

NORTH HERTFORDSHIRE DISTRICT COUNCIL



22 October 2026

Our Ref Licensing Sub-Committee 6 November
 2026
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To: Members of the Committee: Councillors Bryony May, Steven Patmore, Alistair Willoughby
 and Stewart Willoughby

NOTICE IS HEREBY GIVEN OF A
MEETING OF THE LICENSING SUB-COMMITTEE

to be held in as a Virtual Meeting

VIA ZOOM

On

FRIDAY, 6TH NOVEMBER, 2026 AT 10.00 AM

Yours sincerely,

Isabelle Alajooz
Director – Governance

****MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL
AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION
ON YOUR TABLET BEFORE ATTENDING THE MEETING****

Agenda **Part I**

Item		Page
1.	ELECTION OF A CHAIR The Sub-Committee Members will elect a Chair for the hearing.	
2.	ELECTION OF A RESERVE MEMBER The Sub-Committee Members will elect a Reserve Member for the hearing.	
3.	HEARING PROCEDURE The procedure to be followed by the Chair when conducting the Sub-Committee hearing.	(Pages 3 - 6)
4.	REVIEW OF A PREMISES LICENCE IN RESPECT OF BRIDGETOWN MONROE, 6 BUCKLERSBURY, HITCHIN, HERTS, SG5 1BB To determine the application by the Responsible Authorities for a review of the existing premises licence for Bridgetown Monroe, Hitchin.	(Pages 7 - 130)

Bridgetown Monroe – PREMISES LICENCE REVIEW HEARING PROCEDURE

Introduction

1. Chair's welcome
2. Introduction of:
 - Councillors sitting on the sub-committee
 - Legal advisor
 - Licensing officers
 - Other Persons instigating the review (Alan Stone, Senior Environmental Health Officer)
 - Other Persons (supporting the review)
 - Other Persons (opposing the review)
 - Premises licence holder (including any representatives)
3. The Chair will outline the procedure for the hearing
4. The Chair will ask the legal advisor to outline the matters for consideration during the course of the hearing

Licensing officer's report

5. The Chair will ask the licensing officer if they have anything to add to their report to the Sub-Committee; if there has been any amendments to the hearing bundle, and if so, if all Other Persons, responsible authorities and the premises licence holder have been made aware of the amendments.
6. The Chair will ask if there are any questions of fact of the licensing officer from:
 - Other Persons instigating the review (Alan Stone)
 - Other Persons (supporting the review)
 - Other Persons (opposing the review)
 - Premises licence holder (including any representatives)
7. The sub-committee may ask questions of the licensing officer

The Other Person requesting the review's case (Alan Stone)

8. The Chair will ask Alan Stone to present his submission to the sub-committee
9. The Chair will ask if there are any questions of fact of Alan Stone from:
 - Other Persons (supporting the review)
 - Other Persons (opposing the review)
 - Premises licence holder (including any representatives)
10. The sub-committee may ask questions of Alan Stone

The Other Person supporting the review submit their case

11. The Chair will ask the Other Persons (in turn) to present their submissions to the sub-committee
12. The Chair will ask if there are any questions of fact of the Other Persons from:
 - Alan Stone
 - Other Persons (opposing the review)
 - Premises licence holder (including any representatives)
13. The sub-committee may ask questions of the Other Persons

The Other Person opposing the review submit their case

14. The Chair will ask the Other Persons (in turn) to present their submissions to the sub-committee
15. The Chair will ask if there are any questions of fact of the Other Persons from:
 - Alan Stone
 - Other Persons (supporting the review)
 - Premises licence holder (including any representatives)
16. The sub-committee may ask questions of the Other Persons

The premises licence holder submits its case

17. The Chair will ask the premises licence holder (and/or representatives) to present their submissions to the sub-committee
18. The Chair will ask if there are any questions of fact of the premises licence holder from:
 - Alan Stone
 - Other Persons (supporting the review)
 - Other Persons (opposing the review)
19. The sub-committee may ask questions of the premises licence holder

Closing statements

20. The licensing officer may make final submissions to the sub-committee
21. The Other Persons (supporting the review) may make final submissions to the sub-committee
22. Alan Stone may make his final submission to the sub-committee
23. The Other Persons (opposing the review) may make final submissions to the sub-committee
24. The premises licence holder (and/or representatives) may make final submissions to the sub-committee

Conclusion of the evidence session

25. The legal advisor will summarise any legal points that have arisen during the hearing and will answer any legal questions from the sub-committee
26. The Chair will adjourn the hearing and retire into private session to consider its determination

Decision

27. The Chair will announce the sub-committee's decision in open session and give reasoning for the decision
28. The Chair will close the hearing

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LICENSING SUB-COMMITTEE
6 November 2026 @ 10:00 am

LICENSING ACT 2003

APPLICATION BY ALAN STONE
FOR THE REVIEW OF A PREMISES LICENCE IN RESPECT OF
BRIDGETOWN MONROE, 6 BUCKLESBURY HITCHIN HERTS SG5 1BB

REPORT OF THE LICENSING OFFICER

1. BACKGROUND

- 1.1 The premises was granted a licence on 02 August 2022, and the current existing premises licence was granted by the licensing authority following an application to vary the licence on 25 October 2023.
- 1.2 The current premises licence is attached as **Appendix A**.

2. REVIEW APPLICATION

- 2.1 The application is for a review of a premises licence following a request from a Responsible Authorities under Section 51 of the Licensing Act 2003 ("the Act"). The Review application is attached at **Appendix B** with a supporting statement from Mr Alan Stone at **Appendix BB**.
- 2.2 On 21st August 2026, the licensing authority received an application for the review of the premises licence from Mr Alan Stone (Senior Environmental Health Officer of NHC on the grounds that:

"I seek a review of the above premises licence as I consider that those responsible are causing a public nuisance and failing to promote one of the four licensing objectives (The Prevention of Public Nuisance). The condition requiring an agreed noise management plan to be adhered to is being breached as the agreed entertainment provision (amplified recorded music) is being exceeded leading to public nuisance and complaints of noise"

The review application relates specifically to the following licensing objective:

- The Prevention of Public Nuisance

Once an application for review has been made representations can be made for any of the four licensing objectives.

- 2.3 As required by the Act, the licensing authority displayed notices of the review at the premises in accordance with the prescribed regulations. The application was also published on the Council's website on the Licensing Register.

3. CONSULTATION PROCESS

- 3.1 On 21 August 2026, the licensing authority received an application for a review of the premises licence from Responsible Authority.
- 3.2 As the application was served electronically, the licensing authority applicant (Mr Stone) served notice of the application to the premises licence holder and the responsible authorities.
- 3.3 Public notices were required to be displayed on the premises for a period of twenty-eight (28) consecutive days between 21 August 2026 and 18 September 2026 in accordance with the requirements of the Act. Officers visited the premises periodically to ensure that the notices were continually displayed.

For information 3 notices were place on public display: -

- (i) Outside The Dogs Trust
- (ii) Outside Bridgetown Monroe
- (iii) End of the Bucklersbury (towards junction of Tilehouse Street)

On 1 September 2026 – the notices were checked and it was noted that the notice at location (ii) above had been removed, so this was replaced. On this it was decided to place a 4th opposite Brookers on the side of the road of Bridgetown Monroes.

- 3.4 A decision to restart the consultation period as on multiple occasions the statutory notice has repeatedly been removed from the premises and surrounding locations during the consultation period. Regulation 38 of The Licensing Act 2003 (Premises and club premises certificates) Regulations 2005 - requires the review to be advertised for the prescribed period so that members of the public have an effective opportunity to make representations. Where the notice has not remained displayed, the Council cannot properly proceed on the basis that the statutory publicity requirements have been satisfied. The extension is therefore intended to ensure that the required period of public notification is provided before the review proceeds.
- 3.5 The new consultation period was 14 September to midnight 11 October 2026. All parties were informed of the change.
- 3.5 A newspaper advertisement is not required by the Act for an application for a review.

4. REPRESENTATIONS

- 4.1 The review application relates to the Prevention of Public Nuisance.
- 4.2 No comments or representations were received from Fire Safety, Tracy Walsh (NHDC) Trading Standards and Public Health
- 4.3 A representation from the Licensing and Community Safety Manager (as Responsible Authority for the Licensing Authority) has been submitted detailing licensing interventions, complaints history. As attached **Appendix H**
- 4.4 A representation from the Police Licensing Department (as a Responsible Authority) has been submitted detailing Police incident records, Licensing enquires, meetings, CCTV, witness accounts Intelligence, visits and warning letters (Giii & Giv). As attached **Appendix Gi, Gii, Giii, Giv.**

- 4.5 A representation from Hitchin Bid in support of the premises has been submitted. As attached **Appendix C**
- 4.6 A statement from the Licence Holder has been submitted. As attached **Appendix D**.
- 4.7 Thirteen (13) representations were received from Other Persons supporting the review of the premises application. Five (5) were rejected for duplication and no relevance to the Licencing Objectives. The accepted supporting representations are attached as **Appendix E**.
- 4.8 Five hundred and twenty-seven (527) representations were received from Other Persons opposing the review application. Five hundred and ten were rejected, with four hundred and fifty-two (452) being rejected due to not being a valid representation under the licensing objectives and fifty-eight (58) were rejected as duplicate submissions. The accepted opposing representations are attached as **Appendix F**.
- 4.9 The Council's Scheme of Delegation requires the licensing officer to determine whether a representation is relevant as specified within the Act.
- 4.10 Where representations include comments that are not relevant to the Act, these comments have been clearly redacted by the licensing officer and should not be considered as part of the determination process. **Other Persons must not refer to these paragraphs in any oral presentation at the hearing.**
- 4.11 Where the licensing officer has determined that the representations are relevant, it is for the sub-committee to determine what weight to apportion to each representation.
- 4.12 The premises licence holder has been served with a copy of all representations by way of this report.
- 4.13 The applicant for the review, the premises licence holder, the Other Persons making relevant representations, Licensing Manager and the Police Licensing Officer have been invited to attend the hearing to present their cases respectively. They have been advised that they may be legally represented and of the hearing procedure.
- 4.12 This report and all appendices have been published on the Council's website and all hearing invitations required to satisfy paragraph 4.9 above have included a link to the relevant web page.

5. OBSERVATIONS

- 5.1 In determining this application, the sub-committee must have regard to the representations and take such steps as it considers appropriate for the promotion of the licensing objectives.
- 5.2 In making its decision, the sub-committee must act with a view to promoting the licensing objectives. It must also have regard to the licensing authority's Statement of Licensing Policy and National Guidance.

5.3 The sub-committee has the following options when issuing the Decision Notice:

- i) to take no action;
- ii) to modify the conditions of the premises licence (modify includes adding new conditions, altering or omitting existing conditions, removing live and recorded music deregulation, or altering permitted timings of licensable activities);
- iii) to exclude a licensable activity from the premises licence;
- iv) to remove the designated premises supervisor from the premises licence;
- v) to suspend the premises licence for a period not exceeding three months; or
- vi) to revoke the premises licence.

5.4 National Guidance Section 11.20 states:

“In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.”

5.5 The applicant for the review and /or the premises licence holder may appeal the decision made by the Sub-Committee to the Magistrates Court. Any appeal must be made within 21 days from the date that the applicant is notified, in writing, by the Licensing Authority of the decision to be appealed against.

5.6 The hearing determination will not take effect until the end of the period for appealing against the decision or, if the decision is appealed against, until the appeal is disposed of or withdrawn.

6. LICENSING POLICY CONSIDERATIONS

6.1 The following paragraphs from the Council’s **Statement of Licensing Policy 2026** may be relevant to this application. This section does not prevent the sub-committee from considering other paragraphs of the Statement of Licensing Policy where they deem it appropriate:

B1

Our vision is:

“To ensure that North Hertfordshire continues to offer a diverse range of well managed licensed venues and community and cultural activities within a safe and enjoyable environment, in both the daytime and night-time economy.”

B18

The Council recognises that national and worldwide events may impact on its ability to promote this vision, particularly during pandemics and the impact of exiting the EU. The vision detailed in paragraph B6 will always underpin licensing policy however the Council may need to adapt to measures introduced by Government to stimulate the economy or protect public safety. Under these circumstances, temporary measures may not always be within the control of the licensing authority however the Council will always seek to strike a reasonable balance between achieving its vision and promoting the licensing objectives.

B19

The Council is committed to the continued promotion of the diverse cultural and community activities within the district and providing a safe and sustainable night-time economy for residents and visitors alike. Licensing policy will be approached with a view to encouraging new and innovative forms of entertainment that promote this vision and are consistent with the four licensing objectives (see C4.2 below)

B20

The Council encourages greater live music, dance, theatre and other forms of entertainment for the benefit of the community. Where activities require a licence, the Council will seek to balance the potential for disturbance of local residents and businesses against the wider community and cultural benefits.

B21

In making a balanced decision, the Council accepts that those living in town centre environments are likely to experience a degree of disturbance associated with a vibrant night-time economy, but this must be managed in such a way to limit its impact beyond that which is reasonable. The Council will at all times consider the wider benefits to, and impacts on, the community as a whole and will take a proportionate view on the weight to apply to representations.

D2.1

Each licence application will be decided by reference to this Policy, the National Guidance issued by the Secretary of State, relevant legislation and to the individual circumstances of the particular application. The Council may depart from the Policy where the individual circumstances of any application merit such a decision in the interests of the promotion of the Licensing Objectives. Full reasons will be given for decisions taken by the Council when undertaking its licensing functions.

D2.4

In determining applications, the Council will focus primarily on the direct impact of the proposed activities on persons that may be adversely affected in relation to the licensing objectives. The scope of those persons that may be affected will be determined on a case by case basis taking into account all relevant factors.

D2.5

The Council acknowledges that the licensing process can only seek to impose conditions that are within the direct control of the licence holder. The Council does not consider that the term 'direct control' can be generically defined and will consider its definition relative to the specific circumstances of each application. For example, licensed premises at the end of road leading to a car park may be able to control its patrons leaving the premises and using the car park. In general terms, to be considered to be under the 'direct control' of a licence holder, there will need to be a direct causal link between the problems or likely problems and the specific premises.

D2.6

Where problems with a direct causal link to premises exist in relation to the promotion of the licensing objectives but they cannot be mitigated by the imposition of appropriate conditions, a Licensing Sub-Committee will seriously consider refusal of the application. For example, patrons from a licensed premise that are causing disorder in a town centre after leaving the premises cannot be controlled by conditions, however the problem may be resolved by the refusal of the application or revocation of the licence.

D2.8

The Council recognises that the exercise of its licensing function is only one of a number of means of securing the promotion of the licensing objectives. The exercise, by the Council, of its licensing function should not be seen as a panacea for all problems within the community. The Council will encourage co-operation between its licensing function, planning function and environmental health functions to ensure that any problems are addressed using the most appropriate means and that its licensing function does not duplicate any other statutory responsibilities.

D2.9

The Council will carry out its licensing functions in the promotion of the licensing objectives and, in addition, will support the stated aims of the Act which are as follows:

- i. protecting the public and local residents from crime, anti-social behaviour and noise nuisance caused by irresponsible licensed premises;*
- ii. giving the police and licensing authorities the powers they need to effectively manage and police the night-time economy and take action against those premises that are causing problems;*
- iii. recognising the important role which pubs and other licensed premises play in our local communities by minimising the regulatory burden on business, encouraging innovation and supporting responsible premises;*
- iv. providing a regulatory framework for alcohol which reflects the needs of local communities and empowers local authorities to make and enforce decisions about the most appropriate licensing strategies for their local area; and*
- v. encouraging greater community involvement in licensing decisions and giving local residents the opportunity to have their say regarding licensing decisions that may affect them.*

D6.2

The Council recognises that each application must be considered on its own merits and any conditions attached to licences and certificates must be tailored to the individual style and characteristics of the premises and activities concerned. This is essential to avoid the imposition of disproportionate and overly burdensome conditions on premises. A standardised approach to imposing conditions must be avoided and conditions will only be lawful where they are deemed appropriate to promote the licensing objectives in response to relevant representations.

D6.3

Conditions will only be imposed when they are appropriate for the promotion of the licensing objectives and will focus upon matters within the control of the individual licensee such as the premises, places or events being used for licensable activities or the surrounding areas of the premises, places or events. Conditions are likely to be focused towards the direct impact of those activities on persons living in, working in or visiting areas affected by, or likely to be affected by, those activities.

D6.8

It is the Council's view that the imposition of conditions should be restricted to those that are proportionate in addressing any concerns in relation to the promotion of the licensing objectives. Conditions should not be used as a tool to attempt to mitigate every possible scenario; this will serve only to place undue burden on applicants and is not consistent with the general principles of the Guidance.

D7.4

At a review of a premises where relevant representations are received in relation to ineffective management of the premises when alcohol is available to the public, the Council will consider imposing a condition requiring a personal licence holder to be present at all times whilst alcohol is being supplied

D7.9

In the case of a review of an existing licence or certificate where there is evidence that an irresponsible alcohol promotion is contributing to an adverse effect on the licensing objectives, the Council will consider this as evidence of the ineffectiveness of the management of the premises

D8.3

The Council will ordinarily avoid any measure which deters live music, dancing and theatre by imposing indirect costs of a substantial nature (for example, noise limiting devices for smaller or community premises). The Council acknowledges, however, that on occasions the imposition of appropriate conditions with cost implications may be the only alternative to refusing an application where there is sufficient evidence in relation to the effect, or likely effect on the licensing objectives

D11.1

Any responsible authority or other person has the right to ask the Council for a review of a premises licence or club premises certificate, using a Government prescribed application form, if they believe that one or more of the four licensing objectives are not being met. At a review hearing, the options available to the licensing sub-committee are:

- (i) to take no action;*
- (ii) to modify the conditions of the licence;*
- (iii) to exclude one or more licensable activities from the scope of the licence;*
- (iv) to remove the designated premises supervisor;*
- (v) to suspend the licence for a period not exceeding three months; or*
- (vi) to revoke the licence.*

The sub-committee should take the minimum steps appropriate to address the issues raised at the review, starting at i) and moving incrementally until an appropriate remedy is reached

D11.2

In determining whether or not an application for a review is relevant, the Council will have due regard to the Guidance in relation to whether an application is frivolous, vexatious or repetitious. The Council acknowledges that the Act precludes a representation by a responsible authority from being deemed frivolous, vexatious or repetitious.

D11.3

The Council recognises that the licensing authority itself can initiate the review process in its role as a responsible authority. This is entirely separate from the licensing authority's role of administering the process and determining the application at a hearing where evidence supporting any allegations will need to be submitted. The Council will ensure that these two separate functions are undertaken by different officers to ensure impartiality on the part of the licensing authority.

D11.4

The Council is strongly of the view that the primary responsibility for initiating a review lies with the responsible authorities or affected persons. The licensing authority acting as a responsible authority will ordinarily only seek to initiate a review in circumstances such as:

- (i) genuine concerns of repercussions from affected persons preventing them from requesting a review in their own right*
- (ii) inconsistencies with this policy*
- (iii) as an alternative to formal enforcement action in cases of licence breaches*

D11.5

The Council recognises the importance of partnership working between the licensing authority, licence holders, responsible authorities and other persons in achieving the promotion of the licensing objectives. The Council will endeavour to give licence holders an early warning of any potential problems at premises in order to resolve them informally where possible.

D11.8

Additionally, the Council would ordinarily expect only one application for a review from a person other than a responsible authority within a twelve-month period save for exceptional circumstances supported by compelling evidence.

D11.9

NHDC's Environmental Protection & Housing Team, the designated responsible authority leading on public nuisance, may request a review in order to address the licensing objective of prevention of public nuisance when other control measures are unsuccessful or inappropriate, or in situations where a premises is continually causing issues, for example following the serving of a noise abatement notice.

D11.10

Whilst the Environmental Protection & Housing Team would be expected to provide credible evidence in the same way as any other responsible authority or other person, the Council expects licensing sub-committees to give careful consideration to their evidence as professional officers responsible for controlling nuisance.

D12.7

Reviews of existing premises licences/club premises certificates may be used by the licensing authority or a responsible authority as a means of enforcement where a review is likely to secure future compliance. Repeated or serious non-compliance is likely to result in formal enforcement action.

E1.4.1

The Council encourages the use of CCTV recordings, with appropriate warning signage, where they would assist with the promotion of the licensing objectives.

E1.4.4

Where there is evidence of disorder or likely disorder, the Council may deem it appropriate to impose conditions relating to CCTV in order to promote the licensing objectives. Each case will be determined on its own specific circumstances however, considerations may include, but are not limited to:

- the type of camera and number of cameras*
- the locations of the cameras*
- the recording capability of the cameras in terms of providing evidence quality images*
- the times during which the cameras should be operational*
- procedures for repairing the cameras should they become inoperable*
- staffing requirements in respect of a working knowledge of the equipment*
- storage requirements for recordings*
- date/time stamping of recordings*
- provision of recordings to the police on request*

Consideration will be given to the minimum requirements for CCTV to limit the financial burden on a business whilst ensuring the system remains fit-for-purpose.

E1.4.5

The Council acknowledges that licence holders using CCTV recording equipment have responsibilities for handling the data appropriately and must be satisfied that any request for recordings meet any Data Protection responsibilities.

E1.4.6

Ordinarily, the provision of CCTV should be restricted to the minimum requirements to cover entrances, exits and till areas to a standard enabling facial recognition. Higher levels of coverage, based on factors such as the type and location of the premises, premises history and risk of serious crime and/or disorder may be appropriate at specific premises. In such circumstances, before imposing conditions requiring a higher level of coverage, the Council would expect the police to indicate why the higher CCTV requirements were appropriate to the individual premises and details of the suggested CCTV solution.

E1.8.1

The Council strongly believes that all licensed premises have a responsibility to ensure that safeguarding is a key priority for all businesses in respect of staff, customers and any person in the vicinity of the premises.

E2.1

The Council recognises that the public safety objective is concerned with the physical safety of the people using the relevant premises and not with public health, which is dealt with in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning.

E2.7.1

The Council expects premises licence holders and applicants to undertake a public safety risk assessment to ensure the safety of persons using their premises. The assessment should consider issues such as, but not limited to:

- safe capacities in identifiable areas of the premises that can be evacuated quickly in the case of an emergency*
- policies in relation to persons wishing to smoke at the premises, including provision of identified areas and separation from admission queues*
- policies in relation to admission and readmission particularly control of capacity and queuing*
- policies in relation to the safe dispersal of patrons from the premises and locality*
- sufficient basic first aid provision and responsibilities for contacting the emergency services.*

E3.1.1

Licensed premises may have significant potential to impact adversely on communities through public nuisances that arise from their operation. The Council interprets 'public nuisance' in its widest sense and takes it to include such things as noise, light, odour, litter and anti-social behaviour, where matters arising at licensed premises impact on those living, working or otherwise engaged in activities in the locality. Ordinarily, the Council's Environmental Protection & Housing Team, in their role as a responsible authority, would take the lead in respect of nuisance issues.

E3.1.4

The Council recognises that conditions relating to noise nuisance may not be appropriate in certain circumstances where the provisions of other legislation (for example, the Environmental Protection Act 1990, the Noise Act 1996, or the Clean Neighbourhoods and Environment Act 2005) adequately protect those living in the areas surrounding the premises. That said, the approach of the Council will be one of prevention and it will consider each application on its own merits, having due regard to the avoidance of duplication balanced against the effectiveness or otherwise of the other legislative provisions.

E3.2.1

This may include noise from live or recorded music, human voices (both amplified and unamplified) and other forms of entertainment (i.e. indoor sporting events). Measures to prevent a public nuisance may include, but are not limited to:

- installation of soundproofing;*
- installation of noise-limiting devices;*
- provision of acoustic lobbies;*
- no externally played music;*
- restrictions on the times and types of entertainment;*
- keeping windows and doors closed (i.e. with self-closing devices).*

E3.2.2

Soundproofing and other structural modifications may be identified as a requirement following an acoustic survey of the premises. Such a survey may be requested if the building is old and/or insufficiently insulated, very close or adjacent to neighbouring properties and/or the type of entertainment could be considered unsuitable for the premises without additional noise mitigation measures being implemented.

E3.2.3

Noise-limiting devices may be requested, in particular, where the entertainment takes place with sound systems not provided in-house (i.e. brought in by a hired DJ), where the premises is in a residential area or where the premises has a history of noise issues. Before imposing conditions requiring a noise-limiting device, the Council will give consideration to paragraph 2.23 of the Guidance which states:

2.23

Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable. Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.

E3.2.4

The Council is aware that entertainment has been deregulated between the hours of 08:00hrs and 23:00hrs on licensed premises under certain circumstances (see section 16 of the National Guidance). There is a safeguard that, at a review hearing, the deregulation can be removed by a licensing sub-committee if they deem it appropriate in order that entertainment can then be controlled through restrictions of hours or addition of licence conditions.

E3.2.5

A licensing sub-committee will not impose restrictions or licence conditions on a licence/certificate that relate to deregulated entertainment in order that they can automatically apply if deregulation is subsequently removed. At a review hearing where it is decided to remove deregulation, the licensing sub-committee should tailor any restrictions and/or conditions based on the evidence submitted to them at that time.

E3.3.1

This may include noise and disturbance from customers on the premises and customers in outdoor areas such as terraces, beer gardens and smoking areas. It will also include noise, disturbance and obstruction from customers in the vicinity of premises smoking and/or drinking and customers arriving at, leaving or queuing outside premises. Measures to prevent a public nuisance may include, but are not limited to:

- use of time restrictions on specified areas of the premises (different times can apply to different areas)
- cessation of the use of certain areas of the premises
- supervision of outdoor areas, entrances and exits
- suitably worded, clear and prominent signage
- restriction of seating in outdoor areas of the premises
- restriction of times that drinks can be taken in specified outdoor areas of the premises
- restriction of the number of customers permitted in specified outdoor areas of the premises, including time-specific restrictions (different numbers and times can apply to different areas)

E3.8.1

Measures to prevent a public nuisance may include:

- entering into a waste contract agreement (including appropriate recycling provision)
- provision of external litter bins for customers
- regular litter picks in the immediate surrounding area of the premises

E3.8.2

The Council is aware that it would be unreasonable and disproportionate to require licence holders to be responsible for littering associated with their products when patrons have gone beyond their control. The Council will, however, expect licence holders to take responsibility for ensuring that the immediate surrounding area is regularly cleared of litter associated with their business operation.

E3.9.1

The Council is fully aware of the nuisance that can be caused by poorly managed or inappropriately located premises, however, will seek to strike an appropriate balance with its vision of promoting a diverse and vibrant daytime and night-time economy.

E3.9.2

The provision of well-managed and controlled entertainment will be encouraged to promote the vision, however the potential disturbance to residents and businesses will need to have been adequately considered by applicants as part of their operating schedule.

E3.9.3

Should disturbance from licensed premises become unreasonable, any review proceedings will seek to impose suitable control measures in the first instance. Should control measures prove ineffective or are deemed inappropriate then the restriction of licensable activity timings, removal of licensable activities, suspension or revocation of the licence will be seriously considered.

E4.1

The Council recognises that the protection of children from harm objective relates primarily to children accessing or using licensed premises or being exposed to activities taking place without having to access the premises (for example, underage alcohol sales, exposure to performances or advertising of an adult nature whether within or outside a premises).

F4.1

In order to avoid duplication with other regulatory regimes the Council will not, as far as reasonably possible, attach conditions to licences unless they are appropriate for the promotion of the licensing objectives and inadequately covered by other legislation. Ordinarily, conditions will be considered unnecessary if they are already adequately covered by other legislation.

F8.1

The Council acknowledges that conditions cannot be imposed on an authorisation where it would be either impracticable or impossible for the licence holder to comply with such conditions when customers have left the premises and are beyond the control of the licence holder.

F8.2

That said, if behaviour of customers beyond the control of the licence holder can be causally linked to a specific premises and it is causing crime and disorder or a nuisance it is wrong to assume that the Act cannot address this; section 4 of the Act gives the Council a positive duty to deal with it proportionately. Whilst conditions would be inappropriate in these scenarios, the Council is strongly of the view that activities and/or operating times of an authorisation should be restricted, or an authorisation refused or revoked, where appropriate for the promotion of the licensing objectives.

Examples of behaviour falling within this paragraph include, but are not limited to:

- noise associated with customers once they have left the premises*
- anti-social behaviour of customers such as unlawful parking, criminal damage, intimidatory behaviour, or any alcohol-related criminality*

F8.3

Customers queuing to enter a premises are considered by the Council to be within the control of the licence holder therefore conditions relating to controlling a queue could be imposed where it is appropriate to promote the licensing objectives. If a licensing subcommittee believes that there are no suitable conditions to control customers waiting to enter a premises, serious consideration should be given to refusing the application (or revoking the licence if the licensing sub-committee is considering a licence review).

