the opposite canal bank on 19 March 2020 work to repair/reconstruct this building was already well advanced and very little of its original character seemed to remain. Whether it was in accordance with this specification was difficult to see but as it is was even then too late to redeem anything of the original building I suggest we consider this condition discharged.

[redacted]

From [redacted]
Sent: 14 July 2020 12:01
To: [redacted] Conservation officer
Cc: [redacted]
Subject: RE: roof images 19/30431/DCON Stone Council Car Park

Hi [redacted]

[redacted] also wants our comments on condition 9:-

"Notwithstanding any information in the application, no construction works or alterations shall be carried out to the wharfinger's cottage and store until a detailed specification including plans for their restoration and refurbishment has been submitted to and approved in writing by the local planning authority. This shall include methods to secure the stability of the structures during the works, external materials and finishes, and door and fenestration design and materials. Thereafter, the buildings shall be restored in accordance with the approved specification."

Attached is the statement for the works to the Wharfinger's Cottage. As I've never seen the Wharfingers Cottage would you be able to advise as to whether these works are acceptable? – albeit most of them have probably been carried out already! Reading through the document it doesn't sound like there will be much left of this building!

Thanks

[redacted]

Due to the current public health crisis I am currently working from home.

[cid:image001.png@01D659E0.93E541B0]

[redacted]

|
Planning and Conservation Officer
Stafford Borough Council
|
Civic Centre
|
Riverside
|
Stafford
|
ST16 3AQ

Thanks [REDACTED]

It's all been a bit chaotic of late, for obvious reasons.

I'll get on to that, now things are all re starting.

[planning officer] had a sample of the brick, so that's done. Can you advise what other materials you would like, I can't think of what you need, I can only think of oak and steel, which is what it is, the roof is clay and slate as the drawings, I can drop in samples of those if that's useful, anything else?

Cheers

Best

From: [REDACTED]@staffordbc.gov.uk>
Sent: [REDACTED]
To: [REDACTED]@joulesbrewery.co.uk
Cc: [planning officer]@staffordbc.gov.uk>
Subject: RE: 19/30431/DCON Stone Town Council Car Park

Good afternoon

Following on from my email back in January - have you been able to collate an acoustic report for the approval of the Environmental Health Officer for the discharge of condition 7 on 18/28965/FUL?

This is a reminder that the discharge of conditions application is still open and has not yet been approved.

With respect to the materials could you please provide details of the other materials as well as the facing brick?

The submitted document does not show the colour of the bricks proposed - could we please have a document that shows the material samples in colour?

Kind regards,

[REDACTED]
[REDACTED]
From: [REDACTED]@joulesbrewery.co.uk]
Sent: 16 January 2020 [REDACTED]
To: [REDACTED]
Subject: Re: 19/30431/DCON Stone Town Council Car Park

Thanks [REDACTED]

I thought that we had dealt with that, I will speak to EHO and see what they need, I had missed that, happily we haven't had any issues and the neighbours are all very supportive, but we will ensure that EHO have whatever they need.

Thanks for the prompt.



Get Outlook for Android<<https://aka.ms/ghei36>>

From: [REDACTED]
Sent: [REDACTED] 16, 2020 1:24:45 PM [REDACTED]
To: [REDACTED]@joulesbrewery.co.uk [REDACTED]@joulesbrewery.co.uk>
Subject: FW: 19/30431/DCON Stone Town Council Car Park

Good afternoon

There is still an open discharge of conditions application at the above site.

I am yet to receive a response with regards to the comments and requests raised by Environmental Health below surrounding the discharge of Condition 7.

A decision on the application will need to be issued imminently given the amount of time the application has been in play.

Kind regards,

██████████

From: ██████████
Sent: 16 May 2019 08:29
To: ██████████@joulesbrewery.co.uk
Subject: FW: 19/30431/DCON Stone Town Council Car Park

Please see the comments and requests from the Environmental Health Authority regarding the above discharge of conditions application.

