

Review Application
Bridgend Inn

Contents Page

	<u>Page</u>
<u>Application Form</u>	1 - 7
Premises description	8
Plan of premises	9
Summary of events at premises	10 - 19
Objective of review application	19.1 -19.2
<u>Emails</u>	
27/04/2014 complaint received via "fix my street MCC"	20 - 24
28/04/2014 complaint email	25
29/04/2014 complaint email	26 - 27
30/04/2014 complaint email	28
16/05/2014 complaint email	29
25/05/2014 complaint email	30
27/05/2014 complaint email	31
27/05/2014 complaint email	32
01/06/2014 email from Mr Keigh Wright (DPS)	33
13/062014 email from Mr Keith Wright (DPS)	34
26/06/2014 email giving final warning to Licence Holder	35
30/06/2014 complaint email	36
26/07/2014 complaint email	37
23/08/2014 complaint email	38
06/10/2014 email from Licence Holder CCTV installed	39
07/10/2014 complaint email	40
13/10/2014 complaint email	41

22/10/2014	request to view CCTV with reply email	42
24/10/2014	2 nd request to view CCTV with reply email	43
28/10/2014	3 rd request to view CCTV with reply email	43.1
01/12/2014	complaint email	44
26/01/2015	complaint email	45
26/01/2015	request to view CCTV with reply email	45.1
04/03/2015	complaint email	46
19/04/2015	complaint email	47
19/04/2015	complaint email	48
27/04/2015-28/04/2015	request for CCTV emails	49 – 51
15/05/2015	request minor variation application to include CCTV	52
27/05/2015	complaint email	53
01/06/2015	request for final confirmation email	54
01/06/2015	refusal to apply for minor variation to include CCTV	55
<u>Meetings</u>		
06/05/2014	meeting held with Premises Licence Holder & DPS	56
24/06/2014	meeting held with Premises Licence Holder	57
05/09/2014	meeting held with Premises Licence Holder	58
30/01/2015	meeting held with Premises Licence Holder & DPS	59
23/04/2015	meeting held with Premises Licence Holder	60
<u>Letters</u>		
06/01/2014	Environmental Health warning letter sent to DPS	61 - 62
06/05/2014	Licensing warning letter to Premises Licence Holder & DPS	63 - 64
31/07/2014	complaint letter	65
10/10/2014	letter to DPS from Premises Licence Holder	66

15/05/2015 letter to Premises Licence Holder 67 - 68

29/05/2015 letter from Premises Licence Holder to Licensing 69

Statements

25/01/2015 PC Chris McGowan, witnessed breach of Premises Licence 70 - 71

30/01/2015 Leigh Beach, witnessed breach of Premises Licence 72 - 76

Risk Assessment

30/01/2015 Leigh Beach, risk assessment 77 - 78



MONMOUTHSHIRE LICENSING SECTION
The Drama Centre
Pen-y-Pound
Abergavenny
NP7 5UD

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 Leigh Beach

(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 Bridgend Inn 49 Main Road Gilwern Abergavenny Monmouthshire	
Post town Abergavenny	Post code (if known) NP7 0AU

Name of premises licence holder or club holding club premises certificate (if known) Felinfoel Brewery Co Ltd

Number of premises licence or club premises certificate (if known) PRM025

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 Leigh Beach Licensing Enforcement Officer Monmouthshire County Council Pen Y Pound Road Abergavenny Monmouthshire NP7 5UD
Telephone number (if any) 01633 644224
E-mail address (optional) leighbeach@monmouthshire.gov.uk

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 ✓

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

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

Premises has undermined the key licensing objectives;

- The Protection of crime and disorder
- The prevention of public nuisance

Poor management with little responsibility or control over the customers of the public house. Despite warnings and meetings with the Designated Premises Supervisor (DPS) and representative for the Licence Holder Mr Dominic Rowley the premises has continuously breached the licensing conditions and breached the hours attached to the licence.

Please see supporting documents.

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

See attached documents

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

Please tick ✓ yes

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, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

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

2 Beach

Date

04/06/2015

Capacity **Licensing Enforcement Officer**

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.

Premises Description

Bridgend Inn
49 Main Road
Gilwern
Abergavenny
NP7 0AU

Premises Licence Number – PRM025

Premises Licence Holder – Felinfoel Brewery Co Ltd

Designated Premises Supervisor – Mr Keith Wright

Key Licensing Act 2003 Objectives Undermined – The prevention of crime and disorder
The prevention of public nuisance

The public house is a two storey detached property on the main road of Gilwern a small residential village on the boarder of Abergavenny. The Brecon Canal flows past the rear of the public house. The public house on the ground floor has a main entrance with porch, bar area, kitchen, toilets and storage shed. The upper level acts as the residential premises for the tenants. The beer garden to the left of the premises is accessible from the canal, the main road pavement and side door to the bar. The plan of the premises is shown in this document.

Felinfoel Brewery Co Ltd is the Premises Licence Holder for this venue, the current licence was granted on the 4th November 2005. The Designated Premises Supervisor (DPS) named on the licence as the responsible person for running the public house was replaced by Mr Keith Wright in December 2013. The problems surrounding this premises commenced on the 30th December 2013 since Mr Wright became DPS.

This review is made following 5 local residential properties making numerous complaints and attending a public meeting to discuss the Bridgend Inn with Monmouthshire County Council staff. The complainants aren't willing to come forward because they fear retaliation. In total the Licensing Section has received 22 complaints, issued 5 warnings of a possible review and held 5 meetings with the Premises Licence Holder. To assist in highlighting these matters the events are shown in the summary of events table.

The licensing section has not received any complaints regarding the other two public houses in Gilwern over the last year, therefore the problems aren't widespread throughout the village.

Summary of events at premises

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
30/12/2013	Complaint	Loud music and rowdy behaviour in beer garden and street.	Huw Owen Environmental Health Officer spoke with Mrs Wright and sent letter to the DPS		61-62
27/04/2014	Complaint	27/04/2014 Breach of opening hours with customer leaving at 04:00hrs (3 ½ hours past permitted hours) Two residential windows smashed by customers of public house	Police attended, no evidence or witness to suggest the damage was caused by pub customers		20-24
28/04/2014	Complaint	27/04/2014 Windows Smashed Loud music Concern for property and other residents	Police attended, no evidence or witness to suggest the damage was caused by pub customers		25
29/04/2014	Complaint	Music volume increased at 22:30hrs Customers in the beer garden arguing and shouting rowdily until 03:45hrs (5:45 hours past permitted use of beer garden) Criminal Damage windows smashed and car mirror smashed.	Meeting organised with the Premises Licence Holder	Agreed to meet	26-27
30/04/2014	Complaint	No date - Antisocial Behaviour customers seen shouting in the street at 3am (2 ½ hours past permitted hours) Concerned for safety and vehicle due to recent criminal damage.	As above	As above	28
06/05/2014	Meeting	Discussion over the complaints. The DPS admitted breaching the premises licence hours and use of the beer garden after 10pm. The responsible authorities reinforced what hours and conditions are attached to the premises licence and	Warning letter issued to Licence Holder Felinfoel Brewery Co Ltd and DPS Mr Keith Wright by Leigh Beach, Licensing Enforcement Officer.	Following the meeting the Premises Licence Holder Felinfoel Brewery Co Ltd agreed to install acoustic glass, to cut noise emissions by 50%, replacing windows	56