O1.1

The Council accepts that it can only consider matters in relation to the four licensing objectives when determining licensing applications, however as a public body it also has a statutory duty to consider the following legislative requirements:

(i) Crime and Disorder Act 1998

Local authorities are required to have due regard to the crime and disorder implications of any decision it makes.

(ii) Human Rights Act 1998

Local authorities are required to implement the Act in a manner consistent with the Human Rights Act 1998 by giving due consideration to the European Convention on Human Rights and Fundamental Freedoms.

(iii) Equality Act 2010

Local authorities are required to implement the Act in a manner consistent with its responsibilities to consider the equality implications of any decision it makes.

O2.2

Any licence/certificate is issued without prejudice to any other consent, licence, approval or other authorisation required by other functions or responsibilities of the Council or any other statutory body. The possession of a licence/certificate under the Act does not supersede or replace any other statutory provision.

7. RELEVANT EXTRACTS OF STATUTORY GUIDANCE

- 7.1 The following paragraphs from the Guidance issued by the **Home Office under section 182 of the Licensing Act 2003 (September 2026 version)** may be relevant to this application. This section does not prevent the sub-committee from considering other paragraphs of the Guidance where they deem it appropriate and the determination should be based upon consideration of the full document:

1.2

The legislation provides a clear focus on the promotion of four statutory objectives which must be addressed when licensing functions are undertaken.

1.3

The licensing objectives are:

- The prevention of crime and disorder;*
- Public safety;*
- The prevention of public nuisance; and*
- The protection of children from harm.*

1.4

Each objective is of equal importance. There are no other statutory licensing objectives, so that the promotion of the four objectives is a paramount consideration at all times.

1.5

However, the legislation also supports a number of other key aims and purposes. These are vitally important and should be principal aims for everyone involved in licensing work.

They include:

- protecting the public and local residents from crime, anti-social behaviour and noise nuisance caused by irresponsible licensed premises;*
- giving the police and licensing authorities the powers they need to effectively manage and police the night-time economy and take action against those premises that are causing problems;*
- recognising the important role which pubs and other licensed premises play in our local communities by minimising the regulatory burden on business, encouraging innovation and supporting responsible premises;*
- providing a regulatory framework for alcohol which reflects the needs of local communities and empowers local authorities to make and enforce decisions about the most appropriate licensing strategies for their local area; and*
- encouraging greater community involvement in licensing decisions and giving local residents the opportunity to have their say regarding licensing decisions that may affect them.*

1.17

Each application must be considered on its own merits and in accordance with the licensing authority's statement of licensing policy; for example, if the application falls within the scope of a cumulative impact policy. Conditions attached to licences and certificates must be tailored to the individual type, location and characteristics of the premises and events concerned. This is essential to avoid the imposition of disproportionate and overly burdensome conditions on premises where there is no need for such conditions. Standardised conditions should be avoided and indeed may be unlawful where they cannot be shown to be appropriate for the promotion of the licensing objectives in an individual case.

1.18

When making licensing decisions, all licensing authorities should consider the need to promote growth and deliver economic benefits.

1.19

In coming to a decision on individual licensing applications, licensing committees should have regard to relevant local plans and strategies – such as those relating to town planning, the night-time economy, or business support – provided these considerations are consistent with the licensing objectives and the authority's published licensing policy. For example, licensing authorities in the area covered by the London Mayor should consider the London Plan 2021 which sets out a clear framework for the development of London over the next 20-25 years and the Mayor's vision for Good Growth.

2.1

Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).

2.3

Conditions should be targeted on deterrence and preventing crime and disorder including the prevention of illegal working in licensed premises (see paragraph 10.10). For example, where there is good reason to suppose that disorder may take place, the presence of closed-circuit television (CCTV) cameras both inside and immediately outside the premises can actively deter disorder, nuisance, anti-social behaviour and crime generally. Some licence holders may wish to have cameras on their premises for the prevention of crime directed against the business itself, its staff, or its customers. But any condition may require a broader approach, and it may be appropriate to ensure that the precise location of cameras is set out on plans to ensure that certain areas are properly covered and there is no subsequent dispute over the terms of the condition.

2.5

Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and 10 | Revised Guidance issued under section 182 of the Licensing Act 2003 appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety

2.8

Licence holders have a responsibility to ensure the safety of those using their premises, as a part of their duties under the 2003 Act. This concerns the safety of people using the relevant premises rather than public health which is addressed in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning. Conditions relating to public safety may also promote the crime and disorder objective as noted above. There will of course be occasions when a public safety condition could incidentally benefit a person's health more generally, but it should not be the purpose of the condition as this would be outside the licensing authority's powers (be ultra vires) under the 2003 Act. Conditions should not be imposed on a premises licence or club premises certificate which relate to cleanliness or hygiene.

2.20

The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.

2.21

Public nuisance is given a statutory meaning in many pieces of legislation. It is however not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises. Public nuisance may also arise as a result of the adverse effects of artificial light, dust, odour and insects or where its effect is prejudicial to health.

2.22

Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.

2.24

Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave

2.26

Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in antisocial behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.

2.27

The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.

9.12

*Each responsible authority will be an expert in their respective field, and in some cases it is likely that a particular responsible authority will be the licensing authority's main source of advice in relation to a particular licensing objective. For example, the police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area. **The police should usually therefore be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective.** However, any responsible authority under the 2003 Act may make representations with regard to any of the licensing objectives if they have evidence to support such representations. Licensing authorities must therefore consider all relevant representations from responsible authorities carefully, even where the reason for a particular responsible authority's interest or expertise in the promotion of a particular objective may not be immediately apparent. However, it remains incumbent on all responsible authorities to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.*

9.17

In cases where a licensing authority is also acting as responsible authority in relation to the same process, it is important to achieve a separation of responsibilities within the authority to ensure procedural fairness and eliminate conflicts of interest. In such cases licensing determinations will be made by the licensing committee or sub committee comprising elected members of the authority (although they are advised by a licensing officer). Therefore, a separation is achieved by allocating distinct functions (i.e. those of licensing authority and responsible authority) to different officials within the authority

9.18

In these cases, licensing authorities should allocate the different responsibilities to different licensing officers or other officers within the local authority to ensure a proper separation of responsibilities. The officer advising the licensing committee (i.e. the authority acting in its capacity as the licensing authority) must be a different person from the officer who is acting for the

responsible authority. The officer acting for the responsible authority should not be involved in the licensing decision process and should not discuss the merits of the case with those involved in making the determination by the licensing authority. For example, discussion should not take place between the officer acting as responsible authority and the officer handling the licence application regarding the merits of the case. Communication between these officers in relation to the case should remain professional and consistent with communication with other responsible authorities. Representations, subject to limited exceptions, must be made in writing. It is for the licensing authority to determine how the separate roles are divided to ensure an appropriate separation of responsibilities. This approach may not be appropriate for all licensing authorities and many authorities may already have processes in place to effectively achieve the same outcome

9.27

In exceptional circumstances, persons making representations to the licensing authority may be reluctant to do so because of fears of intimidation or violence if their personal details, such as name and address, are divulged to the applicant. 9.28 Where licensing authorities consider that the person has a genuine and well-founded fear of intimidation and may be deterred from making a representation on this basis, they may wish to consider alternative approaches

9.29

For instance, they could advise the persons to provide the relevant responsible authority with details of how they consider that the licensing objectives are being undermined so that the responsible authority can make representations if appropriate and justified. 9.30 The licensing authority may also decide to withhold some or all of the person's personal details from the applicant, giving only minimal details (such as street name or general location within a street). However, withholding such details should only be considered where the circumstances justify such action.

9.30

The licensing authority may also decide to withhold some or all of the person's personal details from the applicant, giving only minimal details (such as street name or general location within a street). However, withholding such details should only be considered where the circumstances justify such action.

9.42

Licensing authorities are best placed to determine what actions are appropriate for the promotion of the licensing objectives in their areas. All licensing determinations should be considered on a case-by-case basis. They should take into account any representations or objections that have been received from responsible authorities or other persons, and representations made by the applicant or premises user as the case may be.

9.43

The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve.

9.44

Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. While this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that the condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives. However, it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters. As with the consideration of licence variations, the licensing authority should consider wider issues such as other conditions already in place to mitigate potential negative impact on the promotion of the licensing objectives and the track record of the business. Further advice on determining what is appropriate when imposing conditions on a licence or certificate is provided in Chapter 10. The licensing authority is expected to come to its determination based on

an assessment of the evidence on both the risks and benefits either for or against making the determination.

10.8

The licensing authority may not impose any conditions unless its discretion has been exercised following receipt of relevant representations and it is satisfied as a result of a hearing (unless all parties agree a hearing is not necessary) that it is appropriate to impose conditions to promote one or more of the four licensing objectives. In order to promote the crime prevention licensing objective conditions may be included that are aimed at preventing illegal working in licensed premises. This provision also applies to minor variations.

10.9

It is possible that in some cases no additional conditions will be appropriate to promote the licensing objectives.

10.10

The 2003 Act requires that licensing conditions should be tailored to the size, type, location and characteristics and activities taking place at the premises concerned. Conditions should be determined on a case-by-case basis and standardised conditions which ignore these individual aspects should be avoided. For example, conditions should not be used to implement a general policy in a given area such as the use of CCTV, polycarbonate drinking vessels or identity scanners where they would not be appropriate to the specific premises. Licensing authorities and other responsible authorities should be alive to the indirect costs that can arise because of conditions. These could be a deterrent to holding events that are valuable to the community or for the funding of good and important causes. Licensing authorities should therefore ensure that any conditions they impose are only those which are appropriate for the promotion of the licensing objectives.

10.38

Under this condition, the “responsible person” (defined in the 2003 Act as the holder of a premises licence, 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 who can oversee the supply of alcohol) should be able to demonstrate that they have ensured that staff do not carry out, arrange or participate in any irresponsible promotions. An irresponsible promotion is one that fits one of the descriptions below (or is substantially similar), is carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises. The aim of the condition is to prohibit or restrict promotions which encourage people to drink more than they might ordinarily do and in a manner which undermines the licensing objectives.

10.41

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.

10.42

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.

11.1

The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate

11.2

At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.

11.3

An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility. The applicant must give notice of the review application to the responsible authorities and holder of the licence or certificate. The licensing authority is required to advertise a review application.

11.8

Where a licensing authority receives a geographic cluster of complaints, consideration may be given as whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the licensing authority may be asked to consider whether it would be appropriate to publish a cumulative impact assessment. Further guidance on cumulative impact assessments can be found in Chapter 14 of this Guidance

11.9

Responsible authorities and other persons may make representations in respect of an application to review a premises licence or club premises certificate. They must be relevant (i.e., relate to one or more of the licensing objectives) and, in the case of other persons, must not be frivolous or vexatious. Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement

11.10

Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.

11.17

The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.

11.18

However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

11.19

Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:

- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;*
- exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)¹⁰;*
- remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;*
- suspend the licence for a period not exceeding three months;*
- revoke the licence.*

11.20

In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.

11.21

For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.

11.22

Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23

Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

16.57

On a review of a premises licence or club premises certificate, section 177A(3) of the 2003 Act permits a licensing authority to lift the suspension⁷⁴ and give renewed effect to an existing condition relating to music. Similarly, under section 177A(4), a licensing authority may add a condition relating to music as if music were regulated entertainment, and as if that premises licence or club premises certificate licensed the music. In both instances the condition should include a statement that Section 177A does not apply to the condition.

16.58

An application for a review in relation to relevant premises can be made by a licensing authority, any responsible authority or any other person. Applications for review must still be relevant to one or more of the licensing objectives and meet a number of further requirements.

8. LICENSING OFFICER COMMENTS

- 8.1 The comments within this section of the report are provided by the licensing officer to assist the sub-committee with the interpretation of the Act, the Guidance and existing case law. It is for the sub-committee to determine what weight they attach to this advice.

Case law

- 8.2 As the Guidance confirms, public nuisance under the **Licensing Act 2003** has a wide interpretation and it is for the Sub-Committee to determine, based on the evidence, whether they consider these issues to be a public nuisance.
- 8.3 The Guidance states at paragraph 2.20 that conditions relating to public nuisance beyond the vicinity of the premises are not appropriate and the Council's Statement of Licensing Policy supports that view. Conditions that it would be either impracticable or impossible for the licence holder to control would clearly be inappropriate.
- 8.4 That said, if behaviour beyond the premises can be clearly linked to a premises and it is causing a public nuisance, it is wrong to say that the Licensing Act 2003 cannot address this. Whilst conditions may well be inappropriate, if the evidence deems it necessary, times and/or activities under the licence could be restricted or, indeed, the application could be refused, suspended or revoked.

Anti-social behaviour

- 8.12 Numerous references were made in respect of crime and disorder by way of aggression and threats. These issues are detailed in the police licensing officer's representation.

Live and recorded music

- 8.13 Following deregulation of some licensable activities, businesses are permitted to provide live and recorded music on a premises licensed for the sale of alcohol without the need for a licence between the hours of 08:00hrs and 23:00hrs if the audience is fewer than 500 people.

Restriction of licensed hours

- 8.14 The decision must be evidence based and proportionate to the activity it seeks to mitigate.

Revocation of the premises licence

- 8.16 Under the current trading hours the premises has Alcohol sales, Late Night Refreshment and Recorded music indoors. The removal of the licence would prevent them from continuing with these sales and music. The decision to revoke the licence must be evidence based
- 8.17 Without a premises licence, the premises would still be able to operate as a food establishment between 05:00hrs and 23:00hrs every day of the week as well as providing deregulated live music as a workplace and incidental recorded music
- 8.18 In the absence of a licence, no controls would exist between 05:00hrs and 23:0hrs every day.

Evidence to consider

- 8.19 Several references were made in respect of crime and disorder during the consultation period. The local residents made a number of statements regarding existing litter and anti-social behaviour problems in the area.

New evidence

- 8.20 Other Persons must restrict their oral submissions to the relevant issues raised within their representations although they may expand on their written submission by way of examples or further linked information. They cannot raise new issues not mentioned within the written representation, for example if they have only raised issues of crime and disorder, they cannot introduce issues of public safety orally at the hearing.

Unlike the Other Persons, the premises licence holder is not restricted to advanced written representations and may raise any relevant issues orally at the hearing.

- 8.21 Any new documentation not circulated in advance of the hearing to all parties within the hearing paperwork cannot be introduced during the hearing or presented to the sub-committee without all party consent.
- 8.22 New documentation received in advance of the start of the hearing may be accepted at the discretion of the licensing manager provided:
 - (i) it is circulated to all parties present prior to the start of the hearing
 - (ii) adequate time is given prior to the start of the hearing for parties to consider the documentation
 - (i) the late admission or refused admission of the documentation does not unduly prejudice any party to the hearing

Enforcement activity

- 8.23 The Licensing Dept has received in complaints dated November 2024 onwards. Including inappropriate and irresponsible promotional material, alleged breaches of authorised hours, licence conditions and noise disturbance. 2026 Officers requested of supplying of the nose Management Plan, warning of irresponsible alcohol promotions. Information detailed in Appendix H. The premises had been advised that noncompliance could result in a review.

2026 Environmental Health has received multiple complaints concerning noise, activity after 2am – officers advised the licence holder regarding the licence conditions. Environmental health advised the premises that they cannot operate as a Dance venue in its current form, proposed amendments for the noise management plan (noise limiter, removal of DJ events, additional waste disposal, customer dispersal. Environmental Health stated that the plans had not been approved. were Information detailed in **Appendix BB & H**

9. APPENDICES

- 9.1 Appendix A Current premises licence Redacted
- 9.2 Appendix B Application for the review Redacted
- 9.3 Appendix BB Mr Stone Statement
- 9.4 Appendix C Statement from Hitchin Bid
- 9.5 Appendix D Statement from Premises Licence Holder
- 9.3 Appendix E Representations from Other Persons in support of the review
- 9.4 Appendix F Representations from Other Persons in opposing the review
- 9.5 Appendix Gi Police - Responsible Authorities statement Part 1
- 9.6 Appendix Gii Police - Responsible Authorities statement Part 2
- 9.7 Appendix Giii Police - Responsible Authorities statement Part 3
- 9.8 Appendix Giv Police - Responsible Authorities statement Part 4
- 9.9 Appendix H Licensing Authority Representation

10. CONTACT OFFICER

- 10.1 Melanie Gillespie
Licensing Officer
melanie.gillespie@north-herts.gov.uk

Licensing Act 2003

Part A

Format of premises licence

North Hertfordshire District Council
Council Offices, Gernon Road, Letchworth Garden City, Hertfordshire, SG6 3JF

Original grant date: 02 August 2022
Current issue date: 01 December 2023



.....
Authorised signatory

Premises licence number: 14160

Part 1 – premises details

Bridgetown Monroe
6 Bucklersbury, Hitchin, Hertfordshire, SG5 1BB

This licence is granted in perpetuity

Licensable activities authorised by the licence

Section F: Recorded Music:(Indoors)
Section I: Provision of Late Night Refreshments:(Indoor)
Section J: Sale or Supply of Alcohol:(On the premises)

The times the licence authorises the carrying out of licensable activities

Section F: Recorded Music:(Indoors)

Day	Start Time	End Time
Monday	11:00	23:00
Tuesday	11:00	23:00
Wednesday	11:00	23:00
Thursday	11:00	23:00
Friday	11:00	02:00
Saturday	11:00	02:00
Sunday	11:00	22:30

These hours will apply each day of the year with the exception of:

Christmas Eve, New Years Eve, Sundays prior to a Bank Holiday Monday Football World Cups
On these days, the licensable hours will be 11:00hrs - 02:00hrs

Section I: Provision of Late Night Refreshments:(Indoor)

Day	Start Time	End Time
Monday	n/a	n/a
Tuesday	n/a	n/a
Wednesday	n/a	n/a
Thursday	n/a	n/a
Friday	23:00	02:00
Saturday	23:00	02:00
Sunday	n/a	n/a

These hours will apply each day of the year with the exception of:

Christmas Eve, New Years Eve, Sundays prior to a Bank Holiday Monday, Football World Cup
On these days, the licensable hours will be 23:00hrs - 02:00hrs

Section J: Sale or Supply of Alcohol:(For consumption on the premises)

Day	Start Time	End Time
Monday	11:00	23:00
Tuesday	11:00	23:00
Wednesday	11:00	23:00
Thursday	11:00	23:00
Friday	11:00	01:30
Saturday	11:00	01:30
Sunday	11:00	22:30

These hours will apply each day of the year with the exception of:

Christmas Eve, New Years Eve, Sundays prior to a Bank Holiday Monday, Football World Cups
On these days, the licensable hours will be 11:00hrs - 01:30hrs

The opening hours of the premises		
Day	Start Time	End Time
Monday	11:00	23:00
Tuesday	11:00	23:00
Wednesday	11:00	23:00
Thursday	11:00	23:00
Friday	11:00	02:00
Saturday	11:00	02:00
Sunday	11:00	23:00
These hours will apply each day of the year with the exception of: Christmas Eve, New Years Eve, Sundays prior to a Bank Holiday Monday, Football World Cups On these days, the licensable hours will be 11:00hrs - 02:00hrs		

For consumption on the premises

Part 2

Name, (registered) address, telephone number and email of holder of the premises licence
Good Boy Wolf [REDACTED] chris@bridgetownmonroe.com

Registered number of holder, for example company number, charity number (where applicable)
08966086

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol
Christopher Dodd [REDACTED]

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol
Licence Number: 18/053428 Issuing authority: Central Bedfordshire Council

Annex 1 – Mandatory conditions

No supply of alcohol may be made under this licence:

- (a) at a time when there is no designated premises supervisor in respect of the premises licence; or
- (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

The admission of children, that is persons under eighteen (18) years of age, to the exhibition of any film shall be restricted in accordance with any recommendation made by the British Board of Film Classification (BBFC) or by the Licensing Authority.

Any one or more individuals at the premises for the purposes of carrying out a security activity (an activity to which paragraph 2(1)(a) of Schedule 2 of the Private Security Industry Act 2001 applies and which is licensable conduct for the purposes of that Act) must:

- (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
- (b) be entitled to carry out that activity by virtue of section 4 of that Act.

Responsible person means the holder of the premises licence, the designated premises supervisor, or any other person over the age of eighteen (18) years who has been authorised to sell alcohol at the licensed premises.

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. In this condition, 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:

- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to:
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise).
- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted price to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective
- (c) provision of free or discounted alcohol, or any other thing, as a prize to encourage or reward the purchase and consumption of alcohol over a period of twenty-four (24) hours or less in a manner which carries a significant risk of undermining a licensing objective.
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than when that other person is unable to drink without assistance by reason of a disability).

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

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.

The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. The policy must require individuals who appear to the responsible person to be under eighteen (18) years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and either:

- (i) a holographic mark; or
- (ii) an ultraviolet feature.

The responsible person must ensure that:

- (a) where any of the following alcoholic drinks are sold or supplied for consumption on the premises (other than alcohol drinks sold or supplied having been made up in advance ready for sale or supply in securely closed containers) it is available to customers in the following measures:
 - (i) beer or cider: half pint;
 - (ii) gin, rum, vodka or whisky: 25ml or 35ml; and
 - (iii) still wine in a glass: 125ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not, in relation to a sale of alcohol, specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A relevant person 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. In this condition:

- (a) permitted price is the price found by applying the formula $P = D + (D \times V)$ where:
 - (i) P is the permitted price;
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol; and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol.
- (b) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
- (c) relevant person means, in relation to premises in respect of which there is in force a premises licence:
 - (i) the holder of the premises licence;
 - (ii) the designated premises supervisor (if any) in respect of such a licence; or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) relevant person means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in capacity which enable the member or officer to prevent the supply in question; and
- (e) value added tax means value added tax charged in accordance with the Value Added Tax Act 1994. Where the permitted price would not be a whole number of pennies, the permitted price shall be taken to be the price rounded up to the nearest penny. Where the permitted price on a day (the first day) would be different from the permitted price on the next day (the second day) as a result of a change to the rate of duty or value added tax, the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of fourteen (14) days beginning on the second day.

Annex 2 – Conditions consistent with the operating schedule

The premises licence holder will ensure that clear and legible signs are in place at all exits reminding patrons to leave the premises quietly and respect the neighbours.

The premises licence holder will ensure that any litter relating to the premises will be periodically cleared by staff from the vicinity of the premises and at the end of each day's trading.

The premises licence holder will ensure that a Challenge 25 Policy is in operation at the premises at all times when the sale of alcohol is permitted whereby any person appearing to be under twenty-five (25) years of age is not served alcohol unless they produce valid photographic identification demonstrating that they are at least eighteen (18) years of age.

The premises licence holder will ensure that no more than sixty (60) persons are permitted on the premises at any one time, including staff and performers.

The premises licence holder and designated premises supervisor (DPS) will ensure that no person under the age of eighteen (18) years will be permitted on the premises after 21:00hrs. Prior to 21:00hrs, persons under the age of eighteen (18) years may enter the premises provided they are accompanied by an adult aged twenty-one (21) years of age or over.

The premises licence holder and designated premises supervisor (DPS) will ensure that on Friday and Saturdays there will be a minimum of one (1) approved Security Industry Authority (SIA) door supervisor on duty at the premises between the hours of 21:30hrs and the time of closing to the public.

The premises licence holder and designated premises supervisor (DPS) will ensure that on Christmas Eve and New Years Eve there will be a minimum of one (1) approved Security Industry Authority (SIA) door supervisor on duty at the premises between the hours of 21:30hrs and the time of closing to the public.

The premises licence holder and designated premises supervisor (DPS) will ensure that all door supervisors will comply with Security Industry Authority (SIA) requirements relating to the wearing of SIA registration badges and availability of registration documents and/or identification for inspection.

The premises licence holder and designated premises supervisor (DPS) will ensure that all Security Industry Authority (SIA) door supervisor(s) are wearing/displaying their SIA licence

The premises licence holder and designated premises supervisor (DPS) will ensure that a refusals log/book is maintained and kept at the premises at all times, whether electronically or a hard copy.

The premises licence holder and designated premises supervisor (DPS) will ensure that the refusals log/book will be made available for inspection upon request by Police or Licensing Authority.

The premises licence holder and designated premises supervisor (DPS) will ensure that an incident book is maintained and kept at the premises at all times.

The premises licence holder and designated premises supervisor (DPS) will ensure that the incident book will be made available for inspection upon request by Police or Licensing Authority.

The premises licence holder and designated premises supervisor (DPS) will ensure customers are not permitted to leave the premises with any drinking vessels.

The premises licence holder and designated premises supervisor (DPS) will ensure that the closed-circuit television (CCTV) system is fully operative and recording at all times when the premises is open to the public. CCTV cameras will cover key and vulnerable parts of the premises inside and outside, including the entry and exit points to the premises.

The premises licence holder and designated premises supervisor (DPS) will ensure that viewable and un-edited copies of recordings from the closed-circuit television (CCTV) system will be provided to Police no later than twenty-four (24) hours after request. All recordings will be kept for a minimum of twenty-eight (28) days.

The premises licence holder and designated premises supervisor (DPS) will ensure that prior to opening the premises to the public in accordance with the premises licence operating hours, the closed-circuit television (CCTV) system will be checked to ensure that it is recording for a minimum of twenty-eight (28) days.

The premises licence holder and designated premises supervisor (DPS) will ensure that a minimum of two (2) persons, namely the owner/DPS and duty manager are fully trained to access and operate the closed-circuit television (CCTV) system and download copies of any footage, upon request by Police or Licensing Authority.

The premises licence holder and designated premises supervisor (DPS) will ensure that the closed-circuit television (CCTV) system is located in a safe and secure (locked room) location where it is only accessible by management.

Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.

Annex 3 – Conditions attached after a hearing by the licensing authority

None

Annex 4 – Plans

See attached

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[Insert name and address of relevant licensing authority and its reference number (optional)]

**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 Alan Stone

(Insert name of applicant)

**apply for the review of a premises licence under section 51 / apply for the review of a club
premises certificate under section 87 of the Licensing Act 2003 for the premises described in
Part 1 below (delete as applicable)**

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Bridgetown Monroe 6 Bucklersbury Hitchin Herts SG5 1BB	
Post town Hitchin	Post code (if known) SG5 1BB

Name of premises licence holder or club holding club premises certificate (if known) Mr Christopher Dodd (Good Boy Wolf)
--

Number of premises licence or club premises certificate (if known) 14160
--

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
Mr Alan Stone
North Herts Council
Environmental Health
Council Offices
Gernon Road
Letchworth
SG6 3JF

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)

I am seeking a review of the Premises License for this premises on grounds of noise disturbance under the Licensing Objective Prevention of Public Nuisance. The premises is operating in breach of a condition on the Premises License leading to noise disturbance and the Licensing objective of 'The Prevention of Public Nuisance' not being promoted.

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

Please see the attached associated supporting statement for more information.

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

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



.....

Date **21st August 2026**

.....

Capacity **Senior Environmental Health Officer (Environmental Health Team)**

.....

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

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

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.

Information to support an application for the review of a Premises Licence: Bridgetown Monroe, ^ Bucklersbury, Hitchin

Premises: Bridgetown Monroe, 6 Bucklersbury, Hitchin SG5 1BB

Officer: Alan Stone

Date: 21st August 2026

I am a Senior Environmental Health Officer Environmental Protection and Housing Team of Noth Herts Council and therefore considered to be a representative of the responsible authority. I seek a review of the above premises licence as I consider that those responsible are causing a public nuisance and failing to promote one of the four licensing objectives (The Prevention of Public Nuisance). The condition requiring an agreed noise management plan to be adhered to is being breached as the agreed entertainment provision (amplified recorded music) is being exceeded leading to public nuisance and complaints of noise.

1. Location of the Premises

The premises are located on the East side of Bucklersbury in Hitchin town centre. The only access to the premises is offered from Bucklersbury. To the immediate North and South of the premises are commercial properties at ground floor level. At first floor level there are residential premises directly above and to the North and South.

2. Premises Licence Details

The original premises licence for Bridgetown Monroe was granted in 2022, to 'Good Boy Wolf'. The designated premises supervisor (DPS) was a **Mr Christopher Dodd**. A full copy of the License has provided as an attached file.

The permitted activities for this premises were: Recorded music (Indoors); Late night refreshment (indoors); the supply of alcohol (for consumption on the premises). The premises license authorised the carrying out of licensable activities between the following hours:

The opening hours of the premises were:

- Sunday to Wednesday 11.00hrs to 22.30hrs

- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

Sale or Supply of Alcohol

- Sunday to Wednesday 11.00hrs to 22.30hrs
- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

Recorded Music

- Sunday to Wednesday 11.00hrs to 22.30hrs
- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

The Provision of late-night refreshment

- Friday and Saturday 23.00hrs to 00.30hrs

During the application process an Officer working for Environmental Health had concerns in relation to noise affecting first floor residential units. In response to this concern the applicant, Mr Dodd advised:

'The premises either side of me are shops that are closed post 5.30pm and amplified doesn't start until 9pm/10pm and will be at a controlled level because I am a lounge bar rather than a night club.....But as mentioned it is a cocktail bar so the emphasis is on talking and relaxing rather than heavy music.'