An acoustic report is required in order for Condition 7 to be discharged.

Kind regards,

██████████

From: *[Environmental Health Officer]*
Sent: 14 May 2019 11:40
To: ██████████
Subject: RE: 19/30431/DCON Stone Town Council Car Park

Hi ██████████

This service is unable to discharge Condition 7 of application 18/28965/FUL as the requirements of the condition have not been fulfilled. Although there is a construction management plan, the effect of the proposed development on nearby residential occupiers has not been quantified. The applicant is therefore still required to submit an acoustic report to the local planning authority.

In addition the construction management plan indicates that the nearest residential properties are the flats across the canal from the proposed development. I believe this may not be the case and I have been informed in the past that a number of permanent residential canal boats are moored in the area. The construction management plan should be updated to reflect this.

Regards,

Message Key: 000007E4A6B334FA6CA583667FCA92F669430855BF9DC001AD64683FEC0C6F3A3A0F7B96



From: [redacted]@staffordbc.gov.uk>
To: [redacted]@staffordbc.gov.uk>, [redacted]@staffordbc.gov.uk>
Addressed To: [redacted]@staffordbc.gov.uk [redacted]@staffordbc.gov.uk **conservation officer**
Subject: FW: 19/30431/DCON Stone Town Council Car Park
Date: Friday, July 10, 2020 08:17 UTC
Attachments: 116970666.PDF (1.9 MB)

Attachment is Supplementary information in support of discharging condition 9 - when the decision has been issued we can release this document

Hi both,

Could I please have a response on the document provided for the discharge of condition 9 on the above so a decision can be issued.

Many thanks

[redacted]

From: [redacted]
Sent: 01 July 2020 15:53
To: [redacted]
Cc: [redacted]
Subject: FW: 19/30431/DCON Stone Town Council Car Park

Hi [redacted]

With reference to the above site - I have consulted [redacted] however you may be able to give her some insight (I consulted yourself when we first received the DCON however I can't find a written response in my inbox).

I have heard very little from the agent (still waiting on an acoustic report recommended by EH) however I admit have not been actively chasing!

Many thanks

[redacted]

From: [redacted]
Sent: 01 July 2020 15:34
To: [redacted]
Cc: [redacted]
Subject: FW: 19/30431/DCON Stone Town Council Car Park

Hi [redacted]

planning officer has received a complaint about the look of the building at the above site and reminded me of the above discharge of conditions application.

I can't find the initial response from [redacted] on this (I think it may have only been verbal) however would you be able to take a look at the attached information.

[redacted] agreed the brick for condition 3 back when the DCON was first submitted however do you have any comment?

He also asked for input on condition 9 (doc attached).

Condition 7 is still unable to be discharged as we do not have an acoustic report.

Thanks

[redacted]

From: [redacted]
Sent: 30 October 2019 12:49
To: [redacted] **conservation officer**
Subject: 19/30431/DCON

- [Institute of Acoustics website](#) 

Controlling music levels

- The louder the music inside, the louder it is outside, so reduce and set lower volume levels.
- Music is made up of many different frequencies. Low frequencies - or bass - travel more easily through windows and walls without being absorbed and are more likely to be heard outside. Reduce the bass levels on amplification equipment.
- To permanently control music levels install a noise limiting device. There are a variety of systems available but make sure that you get the right one for your business. A unit suitable for pre recorded music may not be good for live bands. The device is set at a maximum noise level - chosen to ensure that noise cannot be heard outside or at nearby noise sensitive properties, and the system is then



Music played through this will not be permitted to exceed the preset level. If it starts to increase

Outdoor areas

Care must be taken when siting gardens, play areas, smoking shelters and barbecues to minimise potential nuisance to local residents. The main noise concerns will be during the evening but, depending on the circumstances, location and extent of your operations, day time noise may also become a problem - children's play areas being one example.