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
16/05/2014	Complaint	11/05/2014 Customers seen leaving the premises at 02:40hrs with bottles of beer (2 hours & 10 minutes after the permitted hours)		and doors including installation of a new porch. Erecting signs to notify customers the beer garden is closed at 22:00hrs. Erecting signs asking customers to be considerate to neighbours. Felinfoel Brewery Co Ltd also agreed to send out a letter to local residents highlighting the changes and advising residents to contact the Brewery if they have any issues.	29
25/05/2014	Complaint	25/05/2014 Customers in the beer garden at 22:30hrs (30 minutes past permitted use of beer garden) With loud disturbing music played from inside			30
27/05/2014	Complaint	25/05/2014 - Beer garden was noisy until 02:30hrs (4 ½ hours past permitted use of the beer garden). Loud music, loud shouting & swearing outside. Argument broke out in the beer garden at 01:15hrs customers screaming at each other, reported to Gwent Police	Police officers not able to attend at the time, later arrived and premises quiet		31
27/05/2014	Complaint	25/05/2014 Customers in beer garden at 23:45 drinking (1 hour 45 minutes past	30/05/2014 Email sent to the Licence Holder and DPS to	01/06/2014 email from DPS responded to the email	32

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
13/06/2014	Inspection of premises	permitted use of beer garden). Letter received hand delivered by DPS however the person who signed the letter at Felinfoel Brewery Co Ltd already advised the complainant that it was not the responsibility of the brewery, due to them renting the premises out to Mr Wright.	outline the further complaints received following the meeting by Samantha Winn, Senior Licensing Officer.	suggesting the residents are moaning and that he has done all he can do monitoring noise and adhering to the licence hours.	33 34
24/06/2014	Meeting	13/06/2014 25-30 customers in beer garden at 22:20hrs. (30 minutes past permitted use of beer garden) Licensing Officer Leigh Beach and PC Hilton parked outside in a marked police vehicle. Entered the premises and spoke with a male behind the bar. The male said the DPS was away and not contactable. PC Hilton asked that the beer garden be closed immediately and Leigh Beach ensured he was aware of the permitted hours shown on the licence.	Evening visit to the premises recorded in pocket notebook. Second meeting organised with the Premises Licence Holder.	13/06/2014 email from DPS complaining about Gwent Police. DPS suggested he was struggling to control the beer garden and has been threatened by customers. Despite not being contactable or available on the night Mr Wright asked for another meeting because he was fed up of Police Officers attitude towards staff and described our enforcement as a joke.	57 35
		Discussion over the lack of management at the premises on the 13/06/2014 and the breach of condition, use of the beer garden at 22:20hrs (20 minutes after the permitted use of the beer garden) The email from the DPS was discussed highlighting DPS is struggling to control the premises. Warning given to Mr Dominic Rowley representing Felinfoel Brewery Co Ltd that any further breaches of conditions	26/06/2014 Email sent to Mr Dominic Rowley giving an overview of the meeting with the warning highlighted.	Mr Dominic Rowley confirmed the alterations to the windows and doors have been completed. Mr Dominic Rowley agreed to meet with the DPS and discuss the problems and issues raised at the meeting.	

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
30/06/2014	Complaint	<p>may result in prosecution or review of the premises licence.</p> <p>27/06/2014 Shouting and swearing from beer garden audible inside residents house. 23:30hrs Woken by customers in the beer garden having an argument and sobbing (1 ½ hours past permitted use of the beer garden). 02:30hrs woken by drunks leaving the premises being rowdy with a bag of beer bottles (2 hours past permitted opening hours)</p>			36
26/07/2014	Complaint	<p>20th 21st 22nd June all described as rowdy. 23:19hrs argument in beer garden shouting and screaming at each other. Woken at 01:30hrs by man arguing in beer garden shouting loudly with his voice becoming hoarse (3 ½ hours past permitted use of beer garden). Customers leaving at 01:50hrs (1 hour 20 minutes past the permitted hours). Doors and Windows are open which doesn't prevent much noise leaving the public house with the new windows installed.</p>			37
26/07/2014	Complaint	<p>26/07/2014 00:00hrs two minibuses arrive to drop off customers at the pub. (Alcohol should not be sold after 00:00hrs)</p> <p>03:20hrs woken by people leaving the premises rowdily swearing. (3 hours 20 minutes past permitted hours)</p> <p>Following morning smashed plant pots</p>			

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
31/07/2014	Complaint Letter	found down the street. Beer garden used after 22:00hrs Customers causing altercations in the street late at night. 26/07/2014 Two minibuses drop off customers after midnight. People leaving noisily at 03:00hrs Customers seem to be private guests of the DPS and the DPS is not setting an example to customers.			65
23/08/2014	Complaint	22/08/2014 Sound recordings from a residents bedroom provided. 00:00hrs customers involved in argument and violent incident outside premises with on car being kicked. Police called. 01:00hrs Kept awake by customers having an argument, male shouting and swearing. Resident believes the male works at the premises.	Email sent to Mr Dominic Rowley highlighting more complaints received.		38
05/09/2014	Meeting with sound recordings played	Meeting held to discuss ongoing complaints and play noise recording to Mr Dominic Rowley (recorded by a local resident)	All agreed the residents shouldn't have this level of sound audible inside their home caused by customers of the public house. Linda O'Gorman request for immediate improvement to premises.	06/10/2014 Email received to confirm Mr Dominic Rowley held a meeting with DPS Mr Keith Wright and Mrs Jane Wright. CCTV system installed and records data for 14days. Reminder given over the licensing requirements.	58 & 39
07/10/2014	Complaint	01/10/2014 Beer garden full at 22:15hrs with music audible in residential bedroom due to the doors open. Pub rowdy until 22:45hrs 02/10/2014 22:50hrs & 23:30hrs		10/10/2014 Letter sent to DPS Mr Keith Wright confirming meeting held with Mr Rowley on the 01/10/2014 to confirm CCTV	40 & 66

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
		<p>Customers leaving beer garden noisily shouting, screaming and swearing (1 ½ hours after permitted use of beer garden) 04/10/2014 23:35hrs people arguing, shouting and swearing. Doors slamming. 00:20hrs & 00:44hrs constant shouting and rowdiness in the beer garden. (2 hours 44 minutes past permitted use of beer garden)</p> <p>01:00hrs people singing leaving the beer garden (3 hours after permitted use of beer garden)</p> <p>Woken at 01:50hrs by noise.</p> <p>Considering putting property on the market to move away from the pub.</p>		<p>is installed. Mr Rowley also warned Mr Wright that he may give notice for him to leave the premises if there are more incidents at the pub.</p>	
13/10/2014	Complaint	<p>10/10/2014 Customers leaving premises at 03:00hrs (2 ½ hours after permitted hours)</p> <p>11/10/2014 Customers having a party, horrendous noise from pub. Called police at 23:40hrs due to the volume.</p>	<p>Request made with DPS Mr Keith Wright to view CCTV footage of the weekend.</p> <p>22/10/2014 & 28/10/2014 Email sent to Mr Dominic Rowley confirming DPS has not responded to our request to view CCTV</p> <p>24/10/2014 Email sent to Mr Dominic Rowley highlighting no contact from DPS.</p>	<p>Mr Wright ignored our messages.</p> <p>Mr Rowley confirmed he called and left another message requesting Mr Wright contact Licensing.</p>	41-43.1
01/12/2014	Complaint	<p>28/11/2014 22:30hrs-22:55hrs Constant thud of loud dance music and rowdy crowd in beer garden (55 minutes past permitted use of beer garden) 02:21hrs Customers leaving pub loudly,</p>	<p>01/12/2014 Email sent to Mr Dominic Rowley highlighting the complaint. Requesting Mr Rowley arranges for licensing to view the CCTV.</p>		44