As a result of these discussions, no representation or objection was made.

In October 2023, an application was made to vary the license: to extend the hours of opening to the following:

The opening hours of the premises are:

- Monday to Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 02.00hrs
- Sunday 11.00hrs to 23.00hrs

Sale or Supply of Alcohol

- Monday to Thursday 11.00hrs to 23.00hrs

- Friday and Saturday 11.00hrs to 01.30hrs
- Sunday 11.00hrs to 22.30hrs

Recorded Music

- Monday to Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 02.00hrs
- Sunday 11.00hrs to 22.30hrs

The Provision of late-night refreshment

- Friday and Saturday 23.00hrs to 02.00hrs

I was the Officer in Environmental Health that was consulted on this variation application. I had concerns about noise transmission to the residential use above as the insulation had not been tested. A review of the history of the premises led me to a planning application (19/01953/FP) subdivision of the ground floor of a former department store into two flexible use commercial units (Class A1, A2, A3) and the creation of a B1 office unit. This application also sought to create 7 and retain two self-contained residential units at first floor). This application was ultimately supported (via a discharge of (noise) condition application 20/01480/DOC) by an Acoustic Design Note and details on acoustic separating floor details. This Acoustic Design Note (at Section 3.4) stated that for these details:

'...Performances (of insulation measures) are likely to be suitable where ground floor units are occupied by general retail and commercial type uses e.g. shops, offices, which are typically in use during day-time hours. They will not necessarily be adequate if ground floor units include leisure/entertainment uses which are into the evening/night-time and may include amplified music e.g. bar, gymnasium. Where these types of uses are proposed then specific guidance should be sought.'

Full details of the planning submissions for the premises in relation to noise has been provided in Appendix A.

I considered that in the absence of any details on the installed mitigation, activities in the premises needed to be controlled unless this was submitted. I, therefore, met with the applicant and a Licensing Officer to discuss the plans for the extension of hours. The applicant advised that they were only going to have a DJ event once a month and the rest of the time the music

would be low level (so that people could talk) through an in house 'Sonos system': essentially background music. I advised that we could secure these controls via a Noise Management Plan condition on the License which was agreed and that this should mitigate noise to acceptable levels.

Following these discussions, the premises licence was granted following the variation application in 2023 and a number of conditions relating to public nuisance were included on the license in Annex 2. The conditions included:

- Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.

In pursuit of satisfying this condition, a subsequent management plan was agreed with the DPS which stipulated:

'generally you will be using the in house sound system (sonos) for low level music and that once a month you intend to have a DJ, no dance floor, ingress and egress notwithstanding that the door shall remain closed when elevated music is being played etc, asking patrons to leave quietly/signs to this effect etc.'

An email accepting these restrictions has been provided in Appendix B.

It became apparent, following the receipt of complaints about noise, that these agreed measures were not being adhered to and that DJ events, with loud amplified music, were occurring every Friday and Saturday night until 2am and essentially was operating as a night club where loud recorded music was being played. This represents a breach of the condition on the Premises License. These DJ events are still occurring every Friday and Saturday nights. Some recent advertisements/promotional posts from social media have been included at Appendix C to demonstrate this ongoing activity.

A brief history of the complaints in relation to noise is set out below.

3. Complaint History of Premises from 2025

Bridgetown Monroe has been the subject has been the subject of complaints over the recent past. Some have resulted in evidence being gathered to substantiate a problem, whilst others have been resolved with an initial contact either by the Council or the complainant and some were unsubstantiated. A brief summary of the complaints received are detailed below.

Complaint of 17th April 2025

A complaint was received alleging loud music emanating from the bar on Friday and Saturday nights from a resident living above the premises. This was investigated but evidence was sporadic and ultimately resulted in the resident moving out. Contact was made with the DPS but as the complaint was unsubstantiated at this time no further action was taken and the case was closed in July 2025.

Complaints from November 2025

Two further complaints were received in November 2025. Contact was made with the DPS and a request was made to minimise noise levels such that noise did not affect neighbouring residential premises. The DPS was also in discussions directly with the complainants at this stage and the Council was advised that some measures had been taken to control noise propagation.

The complaints were investigated using diary sheets, noise app recordings, personal visits and the Council's noise monitoring equipment. Regardless of the alleged noise mitigation measures taken, I continued to receive complaints and so gathered evidence of the impact.

Noise from amplified music from the bar, along with the raised voices of the customers could be heard clearly within the complainant's property. The noise mainly appeared to be travelling through the structure, through the party/cavity wall and /or the floor and entering the residential unit causing noise disturbance in habitable rooms in the property including the lounge and kitchen/diner and the bedroom. As it was travelling through the structure, a lot of the higher frequencies were noted to be filtered out and predominantly the bass/lower frequencies are evident. The noise appears to be noticeable around 9/10pm and tends to increase through the evening and finishing around 2am. Commonly raised voices can be heard after this time sometimes until 2.45 or 3am.

I was satisfied on the evidence gathered that the noise was materially affecting the complainants in that the noise was clearly audible and created disturbance and would prevent or affect sleep. Given the time of day and frequent nature of the noise (it was evident every weekend) I considered it to amount to a Statutory Nuisance and therefore had a duty to serve a noise abatement notice.

As a result of this investigation, a noise abatement notice was served on the DPS on 18th February 2026 requesting that the nuisance be abated. A copy of the noise abatement notice and the associated covering letter have been provided in Appendix D.

This resulted in further liaison with the DPS and ultimately the DPS offering to remove some speakers from the premises (specifically at the rear of the bar). I visited Bridgetown Monroe, along with a Licensing Officer, on 19th February 2026 where we discussed the noise, the abatement notice and the Premises License. Some other people in attendance were in the process of disconnecting some of the speakers to the rear of the premises (where the complainants residences were situated). I advised the DPS that they appeared to be operating outside of the agreed Noise Management Plan. This is something he refuted advising that he had emailed the Licensing Department outlining how he was now operating which he considered to be the new NMP. This situation has since been clarified with the Licensing Department. The Noise Management Plan is as agreed at the time of the variation application. Any new Noise Management Plan would have to be approved by Environmental Health, and this has not been done. An email was sent to the DPS confirming this and I reproduce this in Appendix E. Aside from this dispute, I proceeded to advise that if music was to be required then it may be that some further insulation works were required to the building as either the insulation in place currently was either not installed correctly or otherwise insufficient to allow for loud amplified music without deleteriously affecting the residents above. I suggested that he should contact his landlord to advise and perhaps do some exploratory investigations into the current insulation that was in place.

We waited to see whether the removal of the speakers led to improvements: it did not. Noise apps continued to be received with noise levels similar to before the works.

Further liaison with both the complainants and the DPS resulted in a further visit on 14th April 2026 during which advice on noise limits was given with a view to offering the DPS a level of music which didn't unduly intrude into the resident's dwellings above. Music was played in the venue and was observed from the flat above until it was considered excessive. A level was

advised upon where it was only just audible in the flats equating to around 75dB in the area around the speakers. It was made clear that this was just advice and that when people noise was added (from customers in the premises) it may well be too loud. Other advice including sticking to the original NMP stipulations (one DJ event per month, low level at other times) and/or finishing regulated entertainment earlier e.g. 11pm were other measures that would have a beneficial effect.

The noise did reduce for a time but, ultimately, the complaints persisted and the recordings indicate that the noise levels are still intrusive given the time of day they are occurring. I, therefore, am satisfied that the licensing objective 'The prevention of Public Nuisance' is not being promoted, and the license conditions (and associated Noise Management Plan) are being breached. and I call for a review of the license.

4. Conclusions

In seeking this review, I have had consideration of the 2003 Act and associated guidance, made judgements about what constitutes public nuisance and what is necessary to prevent it in terms of conditions attached to specific premises licences. My consideration solely relates to 'preventing public nuisance', one of the 4 licensing objectives and those specific activities which are the subject of complaint and what are deemed to be having a disproportionate and unreasonable impact on persons living in the vicinity of the premises.

Public nuisance is given a statutory meaning in many pieces of legislation. It is, however, not narrowly defined in the 2003 Act and retains its broad common law meaning. It is important to remember that the prevention of public nuisance could therefore include low level nuisance perhaps affecting a few people living locally as well as a major disturbance affecting the whole community.

It has to be remembered the disturbances noted and observed usually occur during the latter part of the evening until the early hours of the morning when residents in neighbouring properties and surrounding area may be attempting to go to sleep or are sleeping. On Saturday and Sunday mornings this noise disturbance can go on until all the patrons and staff have left at 02.00 hours and beyond.

I have also been careful in my observations to ascertain that it is in fact Bridgetown Monroe that is responsible for the aforementioned nuisances. Obviously, at times noise from people other

than those at Bridgetown Monroe may be responsible for a level of disturbance e.g. customers of other public houses or the general public walking past etc, but this was considered insignificant. The resident's property has no windows overlooking Bucklersbury as it is set back from the road with another residential unit to the west which has windows out onto Bucklersbury. Discussions with the complainants have identified that it was accepted that some noise would be characteristic of the area in which they lived. Indeed, many other noises observed are typical of a town centre environment and the complainant accepts these. However, it is the frequent and persistent impact from Bridgetown Monroe that they do not accept. I am satisfied that the noise experienced is materially affecting the residents above the bar.

The observations made by myself during visits to the complainant's home, along with recorded evidence prove the existence of a public nuisance. The noise from the music and also from the subsequent raised voices of the people in the venue is clearly audible inside the resident's home and is considered likely to be intrusive and likely to either prevent the complainants getting to sleep or lead to sleep disturbance.

In addition to this, there appears to be a blatant disregard or ignorance of the condition and associated NMP on the existing license as the DPS refuses to reduce the DJ/loud music events even though this was agreed, verbally and in writing, at the time of the variation. The agent of change here is the bar – Bridgetown Monroe. The DPS now claims that this regulated entertainment is required for the business to thrive. However, the condition was placed onto the premises license as it was considered that they were instrumental in promoting one of the four licensing objectives, in this case 'the prevention of public nuisance'.

It is important to recognise that the promotion of licensing objectives relies heavily on a partnership between licence holders, authorised persons, interested parties and responsible authorities in pursuit of common aims. As an officer, I have attempted to seek co-operation in this regard having brought the matters of concern to the attention of those responsible more than once. It is the failure to respond by those responsible to such warnings which has lead to a decision to request a review.

5. Recommended Actions

Under normal circumstances, where a noise complaint was substantiated and the premises was operating within the conditions on the Premises License, Environmental Health may recommend that that the licensing subcommittee consider the following actions (or similar):

1. That the licensable activities which give rise to these complaints, namely amplified music are suspended.
2. That within a specified time period from the date of the hearing that a noise control scheme is submitted to and agreed by the Local Licensing Authority (it is advised that any noise control scheme be informed by an acoustic survey being undertaken by a suitably qualified professional). This should consider, the suitability of the venue, its limitations and subsequent recommendations to control noise from live and/or recorded music and from people in the premises. Any mitigation and/or control measures arising from such shall be implemented before resumption maintained in perpetuity in accordance with the approved details.
3. That the terminal hours for live music and recorded music be reduced, perhaps to 23.00hrs on Friday and Saturday nights in this instance.
4. The placing of bottles into receptacles external to the premises must not take place between 19:00 and 09:00 hours.

However, in this instance, the condition placed on the Premises License to prevent public nuisance (the Noise Management Plan condition and subsequent agreed Noise Management Plan) is being breached resulting in public nuisance and noise disturbance. Given that the premises is operating outside the terms of the License, even though they have been advised of such with no strong commitment to solving the issues, other options that the sub-committee may wish to consider include:

5. Suspend the license for up to 3 months (during which time works as set out in point 2. could be agreed and take place).
6. Remove the Supervisor: The Designated Premises Supervisor is taken off the License
7. Revoke the license: The venue loses the right to sell alcohol or host entertainment completely.

I believe that action is required to Prevent Public Nuisance with a view to promoting the licensing objective and look to the sub-committee to decide a proportionate course of action in this instance.

**Appendix A: Acoustic Design Note and separating Floor details from Planning
Permission 20/01480/DOC**

ACOUSTIC DESIGN NOTE

Ref 20050/001/pc

Date: 09 July 2020



PROJECT: 2 – 8 Bucklersbury, Hitchin

SUBJECT: Internal Floor and Wall Sound Insulation Performance

1.0 Introduction

- 1.1 It is proposed to redevelop existing commercial units at 2 to 8 Bucklersbury, Hitchin. Proposals include retaining commercial usage in the majority of ground floor spaces, with new residential dwellings created at ground, 1st and 2nd floor levels.
- 1.2 AAD completed a visit to the development site to review the existing construction of the buildings. This information in combination with proposed drawings of the development have been used to provide outline guidance on separating floor constructions to meet Building Regulations Part E requirements.
- 1.3 This review uses information set out in the following drawings and information:
- 936-DG-0001.pdf
 - 936-DG-0101.pdf
 - 936-EX-0001.pdf
 - 936-EX-0101.pdf
 - 2-8 Bucklersbury- DWG for acoustic consultant 300620.dwg
 - 37059_01-03_PES.dwg
 - First Floor Beam - joist arrangement.jpg

2.0 Existing Construction

- 2.1 AAD completed a site visit to 2 – 8 Bucklersbury, Hitchin on the 23rd June 2020 to review the existing construction of the buildings making up the site. It is noted that these appear to be a mixture of various period buildings.
- 2.2 Facades and internal walls appear to be brick constructions and supporting columns within the buildings either steel or masonry. It is understood one wall constructed with a timber frame with brick infill panels has listed status. Floors in the buildings all appear to be timber joists with timber floor boards. Significant structural and cosmetic material changes appear to have been made to the buildings over their life time e.g. structural steel beams supporting floors, plasterboard finishes, suspended ceilings etc.

3.0 Sound Insulation Performance Requirements

- 3.1 New residential dwellings proposed for the site will fall under the Approved Document E designation of “dwelling houses and flats formed by material change of use”. Under these circumstances separating floors and walls formed between the dwellings will need to meet with the on-site sound insulation performance requirements set out below.

Table 1: Approved Document E Sound Insulation Requirements

Dwelling Houses and Flats Formed by Material Change of Use – Sound Insulation Requirements for Separating Walls, Separating Floors, and stairs that have a Separating Function		
Separating Construction	Minimum Airborne Sound Insulation Performance $D_{nT,w} + C_{tr}$	Maximum Impact Sound Insulation Performance $L'_{nT,w}$
Walls	43 dB	n/a
Floors and Stairs	43 dB	64 dB

- 3.2 The sound insulation performances set out in Table 1 are indicated as appropriate for separation between areas used for normal domestic purposes. As noted, residential dwellings will also form adjacencies with commercial units at ground floor. Under these circumstances Approved Document E gives the following guidance under section 0.8:

“A higher standard of sound insulation may be required between spaces used for normal domestic purposes and communal or non-domestic purposes”

- 3.3 It is considered that floors separating dwellings from ground floor commercial use should be capable of providing an airborne sound insulation performance 10 dB better than that set out in Table 1. Note that impact sound insulation performance is not applicable between dwellings and commercial units. The recommended airborne sound insulation requirement for floors between commercial units and dwellings is as follows:

Table 2: Sound Insulation Performance for Commercial/Dwelling Adjacencies

Dwelling Houses and Flats Formed by Material Change of Use Adjacent to Commercial Units– Recommended Sound Insulation Requirements for Separating Walls, Separating Floors, and stairs that have a Separating Function	
Separating Construction	Minimum Airborne Sound Insulation Performance $D_{nT,w} + C_{tr}$
Walls	53 dB
Floors and Stairs	53 dB

- 3.4 These performances are likely to be suitable where ground floor units are occupied by general retail and commercial type uses e.g. shops, offices, which are typically in use during daytime hours. They will not necessarily be adequate if ground floor units include leisure/entertainment uses which are in used into the evening/night time and may include amplified music e.g. bar, gymnasium. Where these types of uses are proposed then specific guidance should be sought.
- 3.5 Guidance on floor and wall types likely to meet the on-site sound insulation performances set out in table 1 are provided in section 4.0 with comments on controlling flanking noise transmission set out in section 5.0. This is intended as outline guidance at this stage of the project. Design details should be submitted for further review as they are developed.

4.0 Separating Floor and Wall Constructions

4.1 Floors Separating Dwellings: Recommendations for the floors are based on using timber floor joists at least 240mm deep and adding a floating floor layer and resiliently isolated ceiling as follows

- 28mm Cellecta Screedboard with isolating strips at room perimeters to isolate from the walls and skirting board
- 15mm Floor deck using board with a density of least 600 kg/m³
- Floor joists with a minimum depth of 240mm and incorporating 100mm mineral wool quilt of minimum 36 kg/m³ density between joists.
- Resilient bars fixed to the underside and at right angles to joists at 400 mm centres
- Ceiling fixed to resilient bars consisting of two layers of 15mm Soundbloc board or equivalent

4.2 Floor Separating Dwellings and Ground Floor Commercial Units: It is recommended that the same floor construction as set out above should be used with the following addition. A ceiling formed of two layers of 12.5mm Soundbloc board or equivalent supported on a light steel grid hung at 150mm below the ceiling of the floor construction set out in 4.1. 100mm mineral wool quilt of minimum 36 kg/m³ density should be included in the cavity formed.

4.3 Existing Walls: Based on drawings of the proposed layout of dwellings it is assumed that existing brick walls will separate dwellings from each other and other spaces. It is possible for solid brick wall constructions to provide sufficient sound insulation to meet Approved Document E requirements; these would need to be at least two bricks deep and plastered on both sides. However, given the age of the buildings at 2 – 8 Bucklersbury and the level of alteration work that has occurred we recommend that independent plasterboard linings are constructed. These would need to be constructed as follows:

- Two layers of 12.5mm Soundbloc board, or equivalent,
- Supported on 50mm stud located at least 10mm off existing walls.
- 25mm mineral wool insulation layer with a density of at least 36 kg/m³ should be included in the independent stud cavity.

2 – 8 Bucklersbury, Hitchin
Internal Floor Sound Insulation Performance

4.4 New Walls and infill sections: Where new separating walls, or infill sections between existing structure, are created between dwellings then the following construction is recommended:

- Twin frame stud wall using either metal or timber studs at 600mm centres built from structural floor to structural floor.
- Frames should be arranged to achieve a minimum cavity of 200mm between the inner face of linings to each frame
- Include 50mm of mineral wool insulation with 36 kg/m³ density in the cavity between the frames
- Use two layers of 15mm Soundbloc board, or equivalent, to form linings to each frame

5.0 Flanking Noise Transmission

5.1 The sound insulation achieved in-situ across floors is also reliant on effective control of flanking noise transmission via common structures. These are likely to be façades and any other load bearing walls common to all stories. Typically, where a wall has a surface mass of 375 kg/m² then it will provide adequate control of flanking noise transmission. This is typically achieved where walls are a construction at least two bricks deep with render/plaster on both sides.

5.2 Where facades and load bearing walls do not meet with the weight requirements noted above to control flanking noise transmission then it will be necessary to add independent plasterboard linings as set out in section 4.3 for walls. These would need to be included at all floor levels to provide effective control of flanking noise transmission via common facades and load bearing internal walls.

5.3 Where new separating walls or wall infill sections are built up off floors then they should be constructed off the base floor and not from any acoustic isolated floating floor layers.

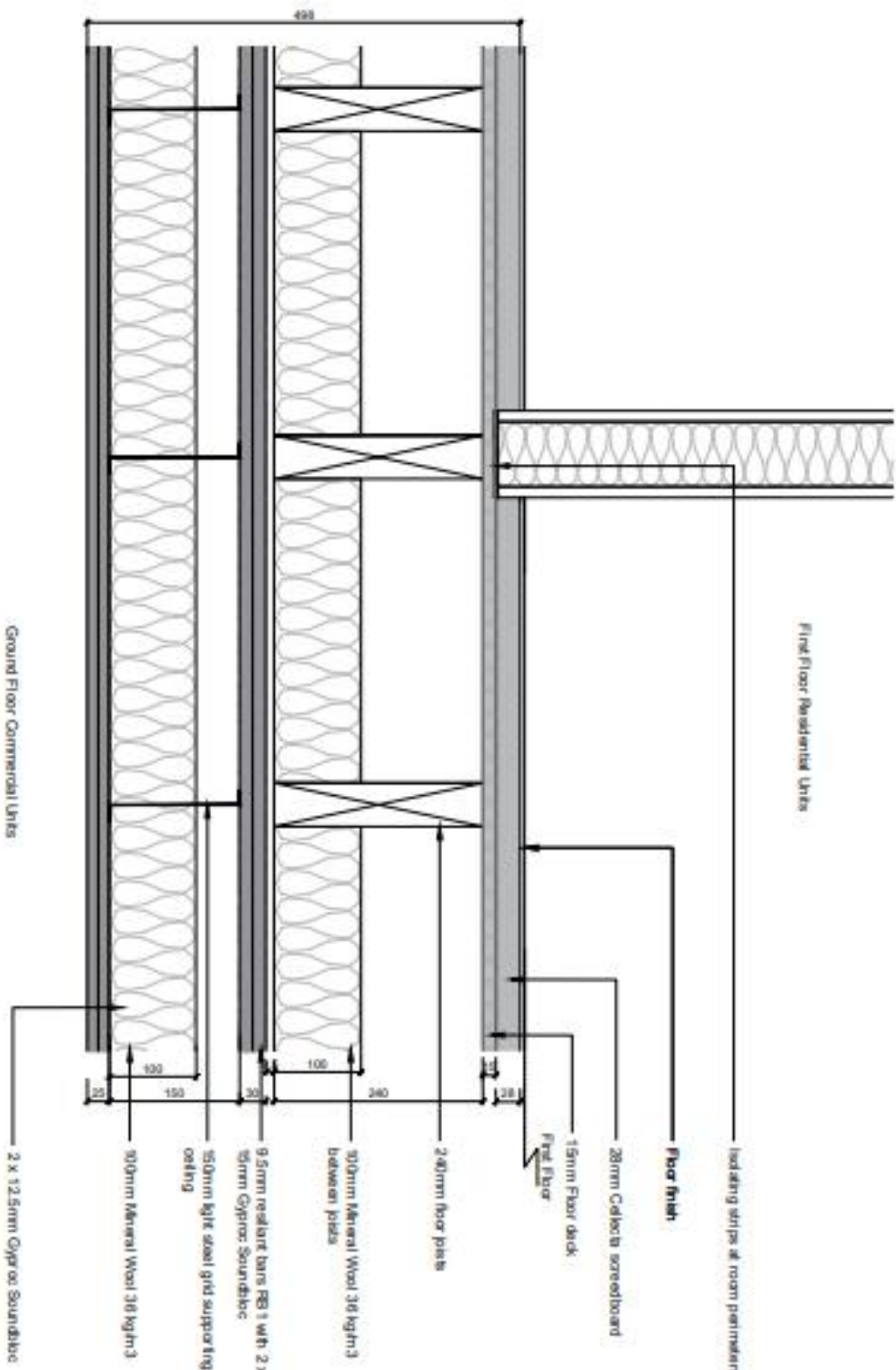
5.4 Any soil vent pipes or rain water pipes that run through the building then they should be wrapped in mineral wool with a minimum density of 36kg/m³ and boxed in with two layers of 12.5mm Soundbloc board or equivalent.

Report Ends



See notes on page 1

1. Copyright of this drawing, whether by law or otherwise, is the property of the architect and shall remain the property of the architect.
2. The client agrees to indemnify and hold the architect harmless from all claims, damages, losses and expenses, including reasonable attorneys' fees, which may be incurred by the architect in connection with this agreement.
3. The client agrees to pay the architect's fees and expenses as set forth in the schedule of fees attached hereto.
4. The architect shall not be responsible for the construction of the project or for the quality of the construction or for the safety of the project or for the safety of the people or for the safety of the property or for the safety of the environment or for the safety of the public or for the safety of the community or for the safety of the world.
5. The architect shall not be responsible for the construction of the project or for the quality of the construction or for the safety of the project or for the safety of the people or for the safety of the property or for the safety of the environment or for the safety of the public or for the safety of the community or for the safety of the world.



1 Acoustic Separating Floor between Commercial and Residential

Coolley Architects

021 46 44444
021 46 44444
021 46 44444

100% 100% 100%

Sargat Ltd

2-8 Buckersbury

Hitchin

Acoustic Separating Floor Details

Rev	Description	Date	By	Check
1.0	Issue for construction	10/10/2023	AA	AA
1.1	Revised	10/10/2023	AA	AA

906 - DG-XX 12

A

Appendix B – Email Accepting Noise Management Plan Requirements

From: Mr Monroe [REDACTED]

Sent: 12 November 2023 13:35

To: Alan Stone [REDACTED]

Cc: [REDACTED] Licensing [REDACTED]
[REDACTED]

Subject: Re: Variation of Premises License application

Hello Alan

Apologies for the slow reply.

I am happy to accept your conditions you have outlined.

Thank you

Chris

[REDACTED]



On 3 Nov 2023, at 11:26, Alan Stone [REDACTED] wrote:

Hi Chris,

Further to meeting with you on Tuesday we discussed noise briefly and the need to ensure there are some controls in place.

You verbally agreed to accepting a Noise Management Plan condition requirement. I have drafted such a condition below for your consideration. Please reply to all on this message accepting this condition so it can be included on the license.

It is my intention for you to put in the measures you have already stipulated in your application plus a few other measures e.g. that generally you will be using the in house sound system (sonos) for low level music and that once a month you intend to have a DJ, no dance floor, ingress and egress notwithstanding that the door shall remain closed when elevated music is being played etc, asking patrons to leave quietly/signs to this effect etc.

Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.

If you have any queries, then please do not hesitate to contact me.

Regards

Alan Stone

Appendix C: Social media posts for DJ events in August 2026



Appendix D – Copy of Covering letter and associated Noise Abatement Notice



www.north-herts.gov.uk

Mr Christopher Dodd



Our Ref: 35262
Contact: Mr Alan Stone
Direct Dial [REDACTED]
No: [REDACTED]
E-mail: [REDACTED]
Date: 18th February 2026

Dear Mr Dodd,

Environmental Protection Act 1990 – Abatement Notice

**Noise from amplified music at Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts
SG5 1BB**

The Environmental Protection & Housing Team has continued to receive complaints relating to noise from amplified music at Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts, SG5 1BB.

We have received diary record sheets and recordings of the noise from complainants that live in the vicinity, and I have witnessed the noise firsthand from their home. It would appear that noise from music is travelling through the structure and affecting the residents properties on the first floor. I consider the noise levels to be materially affecting the use and enjoyment of their properties. I am therefore satisfied of the existence of a statutory noise nuisance.

As a result, please find enclosed an abatement notice served pursuant to Section 80 of the Environmental Protection Act 1990. I must draw to your attention your right to appeal against the notice in a Magistrates' Court within 21 days of the date of service of the notice. The grounds for an appeal are outlined on the back of the Abatement Notice. The enclosed notice requires you to abate the nuisance and prohibit the recurrence. To this end, you may wish to consider the measures that we have already discussed, including:

- Only have a DJ event (with elevated noise levels) once a month as per your license agreed at the time of the variation application. Please note that even if you restrict the DJ events to once a month, the volume and bass levels need to be such that there is not undue intrusion into the resident's properties above. This is something that perhaps I could advise upon, following the investigations.
- Ensuring the volume and bass levels of amplified music at other times is at low levels such that it doesn't unduly affect any neighbours.

- You may prefer to carry out structural works to mitigate the noise nuisance and comply with the abatement notice. However, I am not convinced that structural works will successfully abate the noise given the volume you play the music at and the structure of the building. This is obviously something which you would need to talk to your landlord about prior to any works commencing, and I would suggest obtaining professional advice from a qualified acoustics company. Furthermore, the property is a listed building, and any structural or physical measures/works may require planning permission. You would need to discuss any proposed measures with the owner of the building and the Conservation team at North Herts Council for advice on this. Some information on such matters can be found on North Herts Council Website at: <https://www.north-herts.gov.uk/apply-consent-work-listed-building>.

It is also apparent from my investigations, and, indeed, by your own admission, that you are having DJ's every Friday and Saturday nights (until 2am and sometimes beyond this time as indicated by the recordings). This is in contravention of the noise management plan agreement made at the time of your variation application (12th November 2023) and, therefore, represents a breach of the condition on your license. I have discussed this matter with the Licensing Team who have confirmed that this is the case.

If the noise and disturbance continues unabated, Environmental Health may look to take enforcement action or seek a review of your premises license. The Licensing department may also pursue enforcement action in regard to the license conditions. I, along with Licensing colleagues, are happy to meet to discuss this matter. Should you wish to do so then please advise and we can arrange a time to visit.

I hope this letter is self-explanatory, but should you have any queries or wish to discuss the matter please contact me on the telephone number or email address above.