- Take care when positioning outside areas. If a smoking shelter is in the direct line of vision of a residential property noise will travel directly there. Placing the smoking shelter behind a structure or building will allow some of the noise to be absorbed. Close boarded fences and brick walls can be used in a similar way but consider bedroom windows. Tree planting offers no reduction in noise levels, but does provide a psychological reduction. Smoking shelters should be sited as far away from houses and gardens as possible.



Choose gravel paths and timber decking which can create more noise

From: [REDACTED]
Sent: 11 September 2022 12:55
To: [REDACTED]
Cc: [REDACTED]
Subject:

< A Little Bit of Stone's post ...

I love the pub, but I will admit that despite being one of my favourites it does get far too loud to the point you can't hear yourself think. If they reduce the noise only slightly then people can still enjoy it without having any complaints

3 d Like Reply 1

[REDACTED] Maybe close earlier

3 d Like Reply

[REDACTED] It's not the pub which is causing the issue, it's some of its customers. The pub management should realistically sort this out with a ban if they don't comply. Hopefully, it is about being concerned about the local residents and not just simply about profit margins.

Write a comment... GIF

Home Friends Marketplace Feeds Notifications 9+ Menu



4 d Like Reply



**████████████████████
████████████████████ Pretty sure
they count as near by.
They have been there for
many years and now they
have a loud pub oposite
them.**

**I feel reasonably confident
in saying that most if not
all of the people
responding negatively to
the complaints don't live
near by they just walk past
or visit occasionally, their
lives are not negatively
impacted by the pub**

4 d Like Reply



Write a reply...



Write a reply...



Write a comment...



Home



Friends



Marketplace



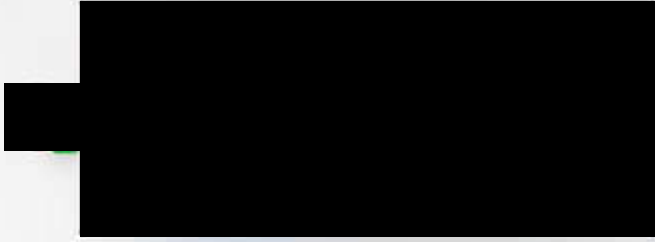
Feeds



Notifications



Menu



a car park, sound does seem to carry at night, I live 2 miles from the railway, sometimes it sounds really loud.

4 d Like Reply 2

I appreciate that but they still chose to live in a town center. It's never going to be silent & we shouldn't expect it to be. We all have choices.

4 d Like Reply 3

Top fan
 Some people running a business the flat

Write a comment...

- Home
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- Marketplace
- Feeds
- Notifications 9+
- Menu



I love the pub, but I will admit that despite being one of my favourites it does get far too loud to the point you can't hear yourself think. If they reduce the noise only slightly then people can still enjoy it without having any complaints

3 d Like Reply

1

We walked along the canal one evening a few weeks ago and have to say, I said to my wife I would hate to live in the houses, flats or apartments opposite. Very noisy. You don't realise the noise when you are a part of it but living next to it every night must be terrible.

4 d Like Reply

2



Write a comment...



Home



Friends



Marketplace



Feeds



Notifications



Menu



A Little Bit of Stone's post



regularly on Thursday evenings and it's not noisy

4 d Like Reply

2

One evening. A few weeks ago. 😞

4 d Like Reply

1

try living in those flats, you would know it is far more frequent that "one evening, a few weeks ago", try most evenings most weeks, you would be far more accurate

4 d Like Reply

1

Write a reply...

Write a reply...



Write a comment...



Home



Friends



Marketplace



Feeds



Notifications



Menu



A Little Bit of Stone's post



other town centre pubs contribute? What do you want to do? Close them all?

4 d Like Reply

1

I'm not saying The Wharf contributes, I love the place. It's the late licensing and lack of police presence in the early hours

4 d Like Reply

2

lack of police, nail on head! Totally agreed!!

4 d Like Reply

1

Write a reply...

Sad Twonks



Write a comment...



Home



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Marketplace



Feeds



Notifications



Menu

Submission to Licencing for the review of Licence of The Crown Wharf.