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
		<p>past permitted hours)</p> <p>29/11/2014 21:40hrs man shouting "F*ck Off"</p> <p>23:23hrs Customers rowdy in beer garden</p> <p>00:15hrs Shouting and screaming in beer garden (2 hours 15 minutes past permitted use of beer garden)</p> <p>00:50hrs awoken by noise crowd leaves noisily.</p> <p>03:07hrs car collects customers from pub (2 hours 37 minutes past permitted hours)</p>			
08/12/2014	Visit	<p>06/12/2014 23:00hrs beer garden empty and pub quiet.</p>	<p>Spot check by Huw Owen Environmental Health Officer.</p>		
26/01/2015	Complaint	<p>24/01/2014 09:30hrs – 02:25hrs beer garden used all evening and noisy. (4 hours 25 minutes past permitted use of beer garden)</p> <p>01:30hrs man and woman arguing in the street, man becomes violent and throws female to the floor before both returning to the premises (1 hours past permitted hours)</p>	<p>Police Officer attended at 00:30hrs customers still drinking. 2 calls received by police for fighting outside pub at 01:17hrs and 01:40hrs.</p> <p>PC McGowan arrived at 01:51hrs 2 female customers sat in the beer garden. 4 customers sat at the bar drinking (1 hour 21 minutes past permitted hours)</p> <p>Male behind bar said the DPS Mr Keith Wright wasn't available.</p> <p>PC McGowan Statement</p>	<p>Mr Rowley agreed to meet with us at the premises.</p>	<p>45 & 45.1 70 & 71</p>

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
			attached. Licensing Sections made a request to visit the premises and view CCTV footage of weekend.		
30/01/2014	Meeting	Meeting at public house to view CCTV and discuss weekend.	Leigh Beach and PC Hilton attended meeting to view CCTV. Images of public house open past permitted hours and violence in the street observed. Leigh Beach Statement attached. Leigh Beach conducted a premises risk assessment.	Mr Dominic Rowley attended meeting. DPS Mr Keith Wright provided CCTV coverage of outside area only. Away over the weekend. Knowledge of licence was poor	59 68 72-78
04/03/2015	Complaint	28/02/2015 Noise from pub with last customers leaving at 03:00hrs (2 ½ hours past permitted hours)	Through a responsible authority meeting discussion. Leigh Beach as the Licensing Enforcement Officer started to form an application for review of the Premises Licence		46
16/03/2015	Complaint	14/03/2015 21:05hrs Calls to police windows of premises open with loud music played. 14/03/2015 22:50hrs customers being loud in beer garden (50 minutes past permitted use of beer garden)	Email sent to Premises Licence Holder to request Managing Director attendance at a meeting.	Premises Licence Holder confirmed Managing Director and Mr Rowley would attend the meeting.	
19/04/2015	Complaint	18/04/2015 Woken by noisy pub. Police called at 01:10hrs premises showing no sign of closing (40 minutes past permitted hours)	Email sent to Premises Licence Holder to highlight complaint.		47

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
19/04/2015	Complaint	<p>18/04/2015 Police called at 22:25hrs due to noise from pub. Beer garden in use and loud music from inside the pub. 23:27hrs Shouting and rowdy antisocial behaviour, beer garden in use (1 ½ hours past permitted use of beer garden) Loud music from inside the pub with the front door to premises wide open. 23:29hrs – 00:00hrs raucous shouting, large group of men chanting at the top of their lungs. 01:26hrs Loud thudding music and customer noise can still be heard. 02:00hrs Pub now quiet.</p>	<p>Email sent to Premises Licence Holder to highlight complaint.</p>		48
23/04/2015	Meeting	<p>Meeting held to discuss ongoing complaints. Leigh Beach gave an overview of the incidents to date. Mr Andrew Russ requested access to the premises and explained the difficulty he has faced with no reply/response from the DPS or Licence Holder to date. Mr Rolwey explained he may serve notice on the DPS to leave however the notice period required is 6 months. PC Rachael Honey-Morris, Leigh Beach, Dominic Rowley agreed to meet at the premises and view the CCTV from the 18/04/2015. Warning given over ongoing problems at the premises Review and Prosecutions may be our final option following 5 meetings.</p>	<p>Request to view CCTV next week. Request by Fire Service to access the premises. Request for a new DPS. Request for CCTV to become a condition of the Licence. Warning given that Review application may be made. Warning that prosecution may be instigated against any breaches of the conditions.</p>	<p>Difficulty with ejecting the DPS, Licence Holder is required to give 6 month's notice. CCTV expected to be fully functional however could not confirm it's operating. Licence Holder felt there is no pattern to the complaints however agreed they would like the public house run differently with better management. Agreed a CCTV condition would assist future tenants.</p>	60

Date	Incident	Summary	Action Taken	Response from Licence Holder/ DPS	Page
27/4/2015	Request to view CCTV	Email exchange requesting to view CCTV from Leigh Beach & Licence Holder.	Request to view CCTV at premises with the DPS. Request to view CCTV footage on disc if footage from the 18/04/2015 is overwritten.	CCTV footage now only available for 7 days. Footage from the 18 th April not available at premises. Mr Rowley will try to send disc to MCC office. Disc sent over to the Licensing Section however unable to play disc contents. Agreement made with DPS to leave the premises on the 23/06/2015.	49-51
09/05/2015	Complaint	09/05/2015 Residents report Police being heckled by customers whilst leaving. 10/05/2015 Elderly man found on pavement from leaving public house highly intoxicated, unconscious and urinated himself.	15/05/2015 Email sent to Licence Holder outlining complaints with invitation to apply for Minor Vary Application. to Letter sent to Mr Philip Lewis Managing Director of Premises Licence Holder requesting a confirmed leave date for the DPS and request to improve the CCTV by attaching a condition to the Premises Licence.	Reply by letter to confirm DPS agreed to leave the premises early. No intention to apply for a minor vary application.	52-53
01/06/2015	Final Correspondence	01/06/2015 Request for confirmation Licence Holders will not apply for the Minor Variation.	01/06/2015 Email sent to request confirmation from Managing Director Mr Phillip Lewis that he refuses to make the application and review application may be submitted by Licensing.	01/06/2015 Reply to email confirming the Licence Holder will not submit an application.	54-55