Yours sincerely,

Alan Stone
Senior Environmental Health Officer



**North
Herts
Council**

I HEREBY CERTIFY THAT
THIS IS A TRUE AND
EXACT COPY OF A
NOTICE SERVED BY
FIRST CLASS MAIL ON 18/2/26

Environmental Protection & Housing Team
North Herts Council
Council Offices
Gernon Road
Letchworth Garden City
SG6 3JF

Notice

Environmental Protection Act 1990, Section 80

Abatement Notice in Respect of Statutory Nuisance

Recipient

Mr Christopher Dodd
[REDACTED]

Statutory Nuisance

Take notice that, under the provisions of the above-mentioned legislation, North Herts Council 'the council', being satisfied of the existence of a statutory nuisance as defined under Section 79(1)(g) of the act at:

Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts, SG5 1BB

arising from amplified music, so as to cause unreasonable and exceptional intrusion of noise to occupiers of nearby dwellings.

Abatement

As the person responsible for the premises, the council requires you within 7 days from the service of this notice to abate the nuisance and prohibit the recurrence of the same.

Penalties

If, without reasonable excuse, you contravene or fail to comply with any requirement of this notice you will be guilty of an offence under Section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine together with a further fine of an amount equal to one-tenth of the greater of £5000 or level 4 on the standard scale for each day on which the offence continues after conviction. The council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the council may execute the works and recover from you the necessary expenditure incurred.

Appeals

You may appeal against the notice to a Magistrates' Court within 21 days beginning with the date of service of the notice. See the notes for information on appeals.

Officer

Signature: [REDACTED]

Date: 18th February 2026

Name:

Mr Alan Stone

Contact address:

North Herts Council, Council Offices, Gernon Road,
Letchworth Garden City, SG6 3JF

Title:

Senior Environmental Health Officer

Email: [REDACTED]

Telephone: [REDACTED]

Appendix E: Email from Licensing to the DPS setting out the position in relation to the Noise Management Plan Condition

From: Jasmine Jennings [REDACTED]
Sent: 09 June 2026 10:21
To: Bridgetown Monroe [REDACTED]
Subject: Bridgetown Monroe - Licence
Importance: High

Good morning,

It has been brought to my attention that you have not yet had a Noise Management Plan approved for Bridgetown Monroe, despite my e-mail to you in May last year.

For clarity, the email I sent to you 1st May 2025 was to inform you that the agreed condition was missing from your copy on site and to let you know that I had attached the current copy for you.

The condition raised was

‘Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.’

The email was to establish what licence you had on site, and if you required a replacement copy; neither of those questions were answered. You did mention some steps you were taking with regard to noise, however in my opinion this was not a plan, and it was not for my personal assessment. As a result, I did not reply to the email, and I sent it on to the noise team to assess.

This week I been informed that you have mistaken the absence of a response from me, as ‘approval’ for your email which you suggest is a ‘noise management plan’.

For the avoidance of doubt, I must make it clear that the email you sent to me was not sent to the Licensing Authority as laid out in the abovementioned condition, nor was it approved.

In continuing to operate the extended hours of opening, without an approved NMP, you will be in breach of your licence, and this could lead to a review. We always strive to support our licensees, and as this seems to be an honest misunderstanding, I won't be recommending any action at this stage. However, please note that you must submit your plan and have it approved prior to any further use of those extended hours of opening.

Please acknowledge receipt of this e-mail at your earliest convenience.

Kind regards,



Jasmine Jennings
Licensing Team Leader



NHDC have requested this is saved as a PDF – 11.09.26

I am writing a reference for the team at Bridgetown Monroe Bar. They have been a valued member of the Hitchin BID family for several years and it is extremely important that they are allowed to operate as a town centre bar here in Hitchin. For anyone complaining about noise I'm not sure what to say other than it is a town centre... it will be lively. How blessed we are that we have an active town centre rather than a boarded up, dead end, wasteland.

We know they are good neighbours to the people along Bucklersbury and communicate well with those around them. They also won a public vote last year and were crowned 'BEST OVERALL BUSINESS AWARD FOR HITCHIN'. We, Visit Hitchin, will always fight for our town centre businesses and we often remind people who live in the town centre that they, the businesses, must be allowed to operate. These local business and people are what makes Hitchin great.

Danny Pearson – Hitchin Town Centre Manager.

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Bridgetown Monroe
6 Bucklersbury
Hitchin
SG5 1BB

Reference- Premises Review LC/14160

This is a written statement from the owner of Bridgetown Monroe, Christopher Dodd. (Woody)

Without prejudice

To whom it may concern.

OPENING SUMMARY

This case is not simply about a noise complaint. It is about the future of my business, my family, my staff and a venue that I have spent years building into a successful and respected part of Hitchin.

*I opened Bridgetown Monroe on 28th October 2023 after three years of planning. For the first 22 months of trading, we had **ZERO complaints**. Since a resident moved into a flat above the bar, I have faced a noise complaint that now has the potential to remove the 2am closing time that my business has operated under since November 2023.*

I have not ignored the complaint. Quite the opposite. I have worked extensively with the Council and Environmental Health and have made significant changes to the way my business operates. I have removed speakers, installed a decibel restrictor, monitored sound levels, removed the Friday DJ night, increased staff training and introduced further measures to manage customers leaving the venue. I have repeatedly tried to find solutions and accommodate the concerns raised.

I accept that residents have a right to enjoy their homes without unreasonable disturbance. At the same time, I ask that the wider circumstances are properly considered. The complaint relates to a very limited period of trading, while the financial consequences of losing the final 90 minutes of my weekend trading would be devastating. Those hours represent nearly half of my takings in the figures provided. The bar currently breaks even, and I have no financial backing or reserves to absorb that loss.

This is my entire livelihood. I am a one-man band, a father of three young children, and Bridgetown Monroe supports my family and provides employment for others. Closing earlier would not simply reduce my profits — it could force the business to close altogether.

*I am therefore asking for what I believe is a reasonable and proportionate outcome: **allow Bridgetown Monroe to remain open until 2am at weekends, with the restrictions and noise-management measures already in place continuing. The only change I would like to have the DJ remain on Saturdays until 2am close, with the removal of the bass.***

I have listened. I have adapted. I have spent significant amounts of money trying to resolve this. I am still willing to work with the Council and my neighbours.

*All I am asking is that the decision considers not just the complaint, but the **36 months of responsible trading, the measures I have already taken, the wider circumstances and the devastating consequences that reducing my hours would have on my business, my family, my staff and the wider Hitchin community.***

HOW WE GOT HERE / OUR LICENSING HOURS

I opened the bar at 6 Bucklersbury, 28th October 2023. The bar had been three years in planning and was delayed due to Covid. The owner of the bar is Christopher Dodd and is the sole director, founder and beneficiary of the business.

I have put everything I own financially, physically and mentally into making the bar a success and I have carefully managed all the 4 conditions of the licence to make sure they are each adhered to.

We are considered one of the safest venues in Hitchin, if not further afield, and we make a very conscious effort to make everyone feel very welcome, safe and, the end goal, to give them a great night out, responsibly.

When we opened, our hours were 12.30am close on the weekend, but quickly, after a month, I applied to extend my hours to close at 2am. This was granted immediately via Alan Stone, and at the time I was aware that was it. Everything was confirmed and arranged. I received my licensing in the post and it has been proudly displayed on my bar ever since.

I was then informed (Feb 26) that Environmental Health didn't inform Planning of the change and this had to be retrospectively adjusted. This is something I have been trying to achieve ever since I was informed. I was advised that Licensing forgot to inform Planning. Unfortunately, because this has gone alongside this noise complaint, Alan won't sign off retrospectively the previously agreed licence extension.

I am a very conscious business owner who is extremely respectful of customers and adjoining neighbours. I have become very close friends with surrounding businesses and I am very well known around town. This is because I am genuine, honest, respectful and hardworking.

As you enter the venue, we have signs on the front windows asking customers to be respectful of my neighbours when leaving the venue. I have door staff who respectfully manage noise outside the venue. They also restrict people taking drinks outside the front to prevent lingering and noise complaints.

OUR DJ

Our DJ is purposely the same DJ for the last three years. That is deliberate because he knows the staff, customers, and the rules of our venue. Unlike other venues in town, we keep it the same so these rules can be adhered to. The DJ has become part of the furniture and any negativity on the bar hurts him too. He has a lot of invested time in the bar and would do anything to keep it going as it is.

The noise we have determined in LOW FREQUENCY which is caused by bass. Vocals and treble don't go through walls and structures as much. Alan has confirmed that it is low frequency coming into Bruce's flat. We have removed the dedicated bass speaker and from 11pm we remove the bass from all tracks. This will stop any low frequency travelling up, and stop all noise issues. We have been doing this since the start of August.

BRUCE – THE COMPLAINANT

Bruce, who is the person complaining, moved into his flat 9/10 months ago. That's 22 months after I opened. That is 22 months of consistent trading with ZERO complaints. That is over 6000 hours of being open without any complaints. Bruce then moves in, and complains immediately. Bruce (complainant) did originally come direct to me with noise concerns and I addressed him professionally and worked with him on all points to rectify.

Then he went to the Council directly when he wasn't happy with the result of my actions. I did ask Bruce if he was aware of the type of venue I was, and he self-admitted he didn't do his research fully, if not at all. He admitted he attended my bar at 6pm on a Saturday evening when it is very quiet. He never once looked at the social media and in turn made his judgement based on the 6pm Saturday viewing. He didn't even speak to me in the bar upon viewing. All it would have taken was a simple social media scan, 2-minute conversation or a later visit. To be honest, the estate agents holds a responsibility here.

Since Bruce has gone to the Council to complain, it has been nothing short of a vendetta against the business. He has been consistent in his approach to destroying my reputation, and my mental health.

I have been speaking to the business next to the bar, Found Love, and I have discovered Bruce complains about their music and even complaining about their hoovering. He has been found knocking on their glass window at 7.30am to complain about this hoovering. Please bear in mind the business next to me is a up market hair salon. This is a testament to Bruce and his partner complaining about everything and not appreciating the noise a town brings. Below is a statement from Matt the owner of Found Love to explain the situation.

“He has even complained about a member of our team, Wayne vacuuming the salon floor, this is routine cleaning that any business needs to do, carried out briefly and a reasonable time of day. Apart from Bruce, we have received a noise complaint of any neighbour, resident or business in three years of trading, in my view the noise he has objected to, is minimal and no more than you would expect from a business operating normally. As Bridgetown Monroe's closest neighbour and business, I have not found noise from the bar to be a problem during our opening hours. I believe the facts in this statement are true”

Name- Matthew Sockalingum

Position- Owner Found Love

Date- 6/10/26

THE EFFECT ON ME AND MY BUSINESS

Please note, I am a one-man band. This bar is everything to me and it supports my entire life financially. I am a father of three young children and without this bar, and it running successfully, I lose everything. That is fact in this case.

I don't dispute he hears noise in his flat, but it isn't in any way disruptive and what needs to be considered is he lives in a town centre and he purposely chose to move in above a busy bar. He chose that. I didn't ask him to move in there, he chose down to his own free will to be there. Please note, he hasn't purchased the flat, he rents it. He has the freedom to move away at any point beyond his contract.

TOM – ANOTHER RESIDENT ABOVE THE BAR

I know of Tom who lives in the same block of flats above my bar and owns his property. He purchased his house and moved in before I opened the bar. He has never ever complained about any noise. He is also physically in closer proximity to the bar than Bruce is. Not one single complaint from Tom. I always engage with him when I see him, I make sure of this as a responsible licence holder so that if he did have any concerns, he can address them with me and I would be sure to fix the matter.

BRUCE AND HIS PARTNER

Bruce and his partner have been nothing but horrendous towards me. They only complain because they have a vendetta against me and the bar. They have been caught being extremely rude and vulgar to my customers, they have been secretly filming customers entering my bar and, even worse, decided to stand on their doorstep on the street and discourage people from entering my bar. This has been a running thing with them and it only just proves his issue with the venue, not the noise. They have set up a what's app group between all the residents, encouraging them to complain. This is becoming harassment and a huge detriment to the bar.

Since the licence review has been actioned, there has been another neighbour complaining via the relevant channels and I question, why did they never complain before the review. This is a clear sign that they are being coerced by Bruce most likely. If there was any sound issues then we would of been informed immediately.

I have been made aware of a situation with some verbal language directed at a tenant from a unknown customer. I have reinstated and trained my door staff to be aware of situations like this, to manage them best they can and to be focused on any customers that don't align with our four licences objectives. We wasn't aware of any situation but we will now be a lot more vigilant and welcoming of this information. We have incident log manuals to track and record any issues.

At the end of the day everyone deserves to live a comfortable life and feel safe. I have tried hard to resolve any issues put in front of me and I just expect the same in return. There needs to be a understanding of living in a town centre. It comes with pros and cons. A town centre will always been noisier than a village location. I choose to live in a village because a town centre is too noisy

for me, but in return I don't have facilities on my door step. I want for the complainant to be happy but there needs to be an understanding that living above a bar will come with some noise.

ALAN STONE

I find Alan Stone conflicting in his approach to this complaint. In person, he is nothing but nice and accommodating to the situation that I have been put in, but when he is with Bruce and via communications such as emails and phone calls, he is very one-sided on the side of Bruce. You can see he has been manipulated by Bruce and is a victim to someone consistently complaining and him buckling under the pressure of his noise complaints.

Please note, this is the only complaint Alan has received about the bar. The one previous to Bruce never went to fruition because they moved out and was never even processed into a system. In nearly 36 months of being open, ONE SINGLE person has complained and I find my business at risk.

I would understand a licence being put under review for drugs or violence, but for one person to complain feels really unjust, especially when I have worked hard and accommodated a lot of Bruce's and Alan's wishes to help mitigate any further noise issues.

I have also consistently been ignored on two points which I would of appreciated the answers on because it would of helped mitigate the issues further. I have repeatedly asked for the DB readings as evidence so I can see the exact readings to manage expectations. I have also repeatedly asked for the confirmation of which is the party wall with the complainants flat, and I have been ignored each time. I am a true independent business with no money in reserve to spend on a hit and miss approach to sound proofing. Once I have the party wall I can sound proof that wall and all sound issues will be solved.

EVERYTHING I HAVE DONE TO REDUCE NOISE

I have had several meetings with Alan and many calls and emails and, to Alan's testament, always been accommodating and welcoming. I have taken so many steps and measures to whatever noise in Bruce's flat is reduced. The steps I have taken are as followed, and this has been under Alan's provision.

- Removed the Monitor speaker
- Removed the Base speaker
- Removed the two speakers attached at the end of the bar. (Where Bruce lives)
- Attached a Decibel Restrictor to the speakers. 80DB max in the bar. This was instructed by Alan
- because it allowed the DB in Bruce's flat to be acceptable
- Consistent use of a DB reader to maintain any unruly peaks in the music
- We have asked customers who do shout to keep the noise down
- Staff have training every 6 weeks to manage noise

- We have a door man at the rear of the bar and myself at the door instructing customers to leave quietly and respectfully when closed.
- I have removed the DJ night on Friday. This leaves ONLY Saturday evening. (Please note we have a DJ on bank holiday Sundays when my licence allows late opening Only)
- I have sat down with Alan and his team to manage any situation
- I have involved external parties to help mitigate any concerns
- I have made a conscious effort to find the correct wall to sound proof (evidence can be supplied)
- I have offered to sound proof the wall in the complainants flat.
- I have shown evidence that noise does come from the pub opposite ours, (The George) as well.
- We have stopped our DJ from playing beyond 12.30am on a Saturday until this issue is resolved.
- We have put privacy lock on the iPad that plays the music through a small Sonos speaker setup.
- Only the manager and owner can alter the sound levels on the iPad. Making sure its within DB.
- We have removed all bass from all songs from 11pm. This stops the low frequency which is what the complaint is about.

THE BUILDING AND SOUNDPROOFING

When I took on the lease of the building, the landlord soundproofed the ceiling for me. This should have been signed off by Environmental Health, but I was advised they forgot to attend the property to sign the work off. This is something that is of fault of Alan and his team, yet again, might I add. The property to the left of the venue is currently derelict, which means there is no insulation or protection their side and rising above them. Noise pollution will leak into that venue and above. Also, the double-level flat directly above my bar is derelict and again has the same issue as next door. The flat above has been derelict for 8 years now and having chatted to the landlord, has no plans to do anything with the building. The ceiling to that flat is already sound proofed and nothing else needs to be added.

I am also concerned about the quality of any insulation in Bruce's flat. His landlord was the same landlord that did the building conversion into the units I hold one of. That said landlord was declared bankrupt due to shoddy building work and was discovered to be cutting corners greatly. One being insulation in the flats they built. The issue here very possibly could be the walls in his flat.

TWO HOURS A WEEK

Bruce is only complaining of noise between 1am and 2am. That is only 2 hours a week. The rest of the time he is fine with any noise he may hear. 2 hours a week. I have advised he could wear ear plugs, OR he can wear headphones with music etc for those said two hours, if what he claims is really affecting his life. Something he seems reluctant to do. Or for the sake of keeping a business open. I have done everything I have been asked for and more, and Bruce has done nothing. There needs to be a little compromise. He chose to live above a busy bar. The noise in his flat, from Alan's own words, isn't that bad, a few DB over the required limit without any limitations put into place his side. For the sake of two hours a week, he can manage the slight noise with examples above, but

his refusal to do anything will close a business, lose my family's income and cost countless jobs and a place for people to feel safe in.

Bruce only rents his flat, he has only lived there 9/10 months, he never did any research into the venue and he knew and chose to move above a bar. I find it really upsetting and unnerving that one person can destroy my entire life, something I have worked incredibly hard to create on a choice, when at the end of the day he messed up and chose to move above my business. I know we aren't a loud venue. We are a very respectful venue that is managed exceptionally well. I really am wanting to work with any complainant and come to a resolve that works for us all.

In total 2 hours a week is the entire complaint and this has been confirmed by Alan and Bruce themselves. I don't believe that is an unreasonable amount of time and it has always been part of the bars hours from November 2023. We are a late night venue. A very respected venue and we in turn respect every aspect of running such an important bar in Hitchin. We are also the ONLY VENUE in Hitchin that gives a place for a night out for over 30's that feels safe and welcoming for that demographic. Reducing the hours beyond 2am will jeopardise everything everyone loves and close permanently.

THE FINANCIAL AND MENTAL IMPACT

I have lost tens of thousands of pounds accommodating Bruce and Alan's complaints. I have lost customers, he has made my life a living hell, severely damaging my mental health further and now has the capacity to get me shut down when I have been nothing but respectful and accommodating. I have consistently asked for the recordings and data readings from Bruce's flat and I have been ignored every time from Alan. I have to believe the way Bruce takes recordings is factually correct, and whatever Alan and Bruce say, is true.

The hospitality industry has bottomed out and every day is a struggle to keep it open. I have created a fun, safe, happy place for people to have a great night out. There is not another venue in Hitchin that caters for over 30's with a later licence. This is incredibly important, the 2am needs to remain so my customers have somewhere to go. The entire industry has bottomed out and the bars earnings in the past couple of months have halved, this is partly down to making the changes to manage this complaint (something that can't be sustained) and also the drinking habits of people have changed. Utilities have doubled, the cost of wholesale drink has gone up 35% and business rates have gone up 120%. With all these added bills and less customers, and then the complaints on top, the bar is struggling. The only way this important business can survive is for the licence to remain as it currently is.

I employ a lot of staff, and they depend on me and the bar for their own survival.

THE NOISE MANAGEMENT PLAN

Alan has stated my Noise Management Plan has changed. I was unaware I had to inform Alan if I had to add more DJ nights etc, but please note this was done unintentionally and when I added more DJ nights, this was done over 20 months ago, and with zero complaints from anyone. I also emailed

my new Noise Management Plan to Jasmine in Licensing, and didn't get a reply. This was over a year ago. Me getting no reply to me means it's accepted.

No customers, no neighbours, no Council involvement, because IT NEVER EVER OFFENDED ANYONE. It's only since Bruce moved in. I added more DJ nights to the bar (only ever Friday and Saturday) because the demographic of Hitchin and the amount of customers coming into town and my bar drastically changed and did what any good or half decent business would do. I had to amend and adjust to the changing times, because if I didn't, the bar would have gone bankrupt many months ago. Whilst I did make this change, I was very respectful. I used the same DJ so he knew my business and restrictions, door staff always managed the door and customers and kept noise to a level I presumed was acceptable. Hence zero complaints.

BUCKLESBURY

Bucklersbury is a beautiful street in Hitchin. This road, before my time and long after I depart, is widely known as the road in Hitchin to go out and enjoy at night time. It is packed with restaurants, drinking venues and is an entry or exit onto the square.

The road is very narrow. (One way), the buildings on each side of the road are old, steeped in history. When I first opened the bar, I was restricted to double glazing the windows because of its heritage status. The floors are the original and can't be removed. My bar is directly opposite what I consider the loudest venue in town. It's all of 10ft across a road, The George. They have DJ's at least three times a week. Their customer base is 18-21 year old kids, which means they attract the Weatherspoons kick out. They allow 60-metre queues of very drunken, LOUD, young adults to wait outside their venue, directly opposite my bar and Bruce's flat. They shout, scream, fight and cause a nuisance. Us, on the other hand, don't allow queuing, are strictly over 21's and certainly don't attract the drunken Weatherspoon kick out. We do this because we are respectful of our neighbours, but because we also don't want a loud bullish crowd in my bar.

The George by a long way is the most violent bar in Hitchin. I have seen countless times how they actively don't care about fights and clearly don't report them when it happens as well. With Bucklersbury being such a narrow street, the noise from their venue lifts at a 45-degree angle and hits the flats above my venue. I have no issue with the noise they create, but I certainly won't be blamed for this. Please note, I am not slandering the George and have a great relationship with the bar management, staff and security. However, it would be amiss if I were to not mention the above points that would majorly affect noise pollution going towards the complainant.

For all of two hours a week between 1-2am, I find myself in this situation. I find it heartbreaking and really disrespectful for what I have achieved.

BUSINESS OF THE YEAR

In the first two years of being open, Bridgetown Monroe won Business of the Year. This is a huge achievement for any business, let alone a brand-new business in such a small town. This is credit to my entire team. This was publicly voted as well. Over half the customers that enter our bar are returning customers. We have loyal fans, respectful customers and I do hope after reading this, long

may it continue. We are a safe venue for all, and create a happy party night out. We have brought a lot of joy to many local people, and this isn't by accident. We all work hard in the bar. Upon request I can supply many references from many influential people in Hitchin.

PETITION AND SUPPORT

We are incredibly well loved and respected by all our customers and since everyone has found out about our licence being put under review for the said complaint, we have been inundated with love and support that proves how much Hitchin Town and its residents from near and far, need Monroes to remain open as it is.

I know that your council review has received 100s and 100s of SUPPORT for the bar, with each one independently expressing their reasons to keep the bar open until 2am. That is know is fact, and if anything, has shown the bar how loved we are, but also it should prove to yourselves, why we should remain as is. How important we are, how respected, how we follow each of the four objectives and damn good we are.

We have done our own independent survey with [change.org](#) and we have been blown away with the level it has received. Everyone has expressed their love, support and demand to keep the bar as it is.

As of 11th October, we have received 1283 support signatures.

It has been shared 1490 times with over 21 comments.

change.org



1,283

Verified signatures

Change.org helps verify signatures are from real people.

Copy link

WhatsApp

Facebook

Nextdoor

Email

X

Save BRIDGETOWN MONROE from closure

Petition progress

Petition starter added an update, 3 weeks ago

Shares

1,490

Comments

21

Avy W • 10 hours ago

Nicola B • 10 hours ago

Lisa Y • 21 hours ago

Victoria B • 22 hours ago

minesh P • 1 day ago

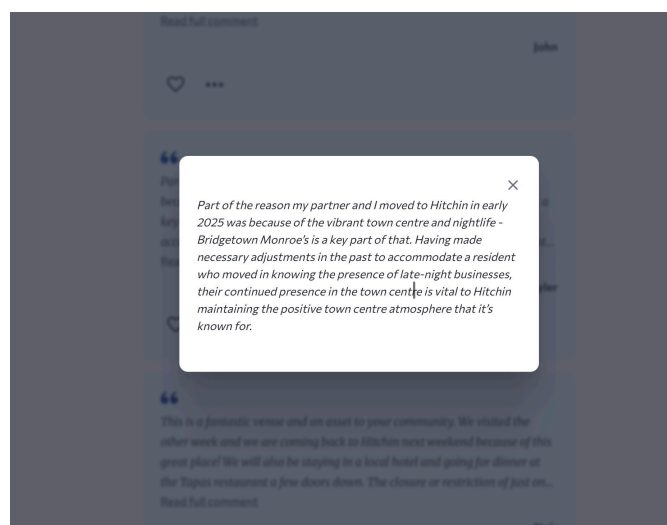
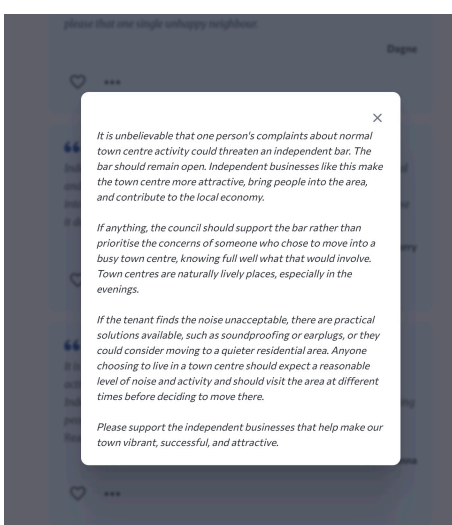
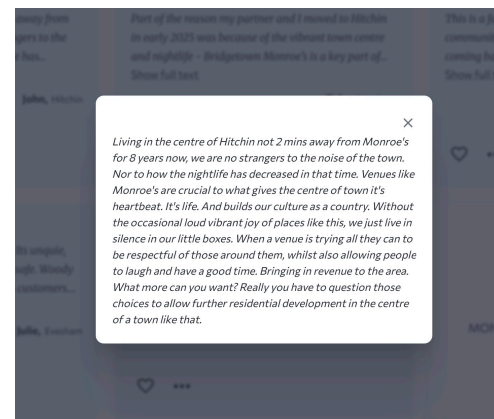
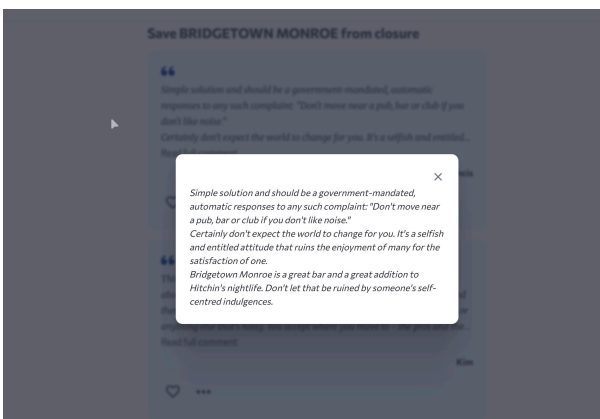
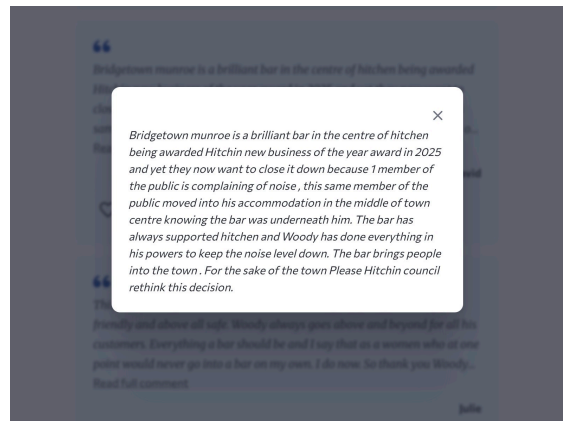
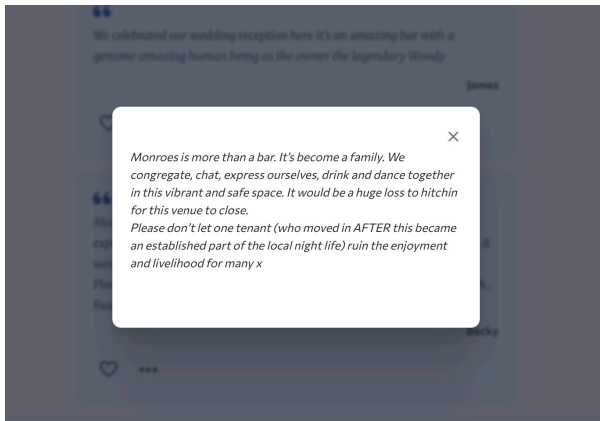
Sarah W • 1 day ago

5

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We knew we was loved by lots of people, but this NOW PROVES it. You can view the petition via this link- <https://www.change.org/p/save-bridgetown-monroe-from-closure/feed>

Many supporters have also added comments, and I have selected just a few of them to give you an idea of their feelings on the situation and the bar.