This is my submission to be considered a relevant person to appear before the panel, at the review hearing.

I have lived in Trent Close since 2004.

When the plans for the development of Crown Wharf were first published, I submitted a formal objection (Appendix 1).

Since September 2020, I have been communicating with various departments in Stafford Borough Council, initially Planning and Licencing and then ultimately Environmental Health.

Whilst I understand that the purpose of the meeting is to review the licence, I consider that there are other aspects of this issue which cannot be excluded and which should be considered as a whole.

There have been what I would regard as shortcomings in communication between the various departments associated with this and any planning application. It is these collective shortcomings which have brought this licence review into being.

Firstly, there has been a fundamental failure on the part of Planning with respect to the discharge of conditions by the developers.

Planning application.

The application was allowed with certain conditions. In particular condition 7.

No development shall take place until an assessment on the potential for noise from the development affecting residential properties in the area has been submitted to and been approved in writing by the Local Planning Authority. The assessment shall include noise from the proposed theatre, the proposed bars, the plant room adjacent to the proposed flat above the bars, and construction noise including driven piling.

This condition was never discharged by the developers and nor was it pursued properly by Planning. I can demonstrate from documents obtained under The Freedom of Information Act that Planning and therefore Stafford Borough Council, were aware that the condition had not been discharged and did little to ensure that it was. It is my understanding that it is still to be discharged. It is difficult to be exact because Planning and the CEO, Tim Clegg refuse to communicate with me.

My objection to the application made specific reference to the potential for noise and cited establishments much further away from my house which at times, create disturbance. Despite this information Planning did not communicate with Environmental Health for any advice as to whether the plans as they were, would cause a potential disturbance.

Licencing authority.

I failed to see the proposed licencing conditions and only became aware of them after the licence was granted. Given the content of my objection I was dismayed to see that the licence had been granted beyond midnight.

I contacted Licencing by telephone and spoke to a young woman who was very helpful and informative.

She told me that the process adopted by licencing was to contact all of the relevant authorities (but not Environmental Health) with the details of the application and that unless a negative response was received, the licence would be granted. I asked whether at any point Licencing would check on any objections to see if they would influence the decision. I was told that they would not.

I was also told that she wouldn't have expected Planning to have volunteered information about any objections.

Environmental Health.

It became evident on the opening day, 19th July 2021 that there was going to be an issue with the noise. I have maintained a daily log since then to record the level of disturbance. (Appendix 2).

It will be evident from the log that there has been disturbance on a weekly basis and that I have taken decibel readings.

Ultimately, I made a formal complaint to Environmental Health (EH) and the process which leads us to where we are now began.

In the initial discussion with the officer from EH, she expressed surprise that anything as large as the wharf would be allowed to be built so close to residential properties.

She also advised me that EH had never been privy to the plans prior to my complaint. She said that had officers from EH seen the plans they would have expressed concern over layout of the development and would probably have exercised a veto had they been allowed to do so.

Recording equipment was installed in my house which resulted in EH declaring that the noise from the Wharf constituted a statutory nuisance under the Environmental Protection Act.

The Environmental Protection Act 1990 provides controls over noise pollution.

I provide the following extract relating to mental health :-

*Numerous studies have linked noise pollution to **increased anxiety, depression, high blood pressure, heart disease, and stroke**. Even small increases in unwanted ambient sound have significant effects.*

(What are the effects of noise pollution? Goodwin M 2020)

(Can noise pollution affect our mental health? B Porteous- Sebouhian 2021)

(Association between Noise Annoyance and Mental Health outcomes : A systematic Review and Meta Analysis. X Gong et al. Int. J Environ. Res. Public Health 2022,19,2696)

I include an extract by way guidance from the institute of acoustics (Appendix 3) which gives advice on noise levels and the location of seating areas. Particularly it advocates that care should be taken in the location of such areas as to protect nearby residents.

This consideration was not apparent to the developers in deliberately siting the outdoor area as near as possible to the local residents.