Objective of Review Application

As the Licensing Enforcement Officer and a Responsible Authority under the Licensing Act 2003. I feel the Premises Licence Holder and Designated Premises Supervisor (DPS) have received sufficient warnings through two warning letters, five meetings and numerous emails. We have attempted to work with Felinfoel Brewery Co Ltd and Mr Keith Wright to improve the management of the premises and reduce the crime and disorder through antisocial behaviour and public nuisance connected with the premises. In accordance with section 11.10 of the guidance it states;

"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 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"

Despite our efforts to work with the premises licence holder the venue has not improved with regards to crime and disorder or public nuisance. The supporting documents clearly show how problems escalated at the premises when Mr Keith Wright became DPS. Numerous complaints have been received anonymously. These complainants are not willing to publically voice their complaints because they fear retaliation. The Licence Holder stated Mr Wright is scheduled to leave the premises on the 23rd June however I have not received an application to vary DPS, therefore I recommend the removal of the current DPS to improve the management and overall control of the premises. To assist with the prevention of crime and disorder I also recommend an additional condition be attached to the premises licence, namely:-

"CCTV is installed and working. Recording the inside and outside areas of the premises to the satisfaction of the Police and Licensing Authority. Recordings will be made available for a minimum of 28 days to the Police and Licensing Authority upon request. If the CCTV equipment fails, the Police and Licensing Authority will be informed as soon as possible and immediate steps will be taken to put the equipment back into action. A notice will be displayed at the entrance to the premises advising that CCTV is in operation."

I believe CCTV should be installed to safeguard future tenants and customers due to the amount of violent incidents reported. CCTV may also act as a deterrent to prevent crime and disorder around the premises. Currently the premises has cameras showing the outside area only and as outlined in this document it is always very difficult for Monmouthshire County Council or the Police to view the footage within 7 days before the footage is erased.

As a Licensing Enforcement Officer I recognise a public house can act as a location for socialising and can bring communities together. I would not like to see the venue close, however I would like to ensure people living in the area do not live in fear of crime and disorder and public nuisance from the public house and its customers.

The recommendation to remove the current DPS will not result in the premises closing but will be helpful towards improving the management of the premises. Mr Keith Wright announced he has a scaffolding business and therefore the public

house isn't his only source of income. The Premises Licence Holder also has the right to retain staff currently employed by the DPS should the DPS be removed and a new person is given the position.

If the review is successful I feel the community surrounding the premises would benefit from better management and will have reassurance of extra security with CCTV in place monitoring the premises should the CCTV condition above become attached to the premises licence. Some residents have suggested they are considering selling their property because they can't sustain the amount of antisocial behaviour and public nuisance from the Bridgend Inn and its customers.

The licensing section has not received any complaints regarding the other two public houses in Gilwern over the last year, therefore the problems aren't widespread throughout the village.

Beach, Leigh

From: Hilton Robert <Robert.Hilton@gwent.pnn.police.uk>
Sent: 28 April 2014 11:13
To: Winn, Samantha; Owen, Huw
Cc: Beach, Leigh
Subject: RE: Problem Report: Mr Bob Smith [PROTECT]

PROTECT - PRIVATE

Sam

The date/time of complaint was on the original email I sent officers were sent at 0105 as they were committed with other incidents prior to that. There was no mention of damage

Regards

PC 721 Nick Hilton
The Licensing Officer
Monmouthshire Local Policing Unit
Heddlu Gwent Police
Abergavenny Police Station
Tudor Street
ABERGAVENTNY
Monmouthshire
NP7 5YL

DDI 01495 232707/232255
Mobile 07855541029

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01495 232707

-----Original Message-----

From: Winn, Samantha [mailto:SamanthaWinn@monmouthshire.gov.uk]
Sent: 28 April 2014 10:45
To: Hilton Robert; Owen, Huw
Cc: Beach, Leigh
Subject: RE: Problem Report: Mr Bob Smith [PROTECT]

Are you able to confirm the time they went out please, plus can you confirm if the police are aware of the smashed windows, please also confirm the date and time for the incident if you have the details.

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu Monmouthshire County Council / Cyngor Sir Fynwy Tel / Ffôn: 01495 633 64 (4221) Mobile / Symudol: 07880838305 Email / Ebst: samanthawinn@monmouthshire.gov.uk Website /

Gwefan: www.monmouthshire.gov.uk Follow us on Twitter / Dilynwch ni ar Twitter:
www.twitter.com/monmouthshirecc

-----Original Message-----

From: Hilton Robert [mailto:Robert.Hilton@gwent.pnn.police.uk]
Sent: 28 April 2014 10:40
To: Winn, Samantha; Owen, Huw
Cc: Beach, Leigh
Subject: RE: Problem Report: Mr Bob Smith [PROTECT]

Yes the police did attend, but party was finishing then

Regards

PC 721 Nick Hilton
The Licensing Officer
Monmouthshire Local Policing Unit
Heddlu Gwent Police
Abergavenny Police Station
Tudor Street
ABERGAVENNY
Monmouthshire
NP7 5YL

DDI 01495 232707/232255
Mobile 07855541029

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01495 232707

-----Original Message-----

From: Winn, Samantha [mailto:SamanthaWinn@monmouthshire.gov.uk]
Sent: 28 April 2014 10:38
To: Hilton Robert; Owen, Huw
Cc: Beach, Leigh
Subject: RE: Problem Report: Mr Bob Smith [PROTECT]

Great thanks Nick, are you aware if the police attended?

Samantha Winn
Senior Licensing Officer / Uwch Swyddog Trwyddedu Monmouthshire County Council / Cyngor Sir Fynwy Tel / Ffôn:
01633 64 (4221) Mobile / Symudol: 07880838305 Email / Ebost: samanthawinn@monmouthshire.gov.uk Website /
Gwefan: www.monmouthshire.gov.uk Follow us on Twitter / Dilynwch ni ar Twitter:
www.twitter.com/monmouthshirecc

-----Original Message-----

From: Hilton Robert [mailto:Robert.Hilton@gwent.pnn.police.uk]

Sent: 28 April 2014 10:27

To: Winn, Samantha; Owen, Huw

Cc: Beach, Leigh

Subject: RE: Problem Report: Mr Bob Smith [PROTECT]

PROTECT - PRIVATE

Sam

We had anonymous complaint of noise 12-10am 27th April, especially Re beer garden - there had apparently been a noisy party

Regards

PC 721 Nick Hilton
The Licensing Officer
Monmouthshire Local Policing Unit
Heddlu Gwent Police
Abergavenny Police Station
Tudor Street
ABERGAENNY
Monmouthshire
NP7 5YL

DDI 01495 232707/232255

Mobile 07855541029

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01495 232707

-----Original Message-----

From: Winn, Samantha [mailto:SamanthaWinn@monmouthshire.gov.uk]

Sent: 28 April 2014 10:19

To: Hilton Robert; Owen, Huw

Cc: Beach, Leigh

Subject: FW: Problem Report: Mr Bob Smith

Hi Sam/Huw, have you received any complaints with regards to the complaint received below about the Bridgend Inn.