BBC RADIO 3 COUNTIES

The support has come from far and wide, and our plight has even been picked up by BBC 3 Counties radio. They researched the situation, canvassed in Hitchin town centre and interviewed many residents, ALL WITH POSITIVE POINTS FOR THE BAR, and interviewed myself to understand the situation. This was live on the radio and went out to Tens of thousands of listeners. I was interviewed by their leading drive time DJ Andy Collins on the 1st October. You can find the recording <https://www.bbc.co.uk/sounds/play/m0031vzy>

I finally want to share a statement from Hitchin's town centre manager. Danny Pearson. He is a very influential person in Hitchin, very well respected and a fan of the bar but also has a very level head and a neutral position. His statement is below and like our bars customers and the residents of Hitchin, it is exceptionally positive and important to take on board.

"I am writing a reference for the team at Bridgetown MonroeBar. They have been a valued member of the Hitchin BID family for several years and it is extremely important that they are allowed to operate as a town centre bar here in Hitchin. For anyone complaining about noise I'm not sure what to say other than it is a town centre... it will be lively. How blessed we are that we have an active town centre rather than a boarded up, dead end, wasteland.

We know they are good neighbours to the people along Bucklersbury and communicate well with those around them. They also won a public vote last year and were crowned 'BEST OVERALL BUSINESS AWARD FOR HITCHIN'. We, Visit Hitchin, will always fight for our town centre businesses and we often remind people who live in the towncentre that they, the businesses, must be allowed to operate. These local business and people are what makes Hitchin great."

Danny Pearson – Hitchin Town Centre Manager.

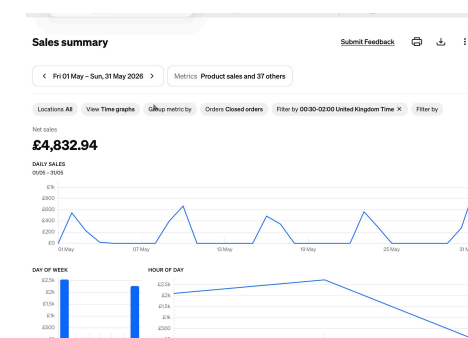
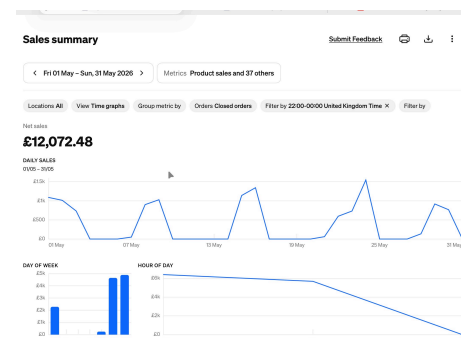
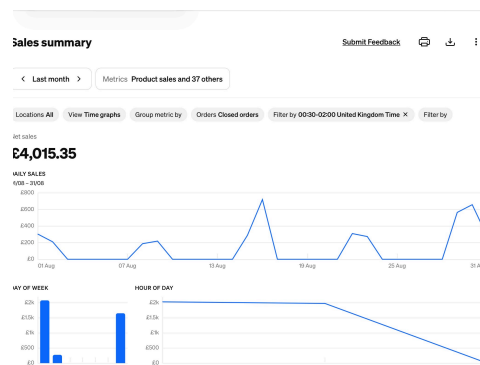
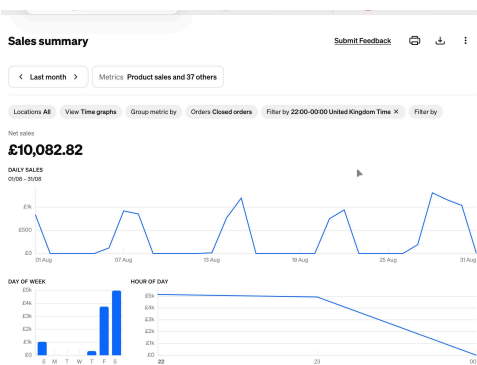
MY FINAL PLEA / THIS IS MY LIFE

I am pleading with you to see this from my side of the coin, and how this is something that has escalated for no reason. I have accommodated and helped at every single moment through this horrendous process with Bruce and Alan and I really hope you can see it in your heart to leave the licence as it is, and with the measures I have put in place, see how respectful and helpful I have. The 2am licence has to remain for many reasons, financially it is vital, a place for over 30's to end their night is vital. My staff need their hours for a liveable wage. The bar is my future, my families future and my partners. I have worked for 7 years to build this bar to the level it is. I have succumbed to the bar breaking even currently or a loss, but It can't change anymore or it won't survive.

At the end of the day, he moved in above a very busy, successful bar, which helps a lot of people in their lives. Even more so today, people need their sanctuary, which we are to many, and they need to enjoy themselves and to feel like they can be anyone without judgement. Here at Monroe's we are just that. I have put a lot of measures into place to make everyone happy. This is including Bruce and all neighbours. These measures were in place before Bruce turned up, and that is proven with zero complaints in 22 months. I have added additional measures to personally accommodate Bruce, and I am at a point with Alan's suggestions, that the business simply isn't viable and will haemorrhage money, and will have to close. This will destroy my life as well as my family's and staff. I employ a lot of people throughout the year and this is something that will drastically change with current staff and any further hires.

I am asking to remain open until 2am with the continuing restrictions in place. 2am on the weekend is not a lot to ask, especially when The George is 3am, SpeakEasy is 3am and I have been 2am since November 2023.

I ask you to look at these figures from two random months of the year. These are the till sales for the entire month through two blocks of times. 10pm-12am and 12.30am-2am. The reason I am showing you this, I am a one-man band. I have no backers, no loans, no anything. The bar as it stands breaks even. What comes in, goes straight back out running it. Any restriction on the bar closing time wise, will cripple the bar immediately and force it to close. I don't have any reserve funds to cover the gaps in loss of earnings.



As you can see in both months, the times from 12.30am to 2am is nearly half the takings. That solid 90mins is my biggest sales hours. If I lose this, the bar closes. I am a hard working individual that is navigating what is a really tough times for hospitality.

The added pressure of one single person complaining for one hour a night (two nights only) isn't fair, but you can see the repercussions of closing early will ruin a lot of lives. I have accommodated, been respectful and wise to my surroundings. I just want Bruce to do the same as well. I am willing to work with you all on this matter, and if there is anything I can further do more than what I am doing, which works within the means of running a successful bar, then I will do it. Please also note, Monday through to Thursday and Sunday I am silent as a bar.

Please allow for the bar to continue to operate on the hours of 2am close on the weekend. For my family, for my staff and for our customers and Hitchin.

We are a staple of Hitchin. We are adored and loved by so many people and I plead and pray you can help me remain open to the hours I have always done. I will in turn continue to be respectful and helpful towards all neighbours. I want to keep Hitchin vibrant and exciting, and having a successful nightlife is key to its success.

I really appreciate your time and assistance on this. Thank you for your patience.

Woody x

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Bridgetown Monroe
Appendix E - Representations by other persons
Supporting the Review of the Premises Licence

1 - Amelia Rose Rampling - Apartment 5, Rear Of 4 Bucklersbury, Hitchin, Hertfordshire, SG5 1BB

I wish to make representation to be considered in the license review for Bridgetown Monroe's in Hitchin. I have lived in the property directly above the premises for more than a year and have experienced persistent problems with **noise** from the venue, particularly on Friday and Saturday evenings.

The premises frequently appears to operate beyond 2:00 am on these nights, which I understand may be beyond the hours permitted under its current licence.

The level of amplified music, and particularly the bass, has at times been excessive to the point that it has caused physical vibration within my flat. On occasions, my bed has visibly and audibly vibrated because of the bass. Following complaints made to the local council and our local councillor, the situation has improved to some extent.

However, the problem has not been resolved. I continue to experience low-frequency thudding from the premises, despite making repeated requests for the bass levels to be reduced. The ongoing noise has a significant impact on my ability to enjoy my home and, in particular, to sleep. I have had to use earplugs in an attempt to sleep and, on many weekends, I have felt that I need to spend time away from my own home because of the disruption. I do not consider this a reasonable level of noise for a residential property, particularly during the early hours of the morning. I am also concerned about the nature of the premises' operation and the impact this has on residents entering their homes. The venue appears to operate more like a nightclub, resulting in groups of customers congregating outside the entrance and in the vicinity of my front door late at night.

I have personally experienced three separate incidents in which male customers outside my front door have made objectifying and unwelcome comments to me as I have attempted to enter my home. Although I appreciate that customers leaving a licensed premises are not, in themselves, necessarily a licensing issue, these incidents have left me feeling intimidated and uncomfortable when entering my own property. On these occasions I have also been concerned that individuals could identify where I live. I am further concerned by the response to residents who have raised complaints about the premises. I am aware of identifying comments made publicly by the owner about my neighbour following a formal complaint. This has increased my concern about raising complaints and about the potential consequences for residents who experience problems with the premises. I fully appreciate the importance of local businesses and do not object to the premises operating as a licensed venue in principle. My objection is specifically based on the existing impact of the premises on nearby residents and my concern that the extended licensed activities exacerbate these problems. Given the persistent noise nuisance, the impact on my sleep and ability to enjoy my homes, and the concerns regarding customers congregating outside residential properties late at night, I respectfully ask the Licensing Authority to impose appropriate conditions to ensure that the operation of the premises does not cause further disturbance or nuisance to neighbouring residents and takes my comments into account while determining application 22165.

Received on 22/09/2026 - Apologies for the delayed response. I submitted a second more comprehensive description, but yes to points **1 and 2**. Generally the bar was open late at night, so less concern for children safeguarding. I have no evidence that they serve minors.

Sent to ARP on 15-09-2026 - Please can you confirm the licensing objective(s) your representation relates to

the **prevention of crime and disorder, public safety**, the prevention of public nuisance, the protection of children from harm

2 - Dr Ring - 2 Bucklersbury Mews, Hitchin, Herts, SG5 1BB

As a former resident of Bucklersbury Mews, I would strongly urge the Licensing Authority to consider the impact that Munroes has on people living nearby. During the time we owned our property, the level of noise from Munroes was unbearable. Extremely loud music continued into the early hours, accompanied by noise from people congregating outside. The combination of amplified music, heavy bass and customers outside made it extremely difficult to sleep and seriously affected our enjoyment of our home. In our experience, there appeared to be insufficient effective control of the noise. The impact became so significant that it was a contributing factor in our decision to sell the property and move.

The particular problem was the nature, volume and late-night operation of Munroes/ Residents in a town centre must reasonably expect some noise, but that should not mean having to tolerate amplified music and substantial disturbance into the early hours. In my experience, the present type of operation is simply not appropriate in such close proximity to residential properties. I would therefore ask the Licensing Authority to consider whether the current licence adequately protects nearby residents and whether much stronger conditions are required concerning amplified music, noise levels and operating hours. If those measures cannot satisfactorily prevent the disturbance, I believe revocation of the licence should be seriously considered. It is an objection based on our direct experience of persistent late-night disturbance and the very substantial effect it had on us as residents.

3 - Debbie Jenkins - 54 Swinburne Avenue, Hitchin, SG5 2RA

Too much noise very disturbing It is a public nuisance. Walked past 10 pm Sat 30 May 9 pm Friday 4 September and 1030 pm Friday 11 September. Noise loud, it is a public nuisance

4 - Michael Gallagher - 6 Maydencroft Gardens, Gosmore, SG4 7EJ

Having previously supported this licence I now wish to withdraw that and object instead.

I have now heard both sides of the story

The noise in question goes way beyond what was agreed when the complainant moved in, regularly going on until 5am at weekends. This establishment requires much closer investigation by the council as those who are supporting this are not aware of the full picture.

5 - Anon – Accepted as this due to concern for Personal safety.

Licence Review Statement Bucklersbury

When we moved to Hitchin town centre, we expected and accepted a certain level of noise from people and businesses. The vibrancy and bustle of Hitchin was one of the main reasons we chose to move to Bucklersbury. We have always lived in busy areas and typical street or business noise has never been an issue for us. We support local businesses and want Hitchin to remain a vibrant and lively town centre with nightlife.

However, the level, frequency and duration of noise from Monroe's is well beyond what could be considered reasonable for a premises situated amongst multiple residences. Our concerns relate specifically to the excessive noise and behaviour associated with Bridgetown Monroes, particularly late at night and in the early morning, which seriously interferes with our ability to sleep and enjoy our home. **Excessive Noise and Public Nuisance** We have experienced significant and continuing excessive noise from Bridgetown Monroes since moving into our apartment in November 2025. We initially approached the bar's management to explain the problems and the detrimental effect on our sleep and wellbeing. It quickly became apparent that the situation was unlikely to change voluntarily, so we reported the noise to the council.

We submitted our first noise complaint in November and were advised to make Noise App recordings whenever the noise was excessive. We have continued doing so ever since. Although the bar's management initially appeared willing to address the problem, proposed adjustments were either

insufficient, brief or not implemented. Any reductions in volume generally followed council intervention and last only one or two weekends before excessive level return.

Inappropriate Operational Practices It would be considerably easier to list the weekends when the bar has not caused significant disturbance than those when it has. The bar hosts DJ or live music events on most days it operates. Even when live music is not taking place, the volume of recorded music is far beyond what we would expect from a venue operating as a cocktail bar.

The frequency of music events is also evident from the bar's own advertising and online presence.

Despite being served a Noise Abatement Notice on 18 February 2026, and despite the council demonstrating during a joint visit to the premises and our apartment the volume at which music could be played without creating excessive noise, we continue to regularly experience noise levels of 40–50 decibels within our property for extended periods while the bar is operating.

As recently as August, the bar advertised four consecutive music events from Thursday 27 August to Sunday 30 August 2026, with DJs from Friday through Sunday and a closing time of 2:00am on all four nights. The owner's post described this as "four days of heavy partying".

During these events, noise levels in our property were extremely high and constant while the bar was open. Similar events have occurred regularly throughout the past 11 months. Noise is typically worst on Fridays and Saturdays, when the bar regularly hosts live DJ nights, but Thursdays and Sundays also regularly involve loud music events which cause major disturbances.

Noise Levels and Characteristics The excessive noise typically consists of constant thumping bass, heavy reverberations and audible lyrics. Customer shouting is also a constant issue and can continue for the duration of the advertised opening hours and often long afterwards. Although our apartment is not directly above the bar, high noise levels are audible in every room. The noise appears to emanate through the walls and floor, with constant vibration throughout the property when the music is loud.

While the bar is operating, noise levels throughout our home are generally around 35 decibels and regularly peak at 45–50 decibels for extended periods.

Noise usually begins increasing and becomes excessive between 8:00pm and 9:00pm, continuing to increase while the bar remains open. Music and shouting usually peak at around 2:00am. Until recently, although music would generally be turned down or switched off at around 2:00am, several loud voices would regularly remain clearly audible for an hour or more afterwards.

For several months, shouting and laughter from customers continued to prevent sleep until 3:00am or later. The noise is distinct and easily identifiable as coming from Bridgetown Monroes. We do not experience comparable problems on days when the bar is closed, despite other nearby premises remaining open.

Taken together, our experience and extensive evidence demonstrate a sustained failure to prevent public nuisance. The excessive music, bass, vibration, shouting and late-night disturbance are recurring consequences of the way the premises operates rather than isolated incidents. Despite repeated complaints, council intervention, a Noise Abatement Notice and numerous opportunities to address the problem, the nuisance continues to substantially interfere with our ability to sleep and enjoy our home. The bar's management initially appeared willing to resolve the issues, but its response became less amicable when it became clear that we would continue reporting excessive noise unless it was reduced to acceptable levels.

We no longer feel able to approach management directly, having been accused of harassment for speaking to the owner about the noise or taking noise-level readings at street level. Effects of Excessive Noise The oppressive and constant nature of the noise causes us significant distress. When the noise is loud, there is no effective respite and our only option is sometimes to leave our home or spend time away.

The heavy bass vibrations mean that, despite purchasing expensive noise-reducing earplugs, sleep is usually impossible while music is being played. We have largely stopped having relatives or friends stay at our apartment because of the disturbance. The repeated disruption to our sleep has affected almost every aspect of our lives.

We both work full time and our days off are important for recovering from the working week. Losing sleep over weekends prevents us from getting the rest we need and creates a cycle in which we may only recover towards the end of the working week before the next weekend's disturbance begins. As a result of the lack of sleep, we have missed work and important family events and are forced to spend as much time away from our home as possible. We both have jobs which can require working some weekends, meaning the loss of weekend sleep can have cascading effects on our work. The resulting stress is profound, and the disruption occurs consistently whenever the bar is operating. The predictable and ongoing nature of the excessive noise is demonstrated by regular Noise App

recordings spanning nearly a year, detailed noise logs, council attendances at our property during the bar's operating hours and multiple allocations of council noise-level and recording equipment. The bar's owner and the council identified the need to protect the amenities of current and future residents during the change of use licensing application.

The bar has nevertheless been allowed to operate in a manner that contradicts those recommendations and differs from what was described in the Planning, Design and Access Statement. Contrary to repeated statements from the bar's owner, we have also been made aware of noise reports predating our arrival in Hitchin and of other residents experiencing similar problems. These experiences demonstrate a sustained failure to prevent public nuisance. The level, frequency and duration of the noise, together with the associated customer shouting and late-night disturbance, substantially interfere with the ordinary use and enjoyment of our home.

Crime and Disorder / Anti-Social Behaviour The bar's use of the pavement as a smoking area, with seating and permanent ash trays, regularly results in rubbish, glassware and broken glass outside our entrance. A fixed ash tray approximately one metre from our doorway means customers regularly congregate in our entranceway to smoke and drink while the bar is operating. As a result, we are forced to interact with the bar's customers whenever we enter or leave our property. Although these interactions are usually pleasant, there have been occasions when they have not been.

We have witnessed aggressive behaviour from customers and, on occasion, people outside the bar have made derogatory comments to us, our guests and each other. The uncertainty of who we may encounter outside our home has made us uncomfortable entering or leaving the property late at night. We actively try to avoid doing so during the bar's opening hours to minimise unwanted interaction. We are particularly concerned that the bar's management has, in our view, exacerbated rather than prevented this behaviour. Several people have told us that the bar's owner makes derogatory and identifying comments about us to customers.

The bar's Facebook and Instagram accounts have several times singled us out and identified us by name in comments made by the owner. The owner has also liked aggressive and demeaning comments and posts made by followers about us. The owner also posted about us by name on the business's Instagram account in a temporary post stating: "all parties start and end at Monroes, sorry Bruce!" We made repeated attempts to work alongside the bar's management to find a suitable solution but no longer have confidence that meaningful changes will be made without intervention and no longer feel comfortable engaging with management directly.

The owner also appears more motivated to create and spread what we believe to be false narratives about us or the situation, in an attempt to invalidate noise nuisance reports, than to make adjustments to reduce the negative effect on neighbours. We believe the bar has instead portrayed itself as a victim online to garner public support rather than taking responsibility for the nuisance or making changes that would produce tangible results.

Aggressive Behaviour On 19 April 2026, after returning home, five men were standing in the entranceway to our flat. My younger brother and mother were staying at the property at the time. It appeared that the bar's customers had been made aware of who we were by the bar's owner. When the men were politely asked to move so that we could enter our property, they became belligerent and aggressive, and one of the men blew smoke into my mother's face. After a heated discussion, during which the five men continued to stand imposingly in our doorway, we were eventually able to enter our property. The incident was captured on camera. The bar's security staff subsequently ushered the men inside the premises. Immediately afterwards, the bar's owner exited the premises and physically encroached on my younger brother. After asking who he was and learning that he was my brother, the owner threw him onto the ground in the road, seconds after a car had passed. My brother was fortunate not to have been seriously injured or worse. The bar's security staff then restrained the owner and sat him down outside the premises. Audio of the conversations following the incident was recorded. The owner's wife and apparent co-manager apologised profusely and pleaded with us to allow the owner to apologise, clearly recognising the seriousness of what had occurred. They asked us to contact them rather than the owner because he was incapable of discussing issues without becoming upset. The security staff described what had caused the incident, and both the owner's wife and security staff acknowledged witnessing the violence and the events leading to the confrontation. While re-entering our property, rather than apologising, the owner threatened us with further physical violence. This was also recorded. The recordings of the conversations following the incident and CCTV footage were provided to the police shortly afterwards because we were concerned about further violence or escalating aggression in connection with the ongoing reporting of the noise nuisance.

These experiences raise serious concerns regarding the **prevention of crime and disorder**. The repeated anti-social and aggressive behaviour of patrons, the failure to adequately control customers congregating immediately outside our home, and the incident involving the owner's physical violence towards my brother and subsequent threats have left us with genuine concerns for our safety. We do not believe the current management of patrons and security arrangements are sufficient to prevent crime and anti-social behaviour or protect public safety.

Relevant Planning and Public Documentation Planning, Design and Access Statement - Statement of Intent March 2021 "Planning permission and LBC was granted in 2020 to renovate, convert, and extend the existing buildings 2-8 Bucklersbury from a vacant department store into 8 new residential units, a small office space (B1) and a flexible commercial space (A1,2,A3) on the ground floor of 3-5, and 6-8 Bucklersbury.

This application is for a change of use of the ground floor of No6 only, in order to meet local demand for use as a bar. The applicant is the future leaseholder of No6 Bucklersbury." "The bar will be very much a bar and not a night club (which is reflected in the hours open) and will be a place to go and enjoy drinks with your friends and family and have a little dance, but all very casually and respectful of all the neighbours around the bar".

Chance of Use Decision Notice - Development & Conservation Officer Remarks Application:

21/00905/FP Proposal: Change of Use from flexible Ea, Eb and Ec to Sui Generis Use - Cocktail bar.

Location: 6a Bucklersbury, Hitchin, Hertfordshire, SG5 1BB Plan Nos: 936-CYA-A4-XX-DR-A-00200-A

936-CYA-A4-ZZ-DR-A-00201-A 936-CYA-A4-ZZ-DR-A-00202-A "3. Opening hours of the proposed

cocktail bar (sui generis use) hereby permitted shall be restricted to the following hours unless otherwise agreed in writing by the Local Planning Authority: Monday (excluding bank holidays) 11am

to 11pm • Monday (excluding bank holidays) 11am to 11pm • Tuesday 11am-11pm • Wednesday

11am-11pm • Thursday 11am -12.30am • Friday 11am- 12.30am • Saturday 11am -1am • Sunday

12pm (mid-day) until 10.30pm • Bank holidays 12.00pm (mid- day) until 10.30pm Reason: To protect

the residential amenities of existing and future residents". 21/00905/FP - Change of Use from flexible

Ea, Eb and Ec to Sui Generis Use - Cocktail bar. – Consultee Comments "Noise/Nuisance Residential

accommodation is proposed above this proposed development. Drawing 936-CYA-A4-ZZ-DR-A-

00202 provides details on acoustic noise mitigation measures (acoustic suspended ceiling and

secondary glazing to windows); these are acceptable. The proposed opening hours are noted -

Tuesday and Wednesday until 23.00hrs; Thursday to Saturday until 01.00hrs and Sunday until

22.30hrs. I have reviewed the opening hours of nearby Licensed premises. Due to the disturbance

associated with patrons leaving Licensed Premises I recommend slightly earlier closing times than

those proposed for Thursday, Friday and Saturday. See recommendation below. Recommendation: 1.

The class use hereby permitted shall only be permitted to open for the following hours:- Tuesday and

Wednesday 11.00hrs to 23.00hrs; Thursday, Friday and Saturdays 11.00hrs to 00.00hrs and Sundays

12.00hrs to 22.30hrs". The Planning, Design and Access Statement dated March 2021 states that

planning permission was granted to convert the buildings at 2–8 Bucklersbury into residential units,

office space and flexible commercial space, and that the application sought a change of use of No. 6

to a bar. The subsequent planning decision concerned the change of use to a Sui Generis cocktail bar

at 6a Bucklersbury. The planning decision restricted the permitted opening hours "To protect the

residential amenities of existing and future residents". In the remarks made by the consulting officer

from the environmental department they recommended further reductions in the bars operating hours

to protect the amenities of current and future residents. These documents demonstrate that both the

bars owner and the council recognised the need for control limits to mitigate noise nuisance, since the

conception of the premises operating as a bar. Conclusion During this licence review, we respectfully

request that the council considers our experiences and the substantial evidence we have provided

when assessing the suitability of the premises' current operation. Our experience is that Bridgetown

Monroes operates more like a nightclub than the cocktail bar originally proposed, despite being

located in a building where it was always anticipated that multiple residential properties would share

walls with the premises. The operator has had repeated opportunities to make meaningful changes to

the way the premises operates and to reduce its impact on neighbouring residents. Despite council

intervention, a Noise Abatement Notice, repeated complaints, extensive recordings and numerous

opportunities to resolve the issues, the problems continue. This statement demonstrates: • a sustained

and recurring public nuisance caused by excessive music, bass, vibration, customer shouting and

late-night disturbance; • concerns regarding crime and disorder arising from anti-social and aggressive

behaviour by patrons, inadequate control of customers immediately outside our home, and the

physical violence and subsequent threats involving the bar's owner; and • concerns regarding public

safety arising from the management of patrons outside the premises and the circumstances in which confrontations have been allowed to develop. We therefore ask the council to consider whether the current operation and management of the premises adequately uphold the licensing objectives and protect the safety and amenity of neighbouring residents. Thank you for your time and consideration.

The following is an additional statement from the above person

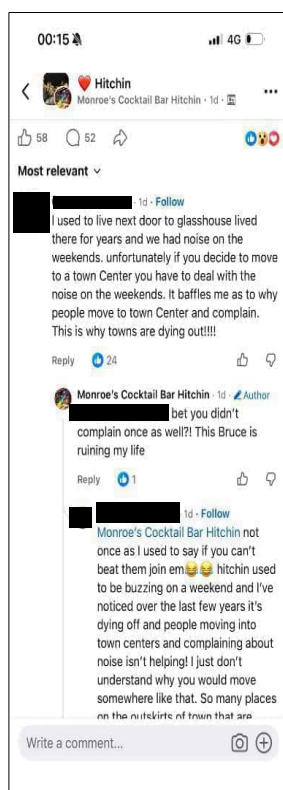
To whom it may concern, This document serves to provide supplementary evidence to my statement submitted for the license review of Bridgetown Monroe ([REDACTED])

Identifying Comments Online and Online Presence

As mentioned in our initial statement, both my partner and I feel unsafe entering and leaving our property. Our property only has one entrance and exit way, immediately next door to the entrance to Bridgetown Monroe. We are often forced to encounter the bars patrons when coming and going from our apartment, and as such, try to spend as much time away over the weekends as possible. This has been greatly exacerbated by the bars management identifying where we live and naming us on their online media accounts.

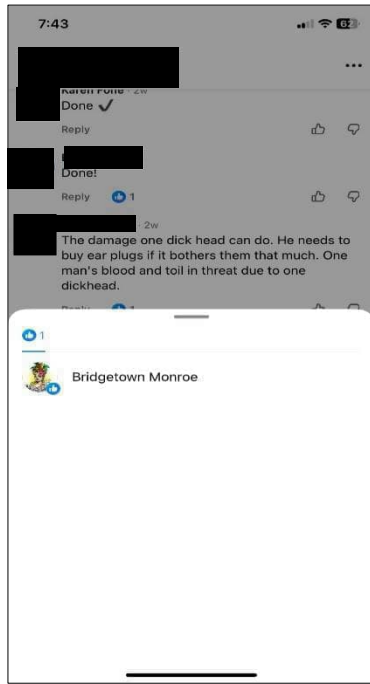
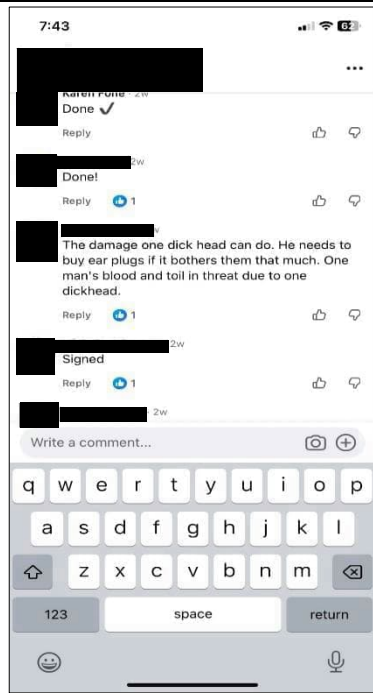


The first instance of this occurred in early May, 2026. A concerned neighbour who follows the bars Instagram account brought the post to my attention. The misspelt post reads: "ALL PARTIES START AND END AT MONTONE'S F**KIN' BANGIN PLACE SORRY BRUCE".



We already felt incredibly uncomfortable once we were told by people that they had witnessed Mr.Dodd informing his customers about our complaints, saying disparaging things about us and telling people where we lived. Knowing that so many of the bars' customers know who we are and where we live, combined with the many instances of violence which have occurred at Bridgetown Monroe has left us feeling unsafe and uneasy using the entrance to our property. We believe it is wildly inappropriate for the bars owner to publicly identify us on his business social media accounts.