The effect on the residents is and will continue to be :-

Mental Health.

1. We are unable to sit in our gardens without having the noise and the bad language that invariably follows imposed upon us.
2. Should we sit inside, we cannot have the windows open. The noise can be heard through closed windows. Ironically, The Wharf opens its windows but we can't.
3. A depression sets in when say, at midday, the hubbub starts and we know it is only the precursor to the noise getting louder and intolerable.
4. The problem becomes the principle topic of discussion in any social gatherings.
5. Lack of sleep for young and old having a detrimental effect the following day.
6. From a personal point of view, I have been fighting this for almost three years. I frequently wake in the night thinking about how to proceed and then, because I'm agitated, either I can't sleep or I resort to a potentially addictive sleeping pill which brings its own anxiety.

It is recognised that the Wharf has taken steps to alter matters but that amounts to bringing the clientele indoors at 9.30pm Sunday – Thursday and 10.00pm Friday and Saturday. That of itself is a tacit admission that a noise issue exists and begs the following questions.

- If the issue exists at 9.30pm why is not thought to exist before then?
- By what logic is an extension of our suffering for the extra 30 minutes on Friday and Saturday considered reasonable?

In addition, there is a financial impact.

Joule's will undoubtedly argue that closing the frontage will damage their revenue stream however, the financial impact is not confined to them.

We already know that the presence of the Wharf has had an impact of the value of our properties. Are we expected to be the only party to incur financial hardship?

If, at a rough estimate, we have lost £20,000 on the value of each property, then the collective loss for Trent Court and the Close (35 properties) amounts to £700,000.

Given the collective failings on the Council, how would the council respond to a class action to recover the loss for their failings?

The Wharf was promoted as a community pub. The impact on the other pubs within the town has apparently been enormous. I very much doubt that the landlords of those establishments will be represented at the meeting. However, when the failings on the part of the council become public, the council may have to brace themselves for litigation from those landlords who may hold the view that The Wharf was given an unfair advantage.

I am aware that my attendance, should I be accepted, should not dictate the date of the hearing but I would ask that you take my situation into account.

I am due to go on holiday on 26th September returning on 17th October. Dependant upon the date of the hearing, I am prepared to cancel my holiday or curtail it, in order to be available. I would respectfully ask that if the hearing is planned for a date before 17th October that you notify me as soon as possible, in order that I can secure a return flight that is convenient and as inexpensive as possible.

LICENSING SUB COMMITTEE PROCEDURE - (REVIEW)

The Chairman will introduce the Members of the Sub-Committee and invite those present at each hearing to introduce themselves.

- 1 The Licensing Officer outlines the details of the application for review and relevant representations received, to the Sub Committee.
- 2 Any person who has submitted a relevant representation will be given the opportunity to present details of their representation. The running order for such presentations will be decided by the Chairman prior to the first presentation commencing.
- 3 Following each submission, the representative of the premises may question the person concerned.
- 4 Members of the Sub-Committee may then ask questions of the person concerned.
- 5 Once all relevant representations have been heard, the representative of the premises presents his case and calls any witnesses in support.
- 6 Any person who has submitted relevant representations may then question the representative of the premises and any witnesses.
- 7 Members of the Sub- Committee may then ask questions of the representative of the premises and any witnesses.
- 8 All parties who have presented relevant representations can summarise their case and comment briefly on the representative of the premises replies to questions. They cannot introduce new issues.
- 9 The representative of the premises can summarise their case and comment briefly on the any parties replies to his questions, they cannot introduce new issues.
- 10 All parties will then withdraw whilst the Sub Committee considers the case.
- 11 The Sub Committee will deliberate in private only recalling any party to clear points of uncertainty on evidence already given. If recall is necessary all parties will return notwithstanding only one is concerned with the point giving rise to doubt.
- 12 The Chairman will announce the Sub Committee's decision and will give reasons for the decision to the parties at the end of the hearing; the decision being confirmed in writing afterwards.