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu Monmouthshire County Council / Cyngor Sir Fynwy Tel / Ffôn:
01495 633 64 (4221) Mobile / Symudol: 07880838305 Email / Epost: samanthawinn@monmouthshire.gov.uk Website /

Gwefan: www.monmouthshire.gov.uk Follow us on Twitter / Dilynwch ni ar Twitter:
www.twitter.com/monmouthshirecc

-----Original Message-----

From: Contact
Sent: 28 April 2014 09:39
To: Bob Smith
Cc: Licensing; EnvironmentalHealth
Subject: RE: Problem Report: Mr Bob Smith

Thank you for contacting Monmouthshire County Council. Your e-mail has been forwarded to the Licensing Section and also to Environmental Health.

For future contact the e-mail address is: licensing@monmouthshire.gov.uk / environmentalhealth@monmouthshire.gov.uk

Monmouthshire County Council / Cyngor Sir Fynwy Tel / Ffôn: 01633 64 (4644) Email / Epost:
Contact@monmouthshire.gov.uk Website / Gwefan: www.monmouthshire.gov.uk Follow us on Twitter / Dilynwch ni ar
Twitter: www.twitter.com/monmouthshirecc

Telephone: 01633 644644

-----Original Message-----

From: Bob Smith [<mailto:anongilwern@outlook.com>]
Sent: 27 April 2014 21:06
To: Contact
Subject: Problem Report: Mr Bob Smith

Dear Monmouthshire Council,

A user of FixMyStreet has submitted the following report of a local problem that they believe might require your attention.

To view a map of the precise location of this issue, or to provide an update on the problem, please visit the following link:

<http://www.fixmystreet.com/report/469372>

Name: Bob Smith

Email: anongilwern@outlook.com

Subject: Mr Bob Smith

Details: Continuing anti-social behaviour from the patrons of the Bridgend inn, Gilwern. This pub frequently breaches its license with customers becoming rowdy and aggressive into the early hours of the morning. Last nights problems escalated to the point of two residential premises having windows smashed by patrons on the Bridgend inn. This incident happened at 2am with the last customers leaving the pub at 4am with them alerting the street of their departure with the sound of car horns. Something HAS to be done about this pub as it's unbearable to live here and now dangerous.
Police have been are contacted on a weekly basis but this has on made things worse with retaliation from the Bridgend Inn.

Easting: 324581

Northing: 214546

Latitude: 51.824425

Longitude: -3.095699

Nearest road to the pin placed on the map (automatically generated by Bing Maps): 50 Main Road, Gilwern, NP7 0

Nearest postcode to the pin placed on the map (automatically generated): NP7 0DA (80m away)

Replies to this email will go to the user who submitted the problem.

This message was sent via FixMyStreet, a project of UKCOD, registered charity number 1076346. If there is a more appropriate email address for messages about this type of local problem, please let us know by visiting <<http://www.fixmystreet.com/contact>>. This will help improve the service for local people. We also welcome any other feedback you may have.

FixMyStreet is now available for full integration into council websites, making life easier for both you and your residents. Read more here: <http://www.mysociety.org/for-councils/fixmystreet/>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644992.

This email has been virus scanned by Microsoft Forefront Online Protection for Exchange.

PROTECT - PRIVATE

Ychydau Gwent. Mae'r wybodaeth yn yr ohebiaeth hon ar gyfer yr unigolyn

u'r sefydliad y'i cyfeiriwyd ato. Os derbyniwch hwn mewn

Beach, Leigh

From:
Sent: 28 April 2014 11:36
To: Winn, Samantha
Subject: Bridgend Inn, Gilwern

Hello Samantha

I would like to update you on the difficulties that myself and a number of local residents have with the Bridgend Inn and those who run it.

The difficulty is that everyone is too frightened to make complaints and after deliberately and maliciously smashed on Saturday night more frightened and reluctant to come forward.

windows were
they are only going to be

I don't hear all of the noise like some of the other residents last summer – as there was an outdoor karaoke – I was unable to hear my own TV at 6.30 on the Sunday afternoon before the bank holiday. When the performer failed to reduce the volume

We then called the police and told them that in the future we would always have to do so as we were afraid of the accusations.

I have received a text this morning from a neighbour who states that the pub is always open until at least 2.30am on the weekend and that they are woken by cars tooting as they collect people and then rev their engines. Also as the weather improves they are outside laughing and smoking in the early hours. The music is incredibly loud – when the doors are closed it is manageable but everytime the door is opened as they come out to smoke – the music bellows out waking people.

I don't know what to do to stop this but with the Mayday bank holiday we expect further trouble but the police don't do very much as it is a distance from the town Centre of Abergavenny. I am going to ask THE Chronicle to cover this as we can't go on with this level of intimidation and damage.

If you have any advice please call me.

I am on

Beach, Leigh

From:
Sent: 29 April 2014 09:03
To: Winn, Samantha
Subject: Re: FAO Samantha Winn re: Bridgend Inn, Gilwern

Morning Samantha,

Thank you for getting back to us. Can you confirm the licensing hours for the Bridgend Inn and what time they're allowed to play music until just so we can make clear, concise and factual notes?

Kind regards

On 29 Apr 2014, at 07:26, "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk> wrote:

Thank you for your email, I have copied in the Police Licensing Officer PC Nick Hilton along with the Environmental Health Officer Huw Owen and the Licensing Enforcement Officer Leigh Beach to ensure that all relevant responsible authorities are aware of your concerns.

I will contact the brewery today and arrange a meeting between the Responsible Authorities, the brewery as they are the licence holders and the designated premises supervisor as soon as possible.

Please continue to monitor and record the situation at the premises and forward the details to my email.

With regards

Samantha Winn
Senior Licensing Officer / Uwch Swyddog Trwyddedu
Monmouthshire County Council / Cyngor Sir Fynwy
Tel / Ffôn: 01633 64 (4221)
Mobile / Symudol: 07880838305
Email / Epost: samanthawinn@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

From:
Sent: 28 April 2014 16:36
To: LicensingNorth
Subject: FAO Samantha Winn re: Bridgend Inn, Gilwern

Dear Samantha,

Further to your telephone conversation with _____ earlier today about the Bridgend Inn, please find below our account of the events that happened on Saturday night.

21:00 pm - We arrived home to the hum of music coming from the beer garden and beer garden was full of customers being rowdy. Rowdy behaviour mostly rather than music noise.

22:30 pm - Music has really ramped up now and can hear thudding baseline inside the house and lots of people shouting and swearing.

23:00 pm - Went to bed and tried to ignore noise and get to sleep. However, despite having our bedroom window soundproofed we can still hear loud music and people shouting at the top of their lungs in the beer garden. It seems that the entire pub's customers have congregated in the beer garden for the evening rather than spending time inside.

At 00:05 am - With the music and shouting/rowdiness still at a high volume, we now decide to call the police. Police ask if we want them to attend or just log the incident in records. We ask that they please attend to get the music turned off so that we can get some sleep tonight. Police told us we will have a bit of wait til they attend so we decide to sleep with the radio on in our room to try and drown out the music and shouting outside. Eventually fell asleep.

2:00 am - Woken up by a series of loud bangs outside in the street. My husband looked out the window and saw 10-15 pub customers running down Back Road. Then we saw that the windows and door had been smashed in at neighbours' and the windows also smashed at our garden where a man was shouting "Fuck off, Fuck off!" to someone repeatedly, so loudly that his voice became strained.