More recently, Mr.Dodd has decided to launch an online campaign to garner support from the public for the license review. The posts have been shared hundreds of times across many facebook groups relating to Hitchin and the surrounding area. Several people state they would be making representation despite never visiting the premises.



In one comment a stranger refers to us as a “dickhead”. Rather than disparaging these remarks Mr. Dodd chose instead to ‘like’ the comment.

In this post Mr.Dodd makes multiple false statements to portray himself as a victim and denies making any excessive noise. Additional to the misleading summary of past events, Mr.Dodd identifies us as the sole cause for the license review, despite the fact we are aware of noise complaints raised with the council as early as November 2024. In these posts he outlines when we moved into our apartment and names us in comments on shared posts.

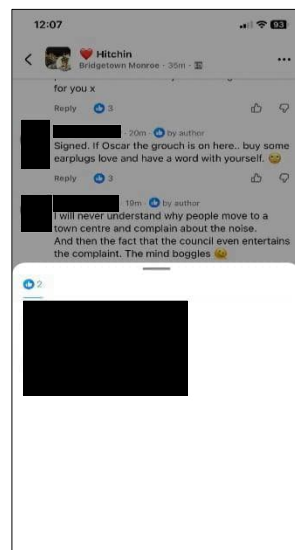
In addition to creating a space for us to be publically shamed and identifying

me by name, Mr.Dodd has also liked several disparaging comments and disgusting comments about us.

In one comment a stranger refers to us as a “dickhead”. Rather than disparaging these remarks Mr.Dodd chose instead to ‘like’ the comment.

This is not just one example of many such comments ‘liked’ by the bar’s owner & manager. A colleague of Mr.Dodd who regularly hosts loud, live music events at the premises also shared the post. As can be seen in the comments of this shared post. This person who regularly works with the bar hosting events, refers to us as identified in the shared post, and makes a disgusting sexual comment about masturbation.

This is just another example of the unwarranted scrutiny we have faced because of Mr.Dodd publicly identifying us. We are repulsed by the remarks made by the bars colleague and shocked that Mr.Dodd would like them. This is evident of the online hate campaign Mr.Dodd has launched against us, dressed up as a petition or seeking support. We don’t expect to be exposed to comments like these, for lawfully and legitimately raising our complaints with the council through the appropriate channels. We have not once publicly made disparaging remarks to or about Mr.Dodd, even after being subjected to violence by him.



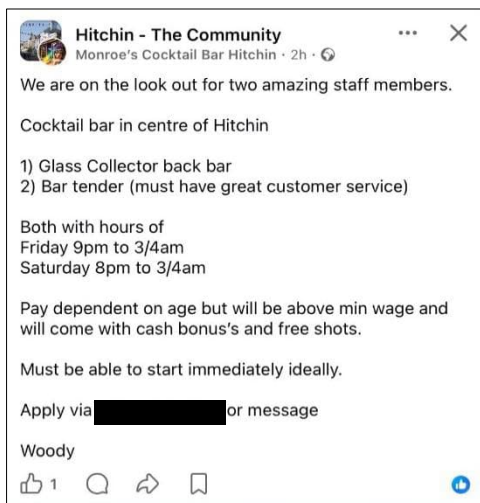
Private Messages from Mr.Dodd



Since being informed of our complaint, Mr.Dodd has repeatedly told us to move or find another flat, as can be seen in this message from 07/03/2026. Whilst publically and pively stating he wishes to work with his neighbours to resolve any issues, and outlining changes he will make to, privately and often publically, he holds us soley responsible for reporting the noise rather than accepting his responsibility to mitigate it.

We have repeatedly been told about alterations to DJ schedules, changes to the sound systems both technically and physically, but the sound level experienced in our flat has only ever marginally reduced, and always reverting to the previous levels after a short time.

Advertisement Highlighting License Breaches



One relevant post which shows Mr.Dodd's refusal to adhere to his license conditions or his licensable hours is a post on the 'Hitchin – The Community' Facebook page as recently as 27/08/26.

In the post Mr.Dodd seeks a glass collector and a bar tender to work Friday's and Saturdays until 3:00am - 4:00am. The bar's closing time is 2:00am.

As stated in my report, we regularly have experienced high levels of noise from several people still inside the bar well past closing time, despite warnings from the council to reduce late night noise preventing sleep.

Violence on 19/04/26

Whilst not included here, we are still in position of the video evidence following the incident on 19/04/26. The CCTV of the incident and audio recording of the subsequent conversations and verbal threats from Mr.Dodd can be provided upon request.

Summary

We have been hugely disappointed in Mr.Dodd inability or unwillingness to make changes substantial enough to improve the excessive noise levels in our home._Constant breaches in license conditions have worsened an already untenable situation.

Perhaps more disappointing has been Mr.Dodd's response throughout the reporting of the noise nuisance. Mr.Dodd has chosen to latch onto us as the source of his problems and seek to demonise us publicly, for being the only neighbours willing to approach him and give him the opportunity to rectify the issues before reporting to the council.

Mr.Dodd has responded in turn; by telling us to move, with violence, and starting an online petition where he promotes degrading and disgusting commentary about us. We certainly don't feel Mr.Dodd has any concern for our safety and that he seems more interested in appearing to make substantial changes than making any. We hope the information and images assist in providing useful contextual background to our experiences dealing with Mr.Dodd, and demonstrate the

profoundly distressing effect his actions have had on myself and my partner. We don't feel this public ousting is an appropriate response, to us exercising our right to accurately and correctly report the several ways the operations of Bridgetown Monroe continue to negatively affect us as neighbours and members of the public.

Thank you for your time and consideration,

The residents of [REDACTED]

6 - Anon 2 – Accepted as this due to concern for Personal safety

Resident Statement Regarding Bridgetown Monroe Resident of [REDACTED]. Hitchin I have lived at [REDACTED] for approximately one and a half years. I am providing this statement to describe the continuing effect that the operation of Bridgetown Monroe, located at 6 Bucklersbury, has had on my home, my ability to sleep, and my sense of safety. I want to make clear that the issues described in this statement relate specifically to Bridgetown Monroe.

My property is on the same side of Bucklersbury as the bar. Although there is another pub on the opposite side of the street, I can distinguish much of the disturbance caused by Bridgetown Monroe. In particular, whenever the entrance door of Bridgetown Monroe opens, there is an immediate and noticeable increase in the volume of music, bass, voices and other noise coming from inside. The noise decreases again when the door closes. This repeated and recognisable change makes the source of the disturbance clear. Music from Bridgetown Monroe is regularly audible inside my home. I can hear the bass in my bedroom, and at times it appears to be transmitted through or felt within the walls. My home is approximately 20 metres from the bar, and the properties on this side of the street form part of a connected building structure. The disturbance is significantly worse during the summer because we need to keep our windows open. However, the music, bass and customer noise remain audible even when our windows are closed.

During the time I have lived at [REDACTED] I have noticed that this problem has become progressively worse. Initially, the loudest music generally began during the late evening, at approximately 10:00pm or 11:00pm. The music has since become louder and is now also clearly audible during the daytime. Noise from customers has increased as well, including loud conversations, raised voices and shouting. Over the last year there has been increasingly louder music, disturbances over a longer part of the day, and increasingly loud customer noise. Recently, Loud DJ events take place more regularly taking place every Friday and Saturday.

There is also a considerable amount of noise from people leaving Bridgetown Monroe at 2:00am or later. This includes loud conversations, raised voices, shouting and groups remaining outside rather than leaving the area quietly. Large groups of people regularly gather outside Bridgetown Monroe. They often talk loudly, shout and remain in the area for extended periods. This is particularly disruptive late at night and during the early hours of the morning. The shouting and raised voices can be clearly heard from inside my home and contribute to interrupted sleep and the loss of peaceful enjoyment of my property. People leaving the bar regularly enter, or attempt to enter, our private courtyard despite the presence of a gate separating it from the public street. There have also been incidents in which individuals have forced their way past or climbed over the gate to gain access to the courtyard. This is a private residential space and is not part of the bar or the public highway. These incidents are particularly concerning because they occur during the early hours of the morning, when residents should be able to feel secure in their homes.

Drinking glasses are regularly left standing around outside and close to our property. On multiple occasions, people leaving the bar have thrown glasses or other items into our private courtyard. Glasses have also been dropped or smashed, leaving broken glass on the ground and around the entrance to the property. This creates a safety hazard for residents and anyone entering or leaving the building. Rubbish is frequently left in the area as well. On several occasions, people have vomited inside our courtyard or directly onto the courtyard gate. Residents are then left with the consequences of this behaviour outside their own homes. The combination of loud music, structural bass, shouting, groups gathering outside, people entering our private courtyard, broken glass, rubbish and vomit has created an uncomfortable and intimidating environment immediately outside my home. I do not feel safe or comfortable leaving or returning to my home late at night, particularly when groups of intoxicated people are gathered outside. This concern is especially significant for my girlfriend when entering or leaving the property alone. These problems have materially affected my ability to sleep, enjoy my home and feel

secure at my own property. They are not isolated incidents but form a recurring pattern, particularly at weekends and during the early hours of the morning. In my experience, the operation of Bridgetown Monroe causes a public nuisance, and the prevention of public nuisance is not being adequately promoted or enforced.

Amplified music and patron noise were seriously affects us as nearby residents. From my perspective, the situation has worsened rather than improved. Music that was previously most noticeable from approximately 10:00pm or 11:00pm is now also audible during the daytime and later at night. Bass is audible in my bedroom and stops us from sleeping at normal times. Customers leaving the premises cause a great deal of noise and leave rubbish, vomit and broken glass in our property entrance, causing a danger to our health. Strangers entering our private entranceway and the atmosphere that exists outside the bar leaves us feeling unsafe and uncomfortable whilst the bar is operating, particularly in the early hours of the morning. I therefore support proportionate action being taken to prevent further public nuisance and to protect the safety, security and quality of life for residents living near Bridgetown Monroe. Also, please do not publish my name or address, as I am afraid this could lead to threats or even more vandalism.

7 - Sam Burford-Eyre - Ground Floor Flat 85 Tilehouse Street, Hitchin, Herts, SG5 2DY

I was the tenant living in Apartment 6, Rear of 4, Bucklersbury, Hitchin, SG5 1BB, between the months of October 2024 - August 2025.

This apartment is situated directly above the Bridgetown Monroe bar and the access entrance to the apartment is directly to the left of the Bar's entrance.

Throughout my time living at the apartment, I was regularly disturbed by the loud music from the bar. This was consistently between the hours of 9pm-2am on Friday & Saturday evenings as the bar hosted club nights with loud music where the bass would travel through my floor and keep both me and my partner awake, directly in contrast to the licensing objective of preventing a public nuisance.

The noise was so bad that I decided to move out of the flat to my current address before my tenancy contract had ended which had a significant impact on my finances. Before moving in, during my viewing of the flat, I asked about Bridgetown Monroe and whether it was a disturbance and was reassured that it was a quite speak-easy bar that only had small speakers and chill music. I would not have started my tenancy at this property if I knew the truth.

These properties were built prior to the initial licensing application for Bridgetown Monroe. During my tenancy I contacted the council to initiate a noise complaint and was in direct contact with Alan Stone to initiate an investigation. However, I moved out of the property before this was resolved. As the entrance to access my property was directly to the left of the bar entrance, I would routinely come back during the late hours and have to pass close to the entrance. It was common that I would have to push passed drunk customers spilling out into the street in order to get to my door, which was particularly uncomfortable. As the entrance to my property was in an alcove, customers would regularly use this area as a place to urinate. I would frequently leave my property in a morning to find broken glass, vomit and urine directly outside my door.

I believe there was little to no effort from the Bridgetown Monroe establishment to prevent this behaviour which is in direct contrast to the licensing objectives of **protection of public safety & prevention of crime and disorder**.

8 - Aisling Dunn - Ground Floor Flat 85 Tilehouse Street, Hitchin, Hertfordshire, SG5 2DY

My partner previously lived at Apartment 6, Rear of 4 Bucklersbury, Hitchin, SG5 1BB from October 2024 with a lease signed until October 2025.

I object to the license based on them not suitably acting on the **prevention of public nuisance (excessive noise into the early hours beyond their current license agreement)**, crime and disorder (guests from the venue drinking on the street outside would regularly publicly urinate in the doorway next door which was the entrance way to the property and it would be left for residents to clean up and was never cleaned up by the venue, along with vomit and cigarette butts), and public safety (drunken guests loitering outside the venue and in the doorway to my partners flat could be aggressive at times, would cat call me and make me feel unsafe when entering the property at night).

When my partner was living in the property, we prioritised him coming to stay at mine on weekends as the noise levels were intolerable into the early hours of the morning, often beyond 2am on both Fridays and Saturdays.

On bank holiday weekends Sunday nights were also a significant issue. I then moved to Hitchin in August 2025 but we leased somewhere else whilst still paying rent on this property as our inability to sleep became intolerable.

Prior to this we did try to address the issue directly with the owner, which made little to no material difference, and he was aggressive and rude to my partner who often times would go down to the venue to complain.

We also raised an objection with the council which should be logged. The level of noise was completely unacceptable for the time of night and even with earplugs the bass coming from the speakers would shake through the whole bed, there was simply no escaping it.

I appreciate that this is a town centre street and that some noise should be expected, however the frequency with which they would continue playing outrageously loud music into the early hours went beyond being a **public nuisance**. My understanding is that the flats to the rear and above the venue were built prior to the opening of Bridgetown Monroe, and I therefore strongly believe they should take precedent over the licensing of the venue which has only been there for approximately two years. I am also aware that the level of noise and frequency of noise was actually in breach of the license. Should the venue have been operating within the guidelines set by the council I don't believe it would have been an issue as it would not have been as late or as frequent, and as said previously some noise is to be expected living on a town centre street. I don't however believe the venue owner trustworthy enough to follow regulations, or capable of running a venue with respect towards his neighbours given how long he has been in breach of his license for. His online victimisation of the residents which moved in after my partner moved out on public Facebook pages is not in the interest of public safety, nor is the behaviour of the people frequenting the venue.

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Bridgetown Monroe
Appendix F - Representations by other persons
Opposing the Review of the Premises Licence

1 - Cathy Ransby - 29, Woodcote House, Queen Street, Hitchin, Hertfordshire, SG4 9TL

[REDACTED]
[REDACTED] It positively supports the licensing objectives, particularly the **prevention of crime & disorder, public safety & prevention of public nuisance.**

It is a responsible, well-managed venue where staff take responsibility for customers & the premises. [REDACTED]

[REDACTED]
I understand the review concerns noise. Genuine concerns should be taken seriously but addressed fairly & proportionately. If there have been exceedances, I support Woody working with Environmental Health & the Council to reduce any impact on neighbours. [REDACTED]

[REDACTED]
[REDACTED] I respectfully ask that the Council considers the wider community value of Bridgetown Monroe & allows Woody the opportunity to address any genuine noise concerns through reasonable measures, rather than closure or unnecessary restrictions. [REDACTED]

Please allow it to continue!

2 - Coni Moloney - 56 Chepstow Close, Stevenage, Herts, SG1 5TT

I would like to express my support for Bridgetown Monroe remaining open under its current licence. In my experience, Bridgetown Monroe is a welcoming and respectful venue with a genuine community feel. Woody has created a space where people feel comfortable and safe, and the venue has become somewhere that many customers regard as their local.

[REDACTED]
Whenever I have visited, the atmosphere has been friendly and relaxed. I have not witnessed antisocial behaviour or anything that has made me feel unsafe, and I believe the venue makes a positive contribution towards the licensing objectives concerning **public safety and the prevention of crime and disorder.** I appreciate that concerns regarding noise and the **prevention of public nuisance** need to be taken seriously.

However, I would hope that any specific noise concerns can be addressed through appropriate and proportionate measures, allowing the venue to continue operating under its current licence.

[REDACTED]
[REDACTED] I would strongly support it remaining open.

3 - Gary Wilson - 24 Bayworth, Letchworth Garden City, Hertfordshire, SG6 2LD

I have been visiting BRIDGETOWN MONROE for a considerable amount of time over the past few years and have always been made to feel welcome by the staff and proprietor from day 1 and the community of people that visit this establishment are also of a very friendly nature.

Everyone who knows BRIDGETOWN will agree that this establishment is made for the community and that any problems that may have arisen to do with the music and sound have been understood and compiled with accordingly. Everyone has noticed changes within BRIDGETOWN and has accepted the differences and kept the support.

I have seen a number of situations where intimidation has come into play from a resident above Monroe's and with these intimidation and Woody has not lowered himself to be provoked except on one occasion whereby this one person who I believe was a relation of the tenant had put himself directly into Woody's face causing concern for threat where he and I and others felt a need for defence and to diffuse the situation immediately without anyone being physically hurt at the time.

Also since then I have also seen further nature's of intimidation where the same tenant has been outside Monroe's within a group taking photos and video recordings of Monroe's and making a scene by way singing and dancing outside and chanting which to me seemed strange at the time only to realise it was another moment of what seemed to be intimidating. For what reason is still not certain.

The compliance and support for Woody and MONROE remains of a very high standard and any requests to keep Monroe's going will always be adhered to by the establishment and the community. Monroe's is greatly needed as the community will surely agree as it has the reputation for a warm and comforting and friendly environment to sing and dance and make friends. In all the times I have attended Monroe's I have never witnessed any scale of violence and I'm sure this will remain the case for the future. I give my full support and any help needed to keep Monroe's and support to any tenants that may feel reasoning is also needed.

4 - Nicola Butler - 121 Bursland, Letchworth Garden City, Hertfordshire, SG6 4UY

To: North Hertfordshire Licensing Authority Re: Representation in Support of Monroe's, Hitchin
Dear Sir/Madam, I am writing to make a representation in strong support of Monroe's and its existing premises licence. I understand that the licence is currently being reviewed following noise complaints from a neighbouring resident. I fully appreciate that residents have the right to raise concerns and that licensed premises have responsibilities towards those living nearby. However, I strongly believe that the circumstances surrounding Monroe's need to be considered fairly, proportionately and in the context of the venue's history within Hitchin. Monroe's has been operating for approximately 34 months. The neighbour making the complaints moved into the area approximately 10 months ago, meaning Monroe's had already been an established and successful business for around two years before that resident moved into the property. This is not a case of a new bar suddenly opening next to an unsuspecting resident. Monroe's was already an established part of Hitchin's town-centre evening economy.

I also understand that Monroe's has already taken significant steps to address concerns about noise, including removing speakers, introducing music restrictors and stopping DJ nights. These are substantial changes to a business that has built its reputation around music, atmosphere and providing people with somewhere enjoyable to socialise. It is therefore concerning that, despite these efforts, the business is now potentially facing significantly reduced hours or even closure.

1. Prevention of Public Nuisance I recognise that this is the licensing objective most relevant to the current complaint. However, there must be a distinction between unreasonable public nuisance and the ordinary activity associated with a successful town-centre bar. Monroe's is a bar. It is not reasonable to expect a venue of this nature to operate in complete silence or without any audible music or customer activity. Importantly, Monroe's has not simply ignored complaints. It has actively tried to reduce its impact by making significant changes to its operation. The fact that the venue has already removed speakers, introduced music restrictions and stopped DJ nights demonstrates a willingness to compromise and work constructively with the authorities. I believe the Licensing Authority should therefore consider whether further restrictions would actually be necessary and proportionate, particularly given the measures already implemented. Closing or substantially restricting the hours of an established and successful business would be an enormous step to take and, in my opinion, would be disproportionate if less restrictive measures can adequately address any genuine nuisance.

2. Prevention of Crime and Disorder Monroe's provides a properly managed environment where people can socialise and enjoy an evening out. A thriving licensed venue can make a

positive contribution to the safety and vitality of a town centre by providing customers with a controlled environment, trained staff and responsible management. I have seen Monroe's as a welcoming and well-managed establishment, and I do not believe that its continued operation undermines the objective of preventing crime and disorder. On the contrary, I believe venues such as Monroe's are an important part of a healthy town-centre night-time economy.

3. Public Safety Monroe's provides a safe environment for its customers and is an established business that has been operating successfully for almost three years. Its continued popularity demonstrates the important role it plays within Hitchin's hospitality and social scene. There is nothing about the venue's continued operation that I believe presents a disproportionate risk to public safety. I would urge the Licensing Authority to consider the substantial difference between a busy, successful venue and a venue that is genuinely unsafe or poorly managed. Popularity and customer numbers should not, in themselves, be regarded as evidence of a failure to meet the licensing objectives.

4. Protection of Children from Harm I have no reason to believe that Monroe's fails to uphold this licensing objective. The premises are a licensed and managed establishment and should, of course, continue to comply with all applicable licensing requirements relating to the protection of children. I therefore do not believe that restricting or removing the licence would be justified under this objective. [REDACTED] There is also a wider issue that I respectfully ask the Licensing Authority to consider. Monroe's is much more than simply another bar. It has become part of the fabric of Hitchin. It provides somewhere for people to meet, celebrate birthdays, enjoy music, socialise with friends and have a safe and enjoyable night out. It contributes to the local economy, provides employment and helps create the vibrant town-centre atmosphere that people expect from Hitchin. [REDACTED]

[REDACTED] Of course, the interests of residents must be taken seriously. But the interests of the wider community and the economic and social value of an established business must also be considered. One person's objection should not automatically outweigh the interests of a successful business, its employees, its customers and the wider community — particularly where the business has already taken considerable steps to address the concerns raised.

A proportionate approach I respectfully ask the Licensing Authority to consider the principle of proportionality. Monroe's has already demonstrated a willingness to work with the council and make meaningful changes to its operation. It has not simply refused to engage. It has made sacrifices to try to find a balance between operating a successful bar and respecting its neighbours. I therefore strongly urge the Licensing Authority to consider whether there are any further reasonable and proportionate measures that could address specific evidenced concerns before considering drastic measures such as substantially reducing the operating hours or revoking the licence. The loss of Monroe's would have a significant impact on Hitchin's evening economy, its employees, customers and the wider community. For many people, Monroe's represents exactly what a thriving town-centre venue should be: somewhere welcoming, social, safe and enjoyable.

I therefore respectfully ask the Licensing Authority to allow Monroe's to retain its existing licence and operating hours, subject to reasonable and proportionate measures where these can be demonstrated to be necessary. Monroe's has shown that it is willing to listen, adapt and work with the authorities. I hope the Licensing Committee will recognise that commitment and allow this much-loved Hitchin business to continue to be part of the town's community. I strongly support Monroe's remaining open and retaining its current licence.

5 - Tuulikki Parker - 22 Bedford Road, Ickleford, Hitchin, Herts, SG5 3XH

I support Monroe's keeping its current licence. It's a long-established bar in a central part of town, on a street full of pubs and restaurants, and it's unreasonable for one neighbour who moved in long after it opened to jeopardise its future. Monroe's has worked closely with the council and invested heavily in noise reduction, showing clear commitment to preventing nuisance and running a safe, well-managed venue. It's an important part of Hitchin's nightlife, economy and community. Restricting or closing Monroe's would be disproportionate and damaging to the town. It should remain open under its current licence.

6 - Nigel Appleton - 1 Bethell court, Hitchin, SG4 9FN

I am writing in support of Monroe's and ask that the committee does not reduce its hours or revoke its licence or alter its music license. I live in Hitchin and have visited Monroe's regularly since it opened. In my experience it is a well-run venue. The staff are friendly and the door staff do a good job. It is one of the places in town where I feel comfortable taking friends for a night out.

On the **prevention of public nuisance**, I understand the premises has already made substantial changes in response to the complaint: ending DJ nights, removing speakers and fitting noise limiters, working with the council throughout. That is what a responsible operator should do, and it suggests the proper route is to continue that cooperation with proportionate conditions if needed, rather than cutting hours or closing the business or removing music altogether. I also ask the committee to note that the bar was trading for around two years before the complainant moved in. I don't dismiss anyone's concerns about noise, but the character of a town-centre location with an established late venue was known at the time, and the venue has since gone to considerable lengths to reduce its impact.

On crime and disorder and public safety, I have seen nothing to suggest Monroe's causes problems. It has a reputation as a safe, well-managed venue,

Given the steps already taken, reducing its hours or removing its licence would be disproportionate. I respectfully ask the committee to leave the licence as it stands. There are precious few venues that have music and I fully support this bar.

7 - Carli-louan Foster - 5 Wedgewood Road, Hitchin, Hertfordshire, SG4 0EX

I am writing in support of Bridgetown Monroe's continuing to trade under its current premises licence. I've known Mr Dodd personally and professionally for several years. He has built Monroe's from the ground up into a genuinely unique venue, and he goes above and beyond to look after his customers and to create somewhere people feel safe and welcome.

I understand this review has been brought about by noise complaints from one neighbouring property, who moved in around ten months ago, roughly two years after Monroe's opened. Since the complaints began, he has worked to bring noise levels down: dropping DJ nights, removing speakers, and fitting music restrictors to keep sound within limits.

On the licensing objectives the review must consider, my experience of Monroe's is that it is run properly. I have never seen or heard of any issue around **crime and disorder, public safety, or the protection of children** there.

It has a genuine, loyal following of people for whom it is somewhere they feel at home, not just somewhere they drink. None of that excuses a genuine breach of the noise limit, but I would ask that the review be weighed against the steps already taken to fix the specific issue raised, and the exemplary record of the bar since opening.

8 - Leanne Duggan - 19 The Tene, Baldock, Hertfordshire, SG7 6DG

I am writing as a local resident to formally support Bridgetown Monroe during its current licence review. I strongly urge the committee to maintain the venue's current licence and allow it to continue operating.

I believe the venue actively upholds the four licensing objectives in the following ways:

Prevention of Crime and Disorder: The management team and door staff are consistently professional, proactive, and highly visible. They effectively manage entry and ensure that the venue remains a safe environment for patrons.

Public Safety: The interior is well-regulated, capacity limits are respected, and staff are thoroughly trained to handle safety protocols and look after vulnerable patrons.

Prevention of Public Nuisance: Bridgetown Monroe takes its position within the town seriously. Staff diligently monitor the dispersal of customers at closing time, ensuring guests leave quietly and respectfully to minimize any disruption to nearby residents.

Protection of Children from Harm: The venue operates a strict age-verification policy at the door and bar, ensuring it remains an appropriately regulated adult environment. Losing Bridgetown Monroe would be a significant blow to Hitchin's cultural diversity and independent business community. It provides a safe space for people to gather and significantly contributes to the economic vitality of our town centre. I request that the committee takes these positive contributions into account and allows Bridgetown Monroe to remain open.

9 - Joel Kirstein - 6 Cranborne Avenue, Hitchin, Hertfordshire, SG5 2BS

I am writing as a local resident/patron to formally register my support for Bridgetown Monroe maintaining its current premises licence and operating hours.

The premises has consistently demonstrated a responsible approach to the four licensing objectives under the Licensing Act 2003:

Prevention of Public Nuisance: The bar is located in a commercial town-centre zone where an ambient level of evening activity is expected. Crucially, the management has already implemented proactive, sensible mitigation measures to accommodate neighbours, including managed dispersal, monitoring outdoor areas, and sound management. The recent complaints originate from a resident who chose to move into an active town centre two years after the bar was already established and operating. While the bar continues to be a considerate neighbour, unreasonable restrictions should not be imposed on an established, compliant business due to expectations incompatible with living in a town centre.

Prevention of Crime and Disorder: Bridgetown Monroe operates professionally, maintaining trained staff, effective door management, and strong incident-prevention policies, ensuring the surrounding area remains orderly.

Public Safety: The operators diligently adhere to health, fire, and venue safety standards, ensuring a well-regulated, safe environment for both customers and the public.

Protection of Children from Harm: The venue operates a strict age-verification policy (Challenge 25) to ensure age-appropriate operations at all times.

Curtailing the operating hours or licence of a well-run venue would set a concerning precedent, damage the character of our town centre, and unnecessarily harm a responsible local business. I strongly urge the committee to maintain Bridgetown Monroe's licence and current hours in full.

10 - Wayne Clancy - 58 Beatrice Place, Hitchin, SG5 4RZ

I object to application 22165 for the review of premises licence 14160, and I support Bridgetown Monroe retaining its premises licence and existing operating hours.