2:00-3:45 am - Pub customers continuing to congregate in beer garden and in the street. By 3:00 am most customers have left, with the last customer leaving the premises at approx 3:45 am. Several of the customers leaving the pub at these times were sounding their car horns. As the car horns are sounded upon leaving the premises every weekend, it makes it easy for us to note the times that they leave. I find it hard to believe that the pub adheres to its licensing time when customers are continuing to hang around for several hours after "closing time". They must be getting served alcohol into the early hours of the morning.

Yesterday morning, a blue car wing-mirror has been found lying on the pavement, I would suggest this is also related to Saturday night's criminal damage. Although Sunday evening was a quiet night by the pub's standards, the behaviour of the customers still falls below a standard of decency with shouting and swearing in the beer garden until approx 22:30/23:00 pm. You'd think shame would've kept them quiet and well-behaved after the previous night's shocking events.

Finally, we have other logs from previous night's events in April at the pub, which we are just sorting out at the moment. We will email you with these in due course. We would appreciate privacy and your discretion in this matter as we have witnessed now what happens when these people find out you have complained against them and we're worried for our safety.

Kind regards,

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644992. This email has been virus scanned by Microsoft Forefront Online Protection for Exchange.

Beach, Leigh

From: >
Sent: 30 April 2014 18:46
To: Winn, Samantha
Subject: Re: FOA Samantha Winn re: Bridge End Inn, Gilwern

This is encouraging, thanks.

Regards

From: "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk>
To:
Sent: Wednesday, 30 April 2014, 13:51
Subject: RE: FOA Samantha Winn re: Bridge End Inn, Gilwern

Thank you for your email, I have spoken to the Premises Licence holder today and arranged a meeting with them, the Designated Premises Supervisor and his wife along with the relevant responsible authorities namely, the Police, Environmental Health and Licensing.

Please continue to monitor and record the situation at the premises and forward the details to my email.

Regards

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu
Monmouthshire County Council / Cyngor Sir Fynwy
Tel / Ffôn: 01633 64 (4221)
Mobile / Symudol: 07880838305
Email / Epost: samanthawinn@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

From:
Sent: 30 April 2014 13:22
To: LicensingNorth
C
Subject: FOA Samantha Winn re: Bridge End Inn, Gilwern

Dear Samantha

I would like to add myself to the list of complainants regarding the antisocial behaviour coming from the Bridge End Inn, Gilwern.

from the Bridge End, I am worried for _____ ny

_____ on a Saturday

night she was in fear for her personal safety, and her car, due to drunken lads running riot and shouting in the street until 3am. But it is only now, that it is affecting others that I know of, I feel there is purpose in asking for help.

From:
Sent: 16 May 2014 20:43
To: Winn, Samantha
Subject: Re: Bridgend Inn

Hi Samantha,

Thanks for getting back to us. We'd be very keen to know what actions were agreed upon after being woken at 2:40am last Sunday by customers announcing their departure taking away bottles of beer. I guess if this is "lock-ins" we are stuck with this behaviour?

Regards

On 13 May 2014, at 13:15, "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk> wrote:

Good Afternoon, with regards to the Bridgend Inn, a meeting was held last week to discuss the complaints that had been received. Some positive actions were agreed upon and I am awaiting confirmation of these actions this week.

Once I have received confirmation I will update you further.

Regards

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu
Monmouthshire County Council / Cyngor Sir Fynwy

Tel / Ffôn: 01633 64 (4221)

Mobile / Symudol: 07880838305

Email / Epost: samanthawinn@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644992. This email has been virus scanned by Microsoft Forefront Online Protection for Exchange.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not

Beach, Leigh

From: _____
Sent: 25 May 2014 22:42
To: Winn, Samantha
Subject: Bridgend Inn

Hi Samantha,

Just a quick email to log a disturbance from the Bridgend Inn. It is now currently 22:30 25/05/14 and we are still listening to rowdy behaviour in the beer garden and the thumping baseline of music. As only a short period of time has passed since the meeting with all the RA's, we had hoped that the licensees would be taking their responsibilities seriously but unfortunately it would seem they are not.

Regards

Beach, Leigh

From:
Sent: 27 May 2014 00:45
To: Winn, Samantha
Subject: Bridgend Inn

Hi Samantha,

Just a quick email to say that on Sunday night the noise from the beer garden finally stopped at 2.30am - some 4 and a half hours AFTER the agreed time of 10pm. The noise was horrendous all evening, with loud music being heard from inside our house with all windows closed, along with rowdy behaviour, continuous shouting and swearing all night. At 1.15am there was a huge altercation in the beer garden which sounded like it was getting out of hand (people screaming and swearing at each other at the top of their voices) and we then called the Police. This was logged with the Police under Incident number 35-26/05/14.

Kind Regards

Beach, Leigh

From:
Sent: 27 May 2014 08:55
To: Winn, Samantha
Subject: Bridgend Inn

Hi Samantha

Another difficult weekend unfortunately.

On Sunday night loud music was playing until 11.45 and groups of people visible in the beer garden, drinking. It was clear that they were still being served drinks. I tried to photograph this but the result is not clear. My neighbour has offered me a better camera but I'm not sure of the legality of this (?). I went to bed at midnight and there were still many people at/in the pub at this time but the front door was closed.

A neighbour told me there was a fight at the pub well after 1am and I find it hard to believe that people would still be there at this time if there was no alcohol being served.

I spoke to another neighbour yesterday (Monday) who said that he had been in the pub but left at 10.30pm as 'it was clear what was going to happen (the fight)'.

We received a letter from the brewery whereby they state that they take their responsibilities seriously however this was signed by the same person who I initially contacted who told me that it was NOT their responsibility as they merely rented the place out to those who were. It doesn't give me much confidence in his sincerity I'm afraid.

Beach, Leigh

From: Jane Wright <janewright22@ymail.com>
Sent: 01 June 2014 21:20
To: Winn, Samantha
Subject: Re: Bridgend Inn

hi Samantha , thanks for your email,,cant believe more complaints have been made ,hand delivered the letters ,spoke also to all neighbours and thought all was fine they had no issus as far was we was concern , music has been off by 11 .oo know entainment has been booked music is only duke-box watch has been monitored , what more can I do,posters are up doors and windows are on order ,,like I said you wont stop a moaner keith

On Friday, 30 May 2014, 12:11, "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk> wrote:

Dominic/Keith

Since our meeting on the 6th May 2014 further complaints have been received by Monmouthshire Council in relation to loud noise and public disorder from the premises and outside in the beer garden.

- Noise from customers leaving the premises at 2.40am on the 10th May
- Noise (swearing and chanting) from the beer garden on the 16th May
- Sat 17th – noise from rowdy behaviour of customers in beer garden until 10pm
- Sat 17th – loud music from pub 10pm to 11pm
- Loud music was reported to be playing on the 25th May 2014 at 11.45pm (Licensing hours are until 11.00pm).
- Customers drinking in the beer garden on the 26th May after 10pm with a report of noise (shouting and swearing) from the beer garden stopping at 2.30am.
- A call was also logged with the police in regards to a fight in the beer garden in the early hours on Monday morning (26th May, 01.18am).

The details below are calls that have been received by Gwent Police:-

- 26/05/14 0118 – Drunken male and female arguing in beer garden – spoken to by police & left
- 25/05/14 2320 – Report doors open & music blaring
- 16/05/14 2134 – Issues with noise/loud music
- 16/05/14 2140 - Anon report noise from beer garden – shouting & chanting (checked at 2154 and noise levels normal)
- 16/05/14 2155 – Anon report shouting in beer garden
- 15/05/14 2303 – Report loud music – checked by officers 2330hrs no issues

It seems that despite our meeting there are still issues at the premises, I would appreciate comments from you both in relation to the above complaints.

Can you also please give me time line for the work you have arranged at the premises please.

Regards

From: Jane Wright [<mailto:janewright22@ymail.com>]

Sent: 13 June 2014 23:57

To: Winn, Samantha

Subject: bridgeend inn gilwern

hi Samantha , this keith landlord ,I am not happy with the police turning up at 9.58 pm on Friday taking photos of people still in the beer garden ,, I am trying my best to get them inside the pub ,but I have been threaten on number of occasions ,my trade in the pub is gone down hill fast and why is people aloud to drink outside the beaufort pub in gilwern after 10.30 pm ,,why aint they told ,,I will be speaking to feinfoel brewery Monday morning ,,police entering the pub with attitude towards customers ...we need another meeting to sort this out ,,it is a joke ,, I am fed up of it

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644992. This email has been virus scanned by Microsoft Forefront Online Protection for Exchange.

Beach, Leigh

From: Winn, Samantha
Sent: 26 June 2014 09:37
To: Dominic Rowley; Nick (robert.hilton@gwent.pnn.police.uk); Owen, Huw; O'Gorman, Linda
Cc: Beach, Leigh
Subject: Bridgend Inn, Gilwern, PRM025

Thank you all for attending the meeting on Tuesday 24th June 2014 to discuss the Bridgend Inn, Gilwern.

The meeting was arranged to discuss the breach of licensing condition in relation to the use of the beer garden, this was witnessed by PC Hilton and Leigh Beach (Licensing Enforcement Officer) on the 13th June 2014.

The condition states: Beer Garden will be closed at 22.00hrs

On the 13th June 2014, PC Hilton and Leigh parked outside the premises at 22.00hrs and witnessed between 25-30 customers sat outside in the beer garden. They then returned to the premises around 22.20hrs and the customers were still in the beer garden the officers then entered the premises and spoke with the person serving behind the bar (Keith Wright DPS was not on the premises and the bar person did not have a number to contact him).

An email was then received from Keith Wright (DPS) that night at 23.57hrs:-

hi Samantha , this keith landlord , I am not happy with the police turning up at 9.58 pm on Friday taking photos of people still in the beer garden ,, I am trying my best to get them inside the pub ,but I have been threaten on number of occasions ,my trade in the pub is gone down hill fast and why is people aloud to drink outside the beaufort pub in gilwern after 10.30 pm ,,why aint they told ,,I will be speaking to feinfoel brewery Monday morning ,,police entering the pub with attitude towards customers ...we need another meeting to sort this out ,,it is a joke ,, I am fed up of it

It seems as if Mr Wright is struggling to maintain control of the premises and that the complaints have intensified since he became the DPS in December 2013 and I understand that Dominic will be discussing our meeting with him and will report back to us with the outcome of that meeting.

It must also be noted that Huw is still in constant contact with one of the noise complainants who unfortunatley is unwilling to make a statement at this time due to the fear of reprisal.

In the meeting Dominic confirmed that the alterations to the windows and doors have been carried out and highlighted the alterations on the plan of the premises.

Linda also stated that any further breaches of licensing conditions may result in a prosecution being brought against Felinfoel Brewery or a review of the premises licence.

Regards

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu

Monmouthshire County Council / Cyngor Sir Fynwy

Tel / Ffôn: 01633 64 (4221)

Mobile / Symudol: 07880838305

Email / Epost: samanthawinn@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

Beach, Leigh

From:
Sent: 30 June 2014 13:14
To: Winn, Samantha
Cc: Anthony.Patey@gwent.pnn.police.uk;
Subject: Bridgend Inn public house, Gilwern

Dear Samantha,

Just an update to keep you informed about happenings with the pub since the agreed changes.

Friday 27th - customers were rowdy from mid-pm onwards (I had a visitor and her 1-year-old in the house at the time who commented on the loud swearing we could hear). That night, at 23.30 pm we were disturbed by a domestic in the beer garden between a drunk man and woman. Loud shouting and swearing could be heard, and a woman sobbing. Then another woman screamed "Get f**king back in here now!". We went to bed only to be woken up at 02:30 by drunks leaving and being rowdy outside, one was carrying a plastic bag full of bottles of beer.

The weekend of 20th/21st/22nd was much worse - whole weekend was v rowdy. Customers arriving constantly tooting car horns. There were people using the beer garden well after the agreed cut-off of 22:00, with constant rowdiness and men shouting \ On Saturday, there were constantly cars arriving and leaving noisily after 23:00 pm, with customers greeting each other loudly and shouting and swearing in the garden. At 23:19 another huge argument broke out in the beer garden, with what sounded like a drunk man and woman constantly shouting vile language and screaming at each other. We closed all of our windows but we could still hear every word. It died down again and we went to sleep. We were then woken up around 01:30am by the same man arguing in the beer garden; this man was screaming and swearing so loudly his voice had become hoarse. Customers eventually left (again, very noisily) about twenty minutes later.

Did a spot check take place over these two weekends?

I don't think it's helped that they've had all the doors to the pub wide open each weekend, allowing people to move in/out freely and the sound inside to carry. Perhaps if they could shut the doors it might help, otherwise what was the point of having brand new soundproof windows and doors installed...

Huw Owen keeps contacting _____ but it would appear Environmental Health are completely powerless unless we attend Court which we aren't prepared to do for obvious reasons _____

If you wish to discuss these matters over the phone my number is _____

Best Regards,

From

Date 26 July 2014 17:20:50

To Anthony.Patey@gwent.pnn.police.uk; Nick Hilton; Winn, Samantha

Cc

Subject Bridgend Inn

Hi,

Just a quick update on events at the Bridgend Inn. Last night was another noisy night with anti-social behaviour.

We were disturbed by two taxi vans emptying into the pub at around midnight. An hour later at around 1am there was shouting outside. Then at 03:20 am we were woken again by more customers leaving the pub rowdily, swearing and heading down the street. The police were called (log 125) to report the breach of license and shouting/swearing. In the morning there were plant pots found smashed on the road further down the street.

In addition to this, last weekend there was music played Friday, Saturday and Sunday night at a high volume with customers leaving 00:45 on Sunday night who were then hanging around the street outside our house. This understandably concerned us due to the recent spate of vandalism from pub customers.

It is clear the license holders are continuing to show no respect for the license conditions and have no intention of running the pub reasonably despite the recent meetings.

I would be grateful if someone could look into this matter.