My representation relates to the **prevention of public nuisance, public safety, and the prevention of crime and disorder.**

I have visited Bridgetown Monroe on numerous occasions and have consistently found it to be a well-run, friendly and welcoming bar. The staff are excellent, professional and attentive, and I have never witnessed violence, disorder, threatening behaviour or any public-safety concerns associated with the venue, its staff or its customers. Bridgetown Monroe has become a genuine social hub within Hitchin. It provides a safe and welcoming place for people to meet and socialise and makes a positive contribution to the town's night-time economy. The venue does play music and it can be loud inside as part of the atmosphere. However, I am not in a position to comment on the precise sound levels experienced within any neighbouring property. Any noise concerns

should therefore be assessed using complete and properly gathered evidence, considering the level, duration and frequency of any disturbance. If further noise mitigation is genuinely required, I believe proportionate measures such as a calibrated sound limiter, speaker isolation, acoustic improvements or additional monitoring should be considered before reducing the licensed hours or taking action that could threaten an otherwise well-managed and valued local business. Based on my personal experience, Bridgetown Monroe operates responsibly and does not undermine the licensing objectives. I therefore object to the review application and respectfully ask that the existing licence and operating hours are retained, subject to any reasonable and evidence-based noise-control measures considered necessary.

11 - Toby Marshall - 38 Watersmeet, Hitchin, SG4 0AF

Please continue to support this venue, they are trying to address the concerns, I have personally witnessed them using sound monitors and older adults need a place to relax and dance and listen to music after a hard week at work, we don't all want to go to bed at 10 pm

12 - Ian Roberts - 5 Wratten Close, Hitchin, Herts, SG5 2BL

I strongly support the license renewal for Bridgetown Monroe. In an economic climate where rising operating costs are forcing many local venues to close, this establishment stands out as a unique, irreplaceable asset to Hitchin's nighttime economy. The venue offers a safe, welcoming atmosphere, excellent music, and professional staff that truly cannot be found anywhere else in town. Furthermore, management has proven to be highly responsible neighbours by investing in expensive acoustic adjustments to proactively reduce sound and consistently monitoring noise levels with the comfort of close residents in mind. Losing the option for a later drink and quality music in such a well-run, distinct setting would be a massive disappointment to myself and the community, and I urge the council to approve this renewal.

13 - Alex Thompson - Downings Farm, Rede, Bury St Edmunds, Suffolk, IP29 4BE

My representation relates to the licensing objectives of the **prevention of public nuisance and the prevention of crime and disorder**.

I have been a regular customer of the Bridgetown Monroe for approximately three years. I live in Suffolk and visit Hitchin regularly, specifically because of the Bridgetown (I estimate about 30–40 occasions over the past three years) including staying until closing time regularly. The venue has made Hitchin a destination that I regularly choose to visit, rather than simply somewhere I happen to visit while in the area.

Prevention of public nuisance Over the three years that I have been visiting the Bridgetown, I have personally observed the management and staff taking their licensing responsibilities seriously, particularly in relation to controlling noise. For example, I have seen customers attempt to persuade staff to turn up the volume or continue playing music at the end of the permitted time. In my experience, the staff have not given in to that pressure and have instead stopped the music and/or service when required. This has given me the clear impression that compliance with the premises licence is taken seriously, even where doing so may be unpopular with customers! I have also regularly observed the door staff managing the entrance and exit of customers. In particular, I have seen the doorman make a deliberate effort to ensure that the entrance door is closed again as quickly as reasonably possible when customers enter or leave the premises. From my observations, this appears to be a conscious measure to limit the escape of music and noise from inside the venue. Over the period I have been visiting, I have also seen the Bridgetown make adjustments to its music setup in response to external feedback, with the aim of reducing the amount of sound escaping from the premises. To me, this demonstrates a willingness by the management to respond to concerns and make practical changes rather than simply disregarding them. I recognise that anyone living close to a licensed premises may experience noise differently from a customer and I would not seek to dismiss any individual's

experience. However, my own repeated observations over a period of approximately three years have been of a business actively taking measures to control noise and minimise its impact outside the premises.

Prevention of crime and disorder My experience of a responsibly managed venue above extends into wider licensing objectives. The presence of door staff and the management of customers entering and leaving the premises have contributed to the prevention of crime and disorder. I have personally seen staff maintain calm and measured control of rowdy customers to enforce its rules, including keeping them calm on leaving when the customer would have preferred not to be asked to leave. My experience of the premises I appreciate that the purpose of a licence review is to consider the evidence relating to the licensing objectives and to determine what measures, if any, are appropriate. My experience has been of a venue where management and staff understand that operating a late-night premises carries responsibilities and where those responsibilities are taken seriously.

I therefore ask the Licensing Sub-Committee to take into account my experience as a regular customer who has visited the Bridgetown approximately once a month over a period of three years. My observations have not been based on a single visit. Over that extended period, I have personally witnessed measures intended to minimise noise, staff adhering to closing requirements despite pressure from customers, door staff actively managing the entrance to limit noise escaping, and changes being made to the music setup in response to feedback. Based on those repeated first-hand observations, my experience is that the Bridgetown take their licensing responsibilities seriously and make active efforts to promote the licensing objectives. I respectfully ask that my representation and these first-hand experiences are taken into account when the Sub-Committee determines the review.

14 - Anna Fekete - 4 Garden walk, Stevenage, Hertfordshire, SG1 1JL

I am a regular customer at Bridgetown Monroe, and I am providing this statement based on my own experiences of visiting the premises. I have always found Bridgetown Monroe to be a professionally run venue and a positive part of Hitchin's evening and social scene which I hope stays open for a long time.

Prevention of crime and disorder There is always security present at the entrance when I visit. The security staff help control the number of people entering the venue so it is never overly crowded, and also are very vigilant in who they allow enter. The security also do a great job managing the people waiting outside to make sure they are not causing any issues while waiting for entry and as like most places conform to Challenge 25 checks. The manager is also regularly present and takes an active role in running the venue and dealing with any issues that may arise with staff or customers. I have noticed CCTV at the premises as well, which I understand provides an additional level of security for both customers and the business.

Public safety Although Bridgetown Monroe is a relatively small venue, I have never personally found it to be overcrowded to the point where I felt unsafe or uncomfortable. The number of people inside is well controlled. I have always found the staff to be polite and professional when dealing with customers, and I always feel comfortable and safe when visiting the venue.

Prevention of public nuisance I have never personally found the music at Bridgetown Monroe to be excessively loud for the size of the venue. In fact, I would say it is one of the quieter venues in Hitchin from an outside perspective. I generally don't hear much from the premises until I am directly outside.

Ive found Bridgetown Monroe causing an unreasonable level of noise or disturbance, either while visiting the venue or when I have been in the surrounding area and am aware of the premises putting in extra effort to control these issues. The premises operates a Challenge 25 policy. I have personally been asked for identification by several different members of staff when visiting, so I know from my own experience that the policy is actively being followed. I think this is important as it helps prevent underage people from purchasing or consuming alcohol at the premises.

Overall, As a regular customer, my experience of Bridgetown Monroe has been a positive one. I have found it to be a well-managed venue with security at the door, management present, CCTV, controlled entry and staff who actively check customers' ages. I have always felt safe when visiting and have never experienced the venue as excessively crowded, excessively noisy or

disruptive. I am therefore happy to provide this statement in support of Bridgetown Monroe and hope that my experiences as a regular customer can be taken into consideration when looking at the four licensing objectives. Thank you Anna

15 - Josef Young – 14 Hilton Close, Stevenage, Hertfordshire, SG1 2SU

I am writing to strongly support Bridgetown Monroe and to ask the Council to consider the wider impact of any decision regarding its licence. I completely understand the importance of the licensing objective of **preventing public nuisance**, and I appreciate that residents' concerns must be taken seriously. However, I believe any action taken should be proportionate to the actual impact and the evidence available.

From my own experience, Bridgetown Monroe is a venue that adds character and vibrancy to Hitchin. It provides a safe, social environment where people can meet, celebrate and enjoy an evening in the town. It has created a genuine community around the business and has become somewhere that people are proud to have in Hitchin.

[REDACTED]

I also understand that the business has already taken significant steps to address concerns around noise. That willingness to adapt should be recognised and, where possible, further practical measures should be considered before imposing restrictions that could seriously threaten the viability of the business. I simply hope the Council will take a proportionate and balanced approach, considering the evidence and the overwhelmingly positive contribution Bridgetown Monroe makes to Hitchin, rather than allowing one isolated complaint to jeopardise an otherwise excellent local business. Best regards, Josef Young

16 - Paul Watts - WPG Studio 8 Royal Quarter 98 Ickleford Road, Hitchin, Herts, SG51TF

I am a local customer and I am writing in support of Bridgetown Monroe's. I ask the licensing sub-committee to take no action that would reduce the permitted hours, add further restrictive conditions, or revoke the licence.

Prevention of public nuisance. I have visited Monroe's on Friday and Saturday evenings, most recently on several occasions over the last year. It is a small cocktail bar in a town-centre street that already has licensed premises. On the occasions I have been there, music inside was at a level you would expect in a bar of this size, not a nightclub. Outside, people were talking at a normal level and leaving in small groups. I have not seen or heard anything that I would describe as a public nuisance in Bucklersbury when arriving or leaving. I understand the premises have already worked with the council, dropped DJ nights, removed speakers and fitted music restrictors. From what I have seen as a customer, those changes are reflected in how the bar now operates. Further cuts to hours, or closure, would be disproportionate to the issue as I have experienced it, particularly given that this is an established town-centre venue and the complaint appears to come from one resident who moved in after the bar had already been open for some time. Prevention of crime and disorder, and public safety On my visits the bar has been well supervised. Staff have been present, attentive and in control of the room. I have not seen drunken disorder, arguments, or poor dispersal. Customers leave in a calm and orderly way. It feels like a managed cocktail bar rather than a high-volume late-night venue, and I have always felt safe there.

Protection of children from harm This is an adult venue. I have not seen anything that would put children at risk, and the style of operation is not aimed at a younger crowd. [REDACTED]

[REDACTED] I support the existing licence remaining in place, with the steps the premises have already taken left to do the work of managing noise. I do not believe a reduction in hours or revocation is necessary to promote the licensing objectives.

17 – Hitchin Bid – See Appendix C Statement



Licensing Act 2003

REPRESENTATION FORM FROM HERTFORDSHIRE CONSTABULARY

North Herts Council LICENSING AUTHORITY

Responsible Authority: Hertfordshire Constabulary

Your Name	Kuljit Sangha
Job Title	Senior Licensing Officer
Postal address	Hitchin Police Station College Road Hitchin Herts, SG5 1JX
Email Address	[REDACTED]
Contact telephone number	[REDACTED]

Name of the premises you are making a representation about	Bridgetown Monroe	
Address of the premises you are making a representation about	Unit 6 Bucklersbury, Hitchin, SG5 1BB	
Is this the first objection in respect of these premises	Yes	Brief details / cross reference

Hertfordshire Constabulary, being a nominated Responsible Authority under the Licensing Act 2003, wish to make representation to this application.

Our representation(s) are made in consideration to the below licensing objectives, as we believe the operating schedule does not adequately demonstrate how you, the applicant will best support this.

Licensing Objections

Which of the four licensing Objectives does your representation relate to?	Yes Or No	Evidence supporting representation or reason for representation. Please use continuation sheet as required
Crime and Disorder	Y	Yes - see attached
Public safety	Y	Yes - see attached
To prevent public nuisance	N	N/A
To protect children from harm	N	N/A

The below additions to the Schedule as provided at Part 4 of the application, identifies those matters that we believe are necessary, to promote the licensing objectives.

Suggested conditions that could be added to the licence to remedy your representation or other suggestions you would like the Licensing Sub Committee to take into account. Please use separate sheets where necessary and refer to checklist.	See attached
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Should you require clarification on any matter being made, please contact the named officer to discuss further.

Signed: K Sangha

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Date: Thursday 8th October 2026

Note for Officers:

Please submit this form along with any additional sheets to: Licensing at North Herts Council or email to licensing@north-herts.gov.uk

This form must be returned within the Statutory Period.

BRIDGETOWN MONROE, BUCKLERSBURY, HITCHIN REPRESENTATION

I am Kuljit Sangha, Senior Police Licensing Officer for North Herts, and this representation is submitted on behalf of Hertfordshire Constabulary in support of the review of the premises licence for Bridgetown Monroe, Hitchin.

The evidence contained within this report has been compiled from police incident records, licensing enquiries, meetings with the Designated Premises Supervisor (DPS) and management team, CCTV reviews, witness accounts, intelligence submissions and compliance visits undertaken between April 2024 and September 2026.

This representation is submitted primarily in relation to the licensing objectives of:

- The Prevention of Crime and Disorder; and
- Public Safety.

The evidence demonstrates a pattern of violent incidents connected to, or occurring in the immediate vicinity of, the premises, together with recurring concerns regarding incident management, CCTV compliance, incident recording procedures, and the adequacy of measures in place to promote the licensing objectives.

Whilst some matters did not result in criminal proceedings due to victims declining to support police action, they remain relevant licensing considerations and are included to provide the Licensing Sub-Committee with a full understanding of police involvement with the premises and the steps taken by management in response to concerns raised.

Saturday 13th April 2024 at 1.17am - Police received a 999 call from a male who reported that he and a friend had been assaulted approximately 30 minutes earlier by a male he believed to be a doorman. The incident was reported to have occurred outside George Ph, Hitchin. Both males alleged they had been punched in the face, suffering minor facial injuries including grazing. The incident was recorded as Actual Bodily Harm (ABH). Alleged suspect was described as a male of Asian appearance, wearing a white shirt and red tie, believed to be working as a doorman. The reporting victim was contacted by the investigating officer, he confirmed that he did not wish to support police action, provide a statement, or pursue the matter further. The officer discussed investigative and out-of-court disposal options with the alleged victims, but he remained unwilling to support an investigation. As victims did not wish to pursue the matter, the alleged suspect had not been identified. The investigation was therefore closed with no further action.

From a licensing perspective further enquiries were carried out, and it was established that the alleged suspect was a doorman from Bridgetown Monroe.

On Wednesday 18th April 2024, I visited Bridgetown Monroe and spoke with Chris Dodd (DPS/Owner) regarding an alleged assault involving a doorman on 13th April 2024. Chris confirmed he was aware of the incident, having been informed by doorman before his shift started on Saturday 13th April 2024 evening. According to Chris, the doorman reported that a group of approximately five males, believed to be intoxicated, had been refused entry and became confrontational. The

BRIDGETOWN MONROE, BUCKLESBURY, HITCHIN REPRESENTATION

doorman stated he felt threatened when the group surrounded him and struck one male in self-defence. Chris understood that only a single punch was thrown and that the group then left the area. Chris advised that he later received a phone call from a male claiming to be the victim, who stated he intended to contact police. As no officers attended the premises at the time and he received no further contact, Chris believed the matter had been resolved.

During the visit, CCTV coverage was reviewed. Whilst the premises had a camera positioned within the doorway, there was no dedicated external camera covering the frontage of the premises. Advice was given to improve external CCTV coverage, either by relocating the existing camera or installing an additional camera. Chris agreed to consider these options.

Chris spoke positively of the doorman's conduct and professionalism, stating he had been employed at the venue for approximately four to five weeks and was regarded as reliable and proportionate in his approach. Chris indicated that he remained content to continue employing him and believed he had acted appropriately in the circumstances described.

It was established that the incident had not yet been added to the premises incident log. Advice was provided to ensure the matter was recorded, and Chris confirmed he would discuss the incident further with doorman and complete the necessary records.

Chris was informed that the victim did not wish to support police action.

Sunday 26th October 2025 at 12.48am - Police officers on foot patrol in Hitchin town centre became aware of an assault that had occurred inside Bridgetown Monroe. At approximately 12.48am, officers requested additional units following reports of a fight involving glassware. On arrival, officers found the victim suffering from a large laceration above his eyebrow, with significant bleeding. Victim alleged that he had been assaulted inside the venue by the offender after a confrontation at the bar. Victim stated that the offender had been barging into him and, when challenged, assaulted him, causing injuries that required hospital treatment and stitches. Information provided by customers/staff inside the venue identified the offender. Officers located the offender in the premises toilets, where he was found with blood on his clothing and subsequently arrested on suspicion of Assault Occasioning Actual Bodily Harm (ABH). The victim required stitches. CCTV enquiries were commenced, with the owner of Bridgetown Monroe agreeing to provide footage. Offender was arrested at the scene.

Following the above incident at the premises, I met with Chris on Thursday 13th November 2025, which was a pre-arranged visit to meet to discuss the circumstances surrounding the assault. I commended the actions of the SIA door staff, who had effectively detained the suspect and assisted police, enabling officers to quickly identify, arrest and interview the offender.

Chris explained that the incident arose during a private birthday party. According to Chris, the birthday celebrant had become intoxicated and had been asked to leave the premises. The victim accidentally bumped into a member of the party, following which the offender who was attending the birthday celebrations allegedly headbutted the victim without warning.

BRIDGETOWN MONROE, BUCKLERSBURY, HITCHIN REPRESENTATION

Chris confirmed that the suspect had been barred from Bridgetown Monroe and stated that he intended to put him forward for consideration of a pubwatch ban at the next Hitchin pubwatch meeting.

We also discussed CCTV. Chris explained that officers had been unable to view footage immediately after the incident as the premises was still trading and customers remained inside. He subsequently uploaded the footage the following day as requested.

I advised Chris that, at that time, I had no concerns regarding the management or operation of the premises.

Monday 9th February 2026 at 12.07pm - Police received a call from the mother of the victim, reporting that her son had sustained a broken jaw following an assault in Hitchin during the early hours of Sunday 8th February 2026. The incident was not reported at the time either by the victim or any management team/staff/doorstaff from Bridgetown Monroe. The victim left and went home accompanied by his friends. During police enquiries, it was established that the victim was punched in the face by the suspect, directly outside Bridgetown Monroe. The victim originally went to hospital where it was ascertained that his injuries amounted to a fracture to his jaw, subsequently undergoing surgery. Both the victim and alleged suspect had been drinking in Bridgetown Monroe. This incident has been crimed as Grievous Bodily Harm (GBH) and to date continues to remain as a live investigation.

On Thursday 12th February 2026, the investigating officer enquired about CCTV footage for the outside. Chris Dodd advised that they did not have operating CCTV outside the venue. Chris provided a description of the alleged suspect, the victim was pushed out of the premises and was then hit in the face twice, also advised that they brought one group inside to separate the groups.

On Wednesday 18th February 2026, the investigating officer contacted Chris again asking if there was any available footage from inside the premises, as both victim and alleged suspect had been inside Bridgetown Monroe, prior to the altercation outside. Footage was provided for the inside camera closest to the entry/exit door, however Chris was unable to provide footage of the camera near the bar, which is where the incident took place.

On Wednesday 11th March 2026 meeting was held with Chris. Present during the meeting was myself, Chris Dodd, Georgina Bennett (prefers to be called George) – Assistant Manager. Reason for meeting was to discuss the incident which took place in the early hours of Sunday 9th February 2026. During discussions with Chris, he advised that, to his understanding, the incident stemmed from an interaction involving a customer inside the premises. He stated that a number of patrons became involved prior to SIA doorstaff intervening and that the individual concerned was subsequently escorted from the venue.

Chris advised that he did not witness the events that occurred outside the premises following the individual's removal and was therefore unable to provide any direct account of the circumstances surrounding the assault currently under investigation.

BRIDGETOWN MONROE, BUCKLESBURY, HITCHIN REPRESENTATION

In relation to the person responsible for the assault, Chris stated that he had no direct knowledge of the individual's identity. He advised that members of staff believed they may recognise a person of interest from previous visits to the premises and had drawn this to the attention of investigating officers for consideration as part of their enquiries.

As a criminal investigation remains ongoing, no further information regarding any potential suspect, evidential matters, or lines of enquiry is included within this report.

I advised Chris and George that the incident under investigation had resulted in serious injuries to the victim. Both stated that they had not been aware of the extent of the injuries at the time of the incident. Chris advised that venue staff were not aware an assault had allegedly occurred after the individual had left the premises and therefore did not make a report to police at that time. He stated that, to his understanding, those involved had dispersed from the area shortly after the incident. During the discussion, Chris advised that a person of interest had subsequently returned to the premises. However, he stated that venue staff were unaware of any alleged involvement in the incident at that stage.

Chris indicated that he would be willing to consider a referral for a pubwatch ban, should this be considered appropriate. I advised that any such consideration should await the outcome of the identification process. Chris agreed that no further action would be taken by the venue in this respect until identification investigated. Following subsequent developments in the police investigation, a referral was made by Chris to Hitchin Pubwatch. After consideration the individual concerned was issued with a pubwatch ban, preventing access to participating licensed premises within the town.

Chris advised that, should a suitable individual be identified, he would be willing to consider referring the matter to Hitchin Pubwatch for consideration of a ban. I advised that any such consideration should await the outcome of the police identification process. Chris agreed that no action would be taken by the premises in this regard until enquiries had progressed and an individual had been identified. Following subsequent developments in the police investigation, Chris made a referral to Hitchin Pubwatch. The matter was considered by the Pubwatch members and the individual concerned was issued with a Pubwatch ban, preventing access to participating licensed premises.

I asked whether the incident had been recorded in the incident book. Chris advised that it had not yet been entered. Advice was provided to ensure that the incident was recorded.

In relation to CCTV coverage, Chris advised that the premises did not have CCTV covering the area immediately outside the venue. Chris further advised that a number of internal CCTV cameras, including those covering the bar area, were not operational on the night of the incident due to an apparent electrical fault, which he believed may have been caused by a power surge. He stated that other electrical equipment, including till systems, had also been affected. As a result, the affected cameras remained out of service for the remainder of trading that evening. Chris advised that the CCTV system continued to record from cameras covering other areas of the premises. Footage from an operational camera positioned towards the front of the premises was subsequently provided to

BRIDGETOWN MONROE, BUCKLERSBURY, HITCHIN REPRESENTATION

police. No further detail regarding the content of CCTV footage is included within this report due to the ongoing criminal investigation.

The following breaches of the premises licence conditions were identified:

1. Failure to provide CCTV coverage of key external areas, including entry and exit points.
2. Failure to provide CCTV footage from the bar area where the incident initially occurred.

It was noted that the absence of external CCTV had been an ongoing issue since the premises first opened, representing a continuous breach of licence conditions.

Chris advised that an external CCTV camera had been installed during the week prior to the meeting. The camera was positioned within the porch area and provided a wide-angle view of the frontage. George also advised that electrical arrangements had been improved to reduce the likelihood of future CCTV failures.

To improve ongoing compliance:

- A written warning was issued in relation to the identified licence breaches.
- Chris accepted the warning and did not dispute it.
- The newly installed external camera would be monitored and reviewed at a later date.
- Chris and George advised they include CCTV checks within their pre-opening checklist to ensure cameras were operational before trading.

Written Warning letter dated 13th March 2026, issued. See attached.

Saturday 25th April 2026 - Police received an online report from a local resident concerning allegations of disorder and an alleged assault outside Bridgetown Monroe, Hitchin, during the early hours of Sunday 19th April 2026, between approximately 01:15hrs and 01:45hrs. The complainant alleged that, following an interaction involving a group of males and family members, Chris had behaved aggressively towards the complainant's brother and pushed him, causing him to fall into the roadway. The complainant further advised that witnesses and CCTV footage may have been available in relation to the incident. The matter was initially recorded as a common assault. The investigating officer subsequently made contact with both the reporting person and the alleged victim. Both parties confirmed that they did not wish to support police action. As a result, no evidential investigation was pursued and the matter was finalised with no further action taken.

The investigating officer subsequently informed me of the complaint and the associated crime recording. As the complainant remained concerned that Chris would become aware of the report and feared potential repercussions due to living adjacent to the premises, they did not wish for the matter to be pursued. Consequently, I was unable to discuss the allegations directly with Chris or make any further enquiries with the premises at that time.

Despite this, I conducted independent enquiries and reviewed available CCTV footage from nearby licensed premises:

- The George Ph - Footage from the camera located within the archway opposite Bridgetown Monroe was viewed. The alleged assault was not captured on this footage.

BRIDGETOWN MONROE, BUCKLERSBURY, HITCHIN REPRESENTATION

- Bar Azita - CCTV showed a vehicle passing before a male was seen stumbling backwards into the road, which is consistent with the allegation that brother had been pushed. However, the footage does not capture the person responsible for causing the male to fall.

In summary, whilst CCTV from Bar Azita captures the aftermath of the incident, there is no footage directly evidencing who, if anyone, pushed the victim, and the available footage from The George does not capture the alleged assault itself. Furthermore, both the victim and reporting person declined to support police action, resulting in the criminal investigation being closed with no further action.

As part of my enquiries, I contacted Chris by email on 14 May 2026 requesting CCTV footage from the external camera covering the entrance/porch area of Bridgetown Monroe for the period 01:00hrs to 02:00hrs on 19 April 2026. In the email, I reminded Chris that a premises licence condition requires CCTV footage to be retained for a minimum period of 28 days and requested that the footage be preserved and uploaded via a GoodSAM link, which is a Police link where members of the public/businesses can upload CCTV footage, which avoids downloading on to a usb stick.

I also sent Chris a text message on the same date advising that an email request had been sent and asking him to check both his inbox and junk folder.

Chris subsequently responded by text message, stating that the camera footage had expired after approximately 10 days. He explained this was due to issues arising from a fraudulent transaction on his bank card, which resulted in a replacement card being issued and the payment details for the Ring subscription not being updated. He advised that he would contact Ring to establish whether the footage could be recovered, although he considered this unlikely. Chris further stated that he had arranged for a different CCTV system to be installed moving forward.

As a result of Chris's response, it became apparent that the premises was not complying with the following CCTV conditions attached to the premises licence:

1. The Premises Licence Holder and Designated Premises Supervisor will ensure that viewable and unedited copies of recordings from the CCTV system are provided to Police no later than 24 hours after a request and that all recordings are retained for a minimum of 28 days.
2. The Premises Licence Holder and Designated Premises Supervisor will ensure that, prior to opening the premises to the public, the CCTV system is checked to confirm it is operating correctly and recording footage capable of being retained for a minimum of 28 days.

The inability to provide the requested footage, together with Chris's admission that recordings were only being retained for approximately 10 days, demonstrated non-compliance with the above licence conditions. The missing footage also prevented verification of the alleged assault and removed a potential source of independent evidence.

Wednesday 20th May 2026 - I contacted Chris Dodd, to arrange a meeting to discuss the CCTV provisions at the premises. This followed concerns regarding the availability and quality of CCTV footage previously provided to police. A meeting was subsequently arranged for Wednesday 24th

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June 2026. During this conversation, I advised Chris that it would be beneficial to demonstrate progress towards the installation of a suitable CCTV system prior to the meeting.

During the discussion, Chris advised that, once a CCTV system had been purchased, he would provide photographs to evidence progress. However, no further communication was received from him prior to the scheduled meeting regarding either the purchase or installation of a CCTV system.

On Tuesday 16th June 2026, Chris contacted me and advised that he would be unable to attend the pre-arranged meeting. He apologised for his absence and advised that Georgina Bennett (known as George), who had recently taken on the role of manager at the Hitchin premises, would attend on behalf of the business.

Given that the meeting had been arranged more than three weeks in advance, I asked Chris Dodd why he was unable to attend and whether he was available on an alternative date the following week. Chris advised that George would attend in his place and confirmed that she was authorised to discuss the matters to be raised. The meeting therefore proceeded as originally arranged, with George representing the premises.

Monday 25th May 2026 (Bank Holiday) at approximately 12.10am - Incident at Bridgetown Monroe.

On Tuesday 26th May 2026 I made contact with Chris Dodd, in relation to an unrelated matter. During the conversation, Chris asked whether I was aware of an incident that had occurred at the premises over the Bank Holiday weekend. I advised that I had not seen any police incident log relating to the premises and assumed this was because the matter had not been reported by the premises.

Chris subsequently informed me of an incident that had taken place during a Hitchin Dance Alldayer event on Bank Holiday Sunday 24th May 2026. He stated that at approximately 12.10am a large-scale disorder broke out involving an estimated 30 persons. According to Chris, the incident initially involved two females fighting before escalating into a wider confrontation involving a large family group. He advised that those involved caused damage within the premises and that the disorder developed rapidly, describing the situation as having escalated from a calm atmosphere to a significant disturbance within a matter of seconds.

Chris advised that he became involved in attempting to separate those involved and, during the incident, both he and another individual fell to the floor whilst trying to prevent further fighting. He stated that the premises had only one SIA doorman on duty at the time. He further advised that four SIA doorstaff from The George Ph attended to assist.

Chris stated that the decision was taken to eject all persons from the premises as the most effective means of bringing the incident under control. Once patrons had been removed from the venue, those involved dispersed from the area. He advised that the premises subsequently closed at approximately 12:20am.

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I asked whether police had been contacted at the time of the incident. Chris advised that police had not been called during the disorder, stating that staff were occupied dealing with the incident, securing the premises and dispersing customers. He further advised that the situation concluded quickly and those involved had left the area before police could have attended. Chris stated that the incident had been recorded in the premises incident register by the SIA doorman on duty.

The incident is of concern due to the scale of the disorder described, the number of individuals involved, the reported damage caused within the premises, and the fact that police were not contacted at the time despite what appears to have been a significant public order incident requiring intervention from multiple SIA door staff from another venue.

On 26th May 2026 the security company providing doorstaff at Bridgetown Monroe, emailed me a copy of the incident log, that the doorman completes, the following is what was written:

25h May 2026 at around 12:00am 12:05am, I was on the front entrance managing the door when the manager called me inside after noticing a fight broke out between two large groups. The DJ stopped the music and turned the lights on, which helped identify the people involved. During the incident, punches were thrown between both groups. One male punched another male in the face, causing a cut. While we were separating those involved, 3-4 additional Top Guard staff members who were outside with me. Most had just finished work from other venues, assisted in getting the situation under control quickly. Reasonable force was used to remove those involved from the venue individually, while also making sure there were no further issues outside the front entrance. Once outside, all parties involved left the area shortly afterwards. I remained outside managing the crowd and as it was closing time I started getting people to leave the venue, no further issues and the incident was logged accordingly.

Due to the absence of external CCTV coverage at Bridgetown Monroe, it was not possible to review footage from the premises own system to establish events outside the venue. As a result, I made enquiries with the Geoge public house situated opposite the premises to determine whether their CCTV system had captured the incident. I was subsequently provided with access to review the footage and can confirm the following from Bank Holiday Monday 25th May 2026:

- At 00:12hrs - CCTV shows an SIA doorman entering the premises, followed shortly afterwards by several other SIA doorman from a nearby licensed premises. Several customers are seen exiting the venue. A white male wearing dark clothing is then ejected from the premises by two doorstaff. The male attempts to re-enter but is prevented from doing so by one of the doorman.
- At 00:13hrs - The same male is observed removing his belt and making a motion consistent with attempting to strike another male nearby. The male then leaves the area on foot in the direction of Market Place.
- **00:14hrs:** CCTV shows a number of patrons exiting the premises. Individuals are subsequently observed either dispersing from the area or remaining outside in the road.

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Wednesday 24/06/26 - Pre-arranged meeting held. Present during the meeting was myself, Sergeant Andrew Blackwood - Community Safety Unit (CSU) and Georgina Bennett (prefers to be called George) - Manager.

To discuss CCTV compliance, incident of Bank Holiday Monday 25th May 2026 and ongoing licensing concerns.

- George confirmed she will be taking over as full-time manager of the Hitchin premises from the following month and is currently undertaking refresher training with Chris.
- Chris was unable to attend due to commitments at another site that he has acquired in Hertford. Although this meeting was arranged approx 3 weeks in advance.

Incident of 25th May 2026 at approx 1.15am:

George confirmed that she made the 999 call at approximately 01:15hrs in relation to a disorder incident in Market Place, Hitchin. She stated that she witnessed a large fight whilst returning to Bridgetown Monroe after accompanying her father to the Sun Hotel.

George maintained that those involved were not customers of Bridgetown Monroe and that the incident was unrelated to the premises. She advised that, to the best of her knowledge, those involved had not been in the venue and appeared to be approximately 18 to 19 years old. Bridgetown Monroe have a over 21 policy. George was adamant that there was no connection between the disorder in Market Place and the earlier incident at Bridgetown Monroe.

Police attended the reported disorder. However, those present were unwilling to engage with officers or provide an account of the circumstances. Individuals suspected of involvement had left the area prior to police arrival and, in the absence of supporting evidence or complainants, no crime was recorded.

Incident of 25th May 2026 at approx 12.12am:

An incident book was produced and reviewed. Thorough Police enquiries identified an earlier incident at Bridgetown Monroe at approximately 00:12 hrs during the Hitchin Dance All Dayer event, that Bridgetown Monroe were hosting. CCTV obtained from a nearby premises showed a male being ejected, removing his belt and behaving aggressively. The 1 SIA doorman was seen to enter the premises to remove others, therefore was unaware of the male with the belt. Security logs obtained from the doorstaff company were also reviewed.

George advised that the venue was at full capacity. A fight involving one family group broke out unexpectedly. Multiple altercations appeared to occur simultaneously. Furniture was damaged and staff members were pushed to the floor. Additional SIA staff from The George Ph assisted in clearing the premises. The premises closed at approximately 12.15am due to safety concerns. The injured male seen leaving the premises was believed to be the instigator rather than the victim. No first aid was provided as the priority was to safely disperse customers. Those involved were not known to management and were attending as part of the Hitchin All Dayer event, out of town. Chris subsequently confirmed through messages with George, whilst in the meeting that the individuals involved were from the same family group.

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CCTV Concerns:

Advised that the current CCTV provision was deemed inadequate, particularly the lack of external camera coverage and reliance on a Ring doorbell system. Georgina advised a new CCTV system with additional cameras was due to be installed within approximately four weeks. The upgraded system would include hard-drive storage and remote access capability via a mobile phone. Current cameras had been installed by Chris.

Breach of Premises Licence Conditions:

- It was confirmed that CCTV footage requested on 14/05/2026 could not be supplied due to recordings being retained for only 10 days rather than the required 28 day period.
- Two licence conditions were therefore identified as breached:
 - Failure to ensure CCTV footage is retained for a minimum of 28 days.
 - Failure to provide viewable, unedited CCTV footage to Police within 24 hours of request.
- Georgina confirmed she would inform Chris and was advised that a second written warning would be issued.
- Written Warning letter dated 30th June 2026, issued. See attached.

Door Supervision and Public Safety:

- Concerns were raised that one SIA door supervisor is insufficient to safely manage serious incidents.
- It was noted that doorstaff from The George Ph had previously assisted, leaving their own premises without sufficient door supervision.
- We recommended consideration of two SIA doorstaff on Friday and Saturdays. George considered this disproportionate due to the venue's trading levels and financial position.
- As a potential compromise, Georgina suggested using two SIA door staff during larger events, such as the Hitchin All Dayer.
- George suggested that they would discuss stricter entry controls with their security provider company.

Pubwatch Attendance - Concerns were raised regarding the premises lack of attendance at Pubwatch meetings. George advised that management restructuring was underway and gave assurances that a representative would attend future meetings, with herself intending to attend as manager.

At the end of the meeting George advised she would brief Chris on all matters discussed. The meeting was constructive and transparent. Significant concerns remained regarding CCTV compliance, incident management, public safety arrangements, and doorstaff numbers. Whilst George acknowledged the concerns raised and demonstrated a willingness to improve compliance, particular concern remains regarding CCTV failures, incident management arrangements and the adequacy of current SIA doorstaff levels.

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Wednesday 23rd September 2026 at 12pm - I met with Chris Dodd (Business Owner/DPS) and Georgina Bennett (Manager) at the premises. The purpose of the meeting was to obtain an update regarding the installation of additional CCTV cameras previously discussed.

During the meeting, Chris advised that a new CCTV system had been installed approximately six weeks earlier. He apologised for not providing an update following installation and confirmed that the works had been completed.

The CCTV system consists of:

- One external camera covering one side of the building.
- One external camera located within the porch area covering the entrance and exit.
- One internal camera covering the bar area.
- One internal camera covering the front section of the premises.
- One internal camera covering the rear section of the premises, including the area adjacent to the toilet facilities.

It was confirmed that the cameras are capable of 360-degree rotation and tracking, however, all cameras are currently configured as static cameras and are not set to roam or automatically track movement. Advice was provided that static positioning is preferable from an evidential perspective, as roaming cameras may fail to capture incidents if directed away from the location at the relevant time.

Chris advised that footage is stored using a cloud-based system, with no hard drive located on site. CCTV footage can be accessed immediately via mobile devices and an iPad linked to the system. Both Chris Dodd and Georgina Bennett confirmed that they have full access to the system and are able to retrieve footage promptly and upload it directly to police evidence-sharing platforms when required. They advised that footage can be provided without delay, subject to officers supplying the relevant date and time parameters. It was further confirmed that the CCTV system displays the correct date and time and retains footage for a period of 31 days.

I viewed live and recorded footage via a mobile device and found the image quality to be clear and of a suitable standard for evidential purposes. Advice was given to ensure that clear signage is displayed informing customers that CCTV is in operation.

In addition, I recommended that consideration be given to the installation of a further external camera on the opposite side of the building to improve external coverage and reduce potential blind spots. I explained that incidents occurring directly beneath the existing camera may not always be fully captured. Chris acknowledged the recommendation and advised that he would arrange for an additional external camera to be installed.

Conclusion

Hertfordshire Constabulary submits that the evidence contained within this representation demonstrates a history of recurring incidents of violence and disorder connected to the premises

BRIDGETOWN MONROE, BUCKLERSBURY, HITCHIN REPRESENTATION

and highlights a number of management and compliance concerns relevant to the licensing objectives.

Between April 2024 and September 2026, police have been required to investigate or make enquiries into several serious incidents linked to the premises, including allegations of assault, an incident resulting in ABH, an ongoing investigation into an incident resulting in GBH, and significant disorder occurring within the venue.

During the course of police enquiries, repeated failings were identified in respect of CCTV provision and compliance with premises licence conditions. These issues included a lack of external CCTV coverage, failures affecting key internal cameras, inadequate CCTV retention periods, and an inability to provide footage when requested by police. As detailed within this report, two written warnings were therefore issued in relation to breaches of the premises licence.

Police are also concerned by incidents where significant disorder occurred within or immediately outside the premises and where opportunities to gather evidence, identify offenders, support victims, or demonstrate compliance with licence conditions were limited due to failings in management systems and CCTV provision.

Whilst it is acknowledged that Chris Dodd and George Bennett have generally engaged with police and have taken steps to address concerns raised, including the installation of an upgraded CCTV system, improvements to recording arrangements, and greater engagement with pubwatch, these improvements have largely followed police intervention.

Hertfordshire Constabulary remains concerned that the evidence detailed within this representation demonstrates shortcomings in the management and operation of the premises which adversely impact upon the Prevention of Crime and Disorder and Public Safety licensing objectives.

The Licensing Sub-Committee is therefore invited to carefully consider the evidence presented and determine whether it is appropriate and proportionate to impose additional measures, modify existing conditions, remove the Designated Premises Supervisor, suspend the licence, or take such other action as it considers necessary for the promotion of the licensing objectives.

Thursday 8th October 2026



HERTFORDSHIRE CONSTABULARY

**Bridgetown Monroe
Unit 6, Bucklersbury
Hitchin
Herts
SG5 1BB**

Date: Friday 13th March 2026
Our Ref: Bridgetown Monroe
Yours Ref: Written Warning
Contact: Kuljit Sangha

Dear Chris Dodd,

Re: Bridgetown Monroe, Unit 6, Bucklersbury, Hitchin – Breaches of Premises Licence Conditions - Written Warning

Please be advised that this letter serves as a written warning to you, in your capacity as the Business Owner/Designated Premises Supervisor in relation to breaches of your premises licence conditions, premises licence number 14160, refers, which is issued by North Herts Council.

These breaches have been identified during the course of a police investigation. The GBH assault took place outside your premises, on Sunday 8th February 2026, at approx 1.10am. All those involved had been in Bridgetown Monroe.

The purpose of my visit on Wednesday 11th March 2026 was to discuss the following findings:

- The incident started inside the premises in the bar area, which is located at the back of the premises, before the GBH assault taking place outside the premises.
- The investigating officer requested footage for the outside area on Thursday 12th February 2026. You advised that you didn't have any CCTV cameras outside.
- The investigating officer requested footage for the inside on Wednesday 18th February 2026. You advised that the CCTV camera at the back of the bar wasn't working, due to the wifi going down on the till which is the same wifi for the rear cameras. It has been noted that you did provide footage from inside the premises near to the front entry/exit door area.

Breaches of the Premises Licence Conditions Identified:

- The Premises Licence Holder and Designated Premises Supervisor will ensure that CCTV cameras will cover key and vulnerable parts of the premises inside and outside, including the entry and exit points to the premises.



HERTFORDSHIRE CONSTABULARY

- The Premises Licence Holder and Designated Premises Supervisor will ensure that viewable and un-edited copies of recordings from the CCTV system will be provided to Police no later than 24 hours after a request.

In Summary

- Didn't have any cameras outside, which has been the case since you first opened for business. Therefore, continually breaching over a period of time.
- Unable to provide footage for the bar area where the incident initially took place.
- During my visit you've advised that you do now have a camera outside in the porch way, which you installed last week. You've advised that this camera does capture a view half of one side of the window and then half the other side of the window, and therefore do get a good view, due to it being a wide angled camera. I'm satisfied that you've taken remedial action to resolve having CCTV outside.

Recommendations:

- Advice given to have another read and familiarise yourself with the premises licence conditions.
- Agreed to trial the camera position outside and see how you get on. This will be reviewed at a later date, if further changes are need, for example additional cameras, etc.

This written warning has been recorded, and should any further breaches of this nature be committed in the future, Hertfordshire Constabulary will seriously consider their options of what further action to take with respect to the premises licence, which could lead to a review of the Premises Licence.

Yours sincerely

Kuljit Sangha

Mrs Kuljit Sangha
Police Senior Licensing Officer for North Herts
Tel: [REDACTED] (work mobile) | Email: [REDACTED]

Bridgetown Monroe
Unit 6, Bucklersbury
Hitchin
Herts
SG5 1BB

Date: Tuesday 30th June 2026
Our Ref: Bridgetown Monroe
Yours Ref: Written Warning 2
Contact: Kuljit Sangha

Dear Chris Dodd,

Re: Bridgetown Monroe, Unit 6, Bucklersbury, Hitchin – Breaches of Premises Licence Conditions - Second Written Warning

Please be advised that this letter serves as a second written warning to you, in your capacity as the Business Owner/Designated Premises Supervisor in relation to breaches of your premises licence conditions, premises licence number 14160, refers, which is issued by North Herts Council.

This matter relates to the failure to provide CCTV footage in connection with an alleged incident that occurred outside Bridgetown Monroe, Hitchin, between approximately 1am and 2am on Sunday 19/04/2026. On Thursday 14/05/2026, I requested a copy of the relevant CCTV footage to assist with enquiries into the alleged incident. At the time of making the request, I advised that the footage should still be available as the premises licence contains a specific condition requiring CCTV recordings to be retained for a minimum period of 28 days. I was also mindful that the footage would shortly reach the end of the retention period and may subsequently be overwritten if not secured promptly. In response to my request, you advised on 14/05/2026 that the footage was no longer available and that recordings had only been retained for approximately 10 days. You explained that your bank card had been affected by fraudulent activity, resulting in the card being cancelled and a replacement card being issued. You stated that the new card details had not been updated on your Ring CCTV subscription account, which had led to issues with the retention of recorded footage. You further advised that you intended to contact your CCTV provider, Ring, to establish whether they retained any archived footage that could be recovered for the period requested. However, to date the footage had not been produced.

Breaches of the Premises Licence Conditions Identified:

- The Premises Licence Holder and Designated Premises Supervisor will ensure that viewable and un-edited copies of recordings from the CCTV system will be provided to Police no later than 24 hours after a request. All recordings will be kept for a minimum of 28 days.
- The Premises Licence Holder and Designated Premises Supervisor will ensure that prior to opening the premises to the public in accordance with the premises licence operating hours, the CCTV system will be checked to ensure that it is recording for a minimum of 28 days.



Where CCTV is installed as a condition of the premises licence, DPS/Premises Licence Holders are expected to ensure that recordings are maintained, retained, and made available to Police upon request.

The failure to provide CCTV footage when requested hinders the Police's ability to investigate incidents and assess compliance with licence conditions and the licensing objectives.

Please treat this matter seriously and ensure that future requests are complied with promptly.

Recommendations:

- Ensure you have another read and familiarise yourself with the premises licence conditions.
- To ensure additional CCTV cameras are installed outside the premises, in addition to the one placed in the porch which leads to the entry/exit door to the premises.

This written warning has been recorded, and any further failures to comply with the premises licence conditions or requests from Police, may result in additional enforcement action. This could include a review of the premises licence under the Licensing Act 2003, which may lead to further conditions, suspension of the licence, or other sanctions deemed appropriate.

Should you wish to discuss this matter, please contact me using the details below.

Yours sincerely

Kuljit Sangha

Mrs Kuljit Sangha

Police Senior Licensing Officer for North Herts

Tel: [REDACTED] (work mobile) | Email: [REDACTED]

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Licensing Act 2003 Section 51

Premises: **Bridgetown Monroe**
6 Bucklersbury, Hitchin, SG5 1BB

Applicant for Review: **Environmental Health, North Herts Council**

Subject: **Responsible Authority Representation**

Licensing Objective: **Prevention of Public Nuisance**

Author: **Joe Mannix**
Licensing & Community Safety Manager
on behalf of the Licensing Authority

1.0 Introduction

- 1.1 This representation is made in support of the application by Environmental Health for a review of the premises licence held in respect of Bridgetown Monroe, 6 Bucklersby, Hitchin, in my capacity as Responsible Authority Officer for the Licensing Authority.
- 1.2 The evidence submitted by Alan Stone, Senior Environmental Health Officer, demonstrates a pattern of noise disturbance arising from licensable activities conducted at the premises, together with apparent failures to comply with measures and conditions designed to mitigate that disturbance.
- 1.3 Evidence has been gathered by the Licensing Authority, that shows premises licence holder removing the Public Notices displayed outside of the premises. These notices are required by Regulation 38 of The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005; and their removal interfered with the statutory right of the public to be made aware of the review of a premises licence.
- 1.4 The premises licence holder is the director, and designated premises supervisor of the premises. The conduct by a company officer, responsible for the supervision, direction and control of employees, raises serious concerns with the management's intentions for compliance with the Licensing Act 2003. This is further exasperated by evidence showing a staff member later following suit and also removing a notice.
- 1.5 The available evidence indicates that the licensing objective of the prevention of public nuisance is not being adequately promoted. The Responsible Authority therefore invites the Licensing Sub-Committee to determine what steps are appropriate and proportionate pursuant to section 52 of the Licensing Act 2003.

- 1.6 The Secretary of State's Guidance issued under section 182 of the Licensing Act 2003 confirms that the promotion of the licensing objectives is the paramount consideration when licensing functions are exercised and that each licensing objective is of equal importance.

2.0 Statutory and Policy Context

- 2.1 The prevention of public nuisance is one of the four statutory licensing objectives. The Section 182 Guidance further identifies the protection of local residents from noise nuisance caused by licensed premises as a principal aim of the licensing regime.
- 2.2 Paragraph 2.20 of the S.182 Guidance states that: *"The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter."*
- 2.3 Paragraph 11.8 of the Section 182 Guidance states that: *"...where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate."*
- 2.4 Considering that agreed conditions have not been followed in the past and that the premises has continued to operate outside of the bounds of their authorisation, without consideration to the impact they have caused to local residents, it is clear that action should be taken to prevent the reoccurrence of these types of incidents.
- 2.5 Paragraph 11.23 of the 182 Guidance goes on to state that: *"...where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence."*
- 2.6 Section 136 of the Licensing Act 2003 specifies the offence of carrying out licensable activity otherwise than in accordance with an authorisation, which is shown in the evidence provided in the statement of Alan Stone, Senior Environmental Health Officer.

- 2.7 Section 78 of the Police, Crime, Sentencing and Courts Act 2022 specifies the offence of Public Nuisance where a person intentionally or recklessly obstructs the public, or section of the public, in the exercise and enjoyment of a right that may be exercised or enjoyed by the public at large. This was shown by the CCTV retrieved by the Licensing Authority, and a Community Protection Warning was served on the sole director of the premises licence holder as a result of these actions.
- 2.8 Accordingly, the relevant question for the Sub-Committee is not whether amplified music forms part of the normal operation of licensed premises generally, but whether the manner in which the premises is operating is resulting in an unacceptable impact upon neighbouring residential occupiers, such that the licensing objective is being undermined.

3.0 Nature and Extent of the Nuisance

- 3.1 The evidence before the Sub-Committee demonstrates a recurring pattern of complaints relating to amplified music, low-frequency bass transmission and associated customer noise emanating from the premises.
- 3.2 The evidence obtained by Environmental Health extends beyond unsupported complaint evidence. Officers have undertaken investigations, attended affected properties and independently witnessed noise intrusion within residential accommodation. As a consequence of those investigations, Environmental Health formed the professional view that the noise amounted to a statutory nuisance.
- 3.3 Particular weight should be attached to the finding that low-frequency amplified music was audible within neighbouring dwellings during late evening and early morning periods when residents could reasonably expect a higher degree of protection from disturbance.
- 3.4 The evidence is therefore capable of establishing a direct causal link between the operation of the premises and the interference experienced by neighbouring occupiers.

4.0 Departure from the Agreed Operating Schedule

- 4.1 The review evidence indicates that the operation of the premises has materially departed from the model that was presented to the licensing authority during the variation process.
- 4.2 The variation was granted following discussions with Environmental Health and on the basis of agreed measures intended to mitigate the risk of public nuisance. These included restrictions and operational controls recorded within the Noise Management Plan.

- 4.3 The evidence now before the Sub-Committee suggests that DJ-led entertainment has become a regular feature of the premises operation rather than the occasional activity described during the consultation process.
- 4.4 That distinction is significant. The licensing authority was entitled to rely upon the operating model advanced by the applicant when determining the variation application. Where a premises subsequently operates in a materially different manner, the Sub-Committee is entitled to consider whether the premises continues to promote the licensing objectives to the standard anticipated when the licence authorisation was granted.

5.0 Breach of Licence Conditions

- 5.1 The Section 182 Guidance states that licence conditions establish the parameters within which premises may lawfully operate. Conditions are imposed because they are considered appropriate for the promotion of the licensing objectives.
- 5.2 The conditions relating to noise management were neither incidental nor administrative in nature. They were imposed specifically to address concerns identified by Environmental Health regarding the proximity of residential accommodation and the potential for entertainment noise to cause disturbance.
- 5.3 Where conditions imposed to promote the prevention of public nuisance objective are not effectively implemented, the risk of nuisance is correspondingly increased.
- 5.4 The evidence before the Sub-Committee indicates that concerns regarding compliance have been repeatedly raised by both Environmental Health and the Licensing Authority. The apparent failure to adhere to the agreed Noise Management Plan is therefore a matter to which the Sub-Committee may properly attach significant weight.

6.0 Statutory Nuisance and Enforcement History

- 6.1 The service of a Noise Abatement Notice pursuant to section 80 of the Environmental Protection Act 1990 is a matter of considerable relevance in these proceedings.
- 6.2 The Section 182 Guidance expressly identifies the Environmental Protection Act 1990 as legislation relevant to the exercise of licensing functions, and the case of
- 6.3 Whilst the licensing regime is distinct from the statutory nuisance regime, the service of an abatement notice represents a formal determination by Environmental Health that a statutory nuisance existed or was likely to recur. It is therefore highly material evidence when assessing whether the prevention of public nuisance licensing objective is being promoted.

- 6.4 The chronology demonstrates that Environmental Health sought compliance through informal engagement before resorting to formal enforcement action. Advice was provided, concerns were communicated, opportunities to implement remedial measures were afforded and discussions took place regarding operational controls.
- 6.5 Despite those interventions, complaints continued and formal enforcement action became necessary.
- 6.6 The progression from advisory engagement to statutory enforcement is a relevant consideration when assessing both the seriousness of the concerns and the degree of confidence that may reasonably be placed in future voluntary compliance.

7.0 Licensing Interventions and Compliance History

- 7.1 The Licensing Authority's records demonstrate a sustained history of complaints, officer interventions and concerns regarding the management of the premises from November 2024 onwards. Those matters include inappropriate and irresponsible promotional material, alleged breaches of authorised hours and licence conditions, noise disturbance. The Licensing Authority has provided repeated warnings that continued non-compliance could result in review proceedings.
- 7.2 In November 2024, officers raised concerns about posters displayed at the premises which used offensive language and promoted discounted or free alcoholic drinks. The licence holder disputed aspects of the concerns and initially declined to remove some material. Although certain wording was subsequently obscured and outside posters were removed, further posters were identified and repeated officer contact and visits were required before the offending wording was covered.
- 7.3 Further complaints were received in March 2025 concerning posters containing inappropriate language. The licence holder agreed to remove or obscure some wording, but further complaint and follow-up action were necessary. The correspondence demonstrates a recurring reluctance to accept officers' assessment of the material and a tendency to characterise compliance requests as unnecessary or disproportionate.
- 7.4 From at least April 2026, Environmental Health received multiple complaints concerning amplified music, customer noise and activity continuing after 02:00 hours. Recordings obtained using Council equipment were said to evidence people remaining at the premises and music continuing as late as approximately 02:30 hours. Officers reminded the licence holder that all patrons were required to leave and music cease by 02:00 hours and referred to the controls contained in the existing Noise Management Plan.

- 7.5 During June and July 2026, officers repeatedly sought an acceptable Noise Management Plan and advised that the continued use of extended hours without an approved plan constituted a breach of the premises licence. On 9 July 2026, the Licensing Authority expressly warned that continued non-compliance was a matter of significant concern and could lead to review proceedings. Further concerns were also raised about advertising for “free drinks” and “free shots” and the mandatory conditions governing irresponsible alcohol promotions.
- 7.6 On 23 July 2026, Environmental Health advised that the premises could not operate as a dance venue in its existing form without adversely affecting residential premises. Amendments were proposed to the Noise Management Plan, including the installation and use of a noise limiter, revised noise limits, removal of Friday DJ events, a monitored trial period, and additional controls for waste disposal and customer dispersal. Environmental Health made clear that the revised plan had not been approved; that inspection and assessment were required before approval could be considered.
- 7.7 The licence holder stated that DJs would operate only on Saturdays and that a noise restrictor had been installed. However, the responses repeatedly attributed responsibility to residents, neighbouring premises, landlords, building insulation and vacant or derelict properties. The correspondence also asserted that a resident had a “vendetta”, suggested that affected residents should move or improve their accommodation, and questioned whether recordings supplied by a complainant could be trusted.
- 7.8 On 29 July 2026, the Licensing Authority reminded the licence holder that residents should not be expected to move, soundproof their homes or alter their living arrangements. The Licensing Authority clarified that responsibility for preventing nuisance rests with the premises licence holder. The licence holder was again warned that a failure to recognise and discharge those responsibilities could result in a future review application.
- 7.9 Taken as a whole, the history identifies at least ten distinct occasions on which officers raised complaints, licensing concerns, alleged breaches, non-compliance with conditions, public nuisance, irresponsible promotions or the prospect of review action. The repeated need for intervention, together with the licence holder’s tendency to deny or displace responsibility, is relevant to the Sub-Committee’s assessment of management capability, future compliance and the promotion of the licensing objectives.

8.0 Necessity and Proportionality of Regulatory Intervention

- 8.1 The purpose of a review is not punitive. Rather, it is to determine what steps are appropriate for the promotion of the licensing objectives.

8.2 The Section 182 Guidance recognises that licensing authorities must be able to take effective action against premises that are causing problems within their communities.

8.3 In the present case, the evidence demonstrates:

- recurrent incidents of noise nuisance;
- adverse impact upon neighbouring residents;
- independent corroboration by Environmental Health officers;
- formal enforcement under the Environmental Protection Act 1990;
- apparent non-compliance with conditions designed to prevent nuisance; and
- unsuccessful attempts to secure compliance through less formal means.

8.4 Taken together, those matters provide a proper evidential basis upon which the Sub-Committee may consider whether the existing licence authorisation remains appropriate without modification.

9.0 Conclusion

9.1 Having regard to the evidence as a whole, the Licensing Authority submits that there is sufficient evidence for the Sub-Committee to conclude, on the balance of probabilities, that the operation of the premises is undermining the licensing objective of the prevention of public nuisance.

9.2 The repeated nature of the complaints, the independent evidence obtained by Environmental Health, the service of a statutory Noise Abatement Notice, and the apparent failure to comply with measures specifically introduced to mitigate noise impacts collectively demonstrate that the existing control measures have not proven effective.

9.3 In these circumstances, this Officer respectfully invites the Licensing Sub-Committee to exercise its powers under section 52 of the Licensing Act 2003 and to take such steps as it considers appropriate and proportionate for the promotion of the licensing objectives.

9.7 It is respectfully submitted that the Licensing Sub-Committee should:

- Suspend the Premises Licence for a period of 3 months.
- Explicitly state and condition the Premises Licence to disapply the exemption given under Section 177A of the Licensing Act 2003, to ensure that all conditions relating to music and entertainment are enforceable and apply at all times the premises is open.
- Condition the installation of a Noise Limiter and require all amplified music or entertainment to be routed through the Noise Limiter; in a configuration and at a Db(a) and Db(b) level agreed to in writing by Environmental Health and the Licensing Authority.

- The submission of a Noise Management Plan to Environmental Health and the Licensing Authority for their written agreement at least 28 days before the premises carries out licensable activity following the suspension.
- Require the directors, Designated Premises Supervisor and all staff to undertake formal training on the promotion of the licensing objectives, before any licensable activity is undertaken. This training must be documented, and these records must be kept for 6 years, with refresher training carried out minimum of every 12 calendar months.

9.8 These measures are recommended as a reasonable and proportionate way to bring the premises back into compliance, and provide the public with sufficient safeguards against nuisance reoccurring; and have been compiled with consideration of the financial impact on the premises licence holder.