From



Date 23 August 2014 15:36:24

To Winn, Samantha

Cc

Subject Friday 22/08/14 More Disturbance/Violence at Bridgend Inn Gilwern

 [New Recording.m4a](#) (1.7 MB HTML)

 [New Recording 2 Copy Copy.m4a](#) (1018 KB HTML)  [ATT00001.txt](#) (104 B HTML)

Hi Samantha,

Quick email about Friday night's events at the Bridgend Inn - another troublesome night. I think the recordings speak for themselves (taken from inside our bedroom). The beer garden was full all night and noisy, and the night ended in violence between two customers with several other customers getting involved, which we witnessed and called the Police who subsequently attended. We heard a man admitting to the Police that there had been trouble. The customer also kicked one of the cars outside the pub. This is all on the first recording which we took around midnight.

The second recording is of another argument which later broke out that kept us awake, at around 1am. You'll hear one male voice in particular, shouting and swearing at the top of his voice. His voice is very distinctive and he's the biggest troublemaker in the pub every weekend. After speaking to residents, it would appear that this man works at the pub and looks after the place in the licensee's absence. If this is the attitude of staff of the pub then how can we expect the customers to behave themselves?! You can also hear car horns beeping upon leaving around 1:00 am.

My neighbour texted me at midnight asking if we were also listening to all this like was and that was seething they had woken up, so it's clear all the residents here are sick of this now. This neighbour in particular is relying on us to report these events as no longer going to because has been a victim of vandalism from pub customers so this person will be unknown to you, but I think should be counted as another complainant.

I'd appreciate if these recordings are kept confidential because there are voices

y

From Dominic Rowley
To Winn, Samantha
Cc
Subject Bridgend Inn
Samantha

Date 06 October 2014 12:14:21

Just to confirm that I met with Jane and Keith Wright last week at the Bridgend Inn. They have confirmed the new CCTV system has been installed and will hold 14 days of recorded data. I have also advised them to archive the data every 14 days to ensure we have access to recordings if required.

They have also confirmed that there will be entertainment at the pub this weekend for the first time since the last issues. I have reminded them of the requirements of the licence, which they have confirmed they will remain within. I will wait to hear if there are any issues. I will copy you in on my correspondence to them later in the week when I write to them further.

Have you had any further reports of any incidents?

Many thanks

Dominic

Dominic Rowley MBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

Beach, Leigh

From:
Sent: 07 October 2014 22:08
To: Winn, Samantha
Subject: Bridgend Inn Gilwern

Hi Samantha,

Regrettably, yet again I'm having to write to you about the Bridgend Inn. Last week was a bad week.

Wednesday night was rowdy with the beer garden still full at 22:15, we could hear the music inside our bedroom. All the pub's doors were wide open which didn't help. The rowdiness was still going on at 22:45. Thursday was much the same, with customers leaving the beer garden noisily, shouting/screaming/swearing at 22:50 and again at 23:30.

Saturday night was the worst though - ending in a 2am wake up call for me (a [redacted] I needed this like a hole in the head....!) People were arguing, shouting and swearing in the beer garden at 23:35, one irate man screaming "Fuck off fuck off" repeatedly. Then I heard someone really lose it and he literally roared as loud as he could, then screamed "JUST FUCK OFFFFFF!!" and more slamming doors. Ten mins later, a large number of customers spilled into the beer garden, more rowdiness ensued/foul language shouted etc. More people were turning up and going into the pub (I could hear them greeting each other as they were so loud).

At 00:20 there was still constant shouting and rowdiness in beer garden, and 00:44 more whooping/jeering/shouting. At 1am there were customers singing and shouting in the street leaving the beer garden, playing music loudly on a mobile phone, followed by more aggressive angry shouting in the beer garden from the regular guy we always hear. Crowd of people shouting and whooping like a pack of hyenas in the beer garden, with foul language being shouted and raucous laughter. I eventually fell asleep until I was woken at 1:50 am by a large number of customers spilling into the beer garden and loud music suddenly kicking out - this could be heard inside my bedroom. There were men and women shouting/screaming amongst background noise of a LOT of customers still in the pub. The landlord & landlady were present all weekend. I recorded the 1:50am noise on my mobile after it woke me, I'll attach in a separate email for you to have a listen.

On Sunday there were still noisy customers in the beer garden at 22:15 pm.

I know it's a lengthy process of following protocol but this has been going on since April 2013 now, and formal complaints began in December 2013/January 2014. It made my [redacted] a misery due to lack of rest and this time it has done the same again sadly. The last owner of our house was a single man in his 50s who lived mostly at his girlfriend's house therefore the noise wouldn't have affected him, hence no previous complaints.

So please could you tell me if we are anywhere near a solution in this matter? If it looks like the licensees are there for the long haul and nothing can be done to sort them out then I'd rather know, as I would then put my house on the market and try to move on.

Kind regards,

From

Date 13 October 2014 13:21:55

To Winn, Samantha

Cc

Subject Bridgend Inn Noise, Friday 10th and Saturday 11th Oct

Hi Samantha,

Further to our phone call just now, sorry just realised that I typed you an email about this weekend but never sent it.

Sat night there was a private party at the Bridgend, noise was horrendous from opening time (though I accept drunk people are going to be noisy until 10pm in the beer garden, or even 11pm by law). However it was still going on at 23:40 which is when I called the Police to log the incident under ref 606-11/10/14. I asked the police not to attend to get the music turned off in case anyone vandalises my house while I am home alone. They finally gave up around half midnight. All evening the music was ear-splittingly loud with constant shouting and screaming in the beer garden. We can usually avoid the noise to a certain extent in the kitchen which is at the back of our house, but not on Saturday.

I'm purposely staying up late at night in my kitchen just surfing the net these days to try and get away from the noise, sleep is impossible so no point going to bed.

The lack of sleep is really starting to get me down.

On Friday night I was disturbed intermittently by customers hanging out in the beer garden then leaving in dribs and drabs from 12:30 am up until 3:00 am when the last customers left (noisily), hanging around in the street chatting loudly. Also, last week my neighbour took CCTV footage at about 9pm of a drunk customer falling against his car as he was too drunk to stand, before getting in and driving home with a passenger in tow. hasn't gone to the police as doesn't want to get involved, but said the Police wouldn't be interested anyway as they would have to catch the drunk driver there and then not from CCTV the following day.

I look forward to an update after the meeting with all the responsible authorities.

Many thanks,

From Dominic Rowley
To Winn, Samantha
Cc
Subject Re: Bridgend Inn

Date 22 October 2014 11:48:35

Samantha

I've just rung and left another message for them to get in touch.

Dominic Rowley

Tied Estate Manager

Felinfoel Brewery

T: 01554 773357

M: 07966 495039

W: www.felinfoel-brewery.com

From: "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk>

Date: Wed, 22 Oct 2014 11:25:09 +0100

To: Dominic Rowley <dominic.rowley@btconnect.com>

Subject: Bridgend Inn

Dominic, we've left a message for Keith but he hasn't got back to us about us going to view the CCTV...

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu

Monmouthshire County Council / Cyngor Sir Fynwy

Tel / Ffôn: 01633 64 (4221)

Mobile / Symudol: 07880838305

Email / Epost: samanthawinn@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

From Dominic Rowley
To Winn, Samantha
Cc
Subject Re: CCTV

Date 24 October 2014 11:51:02

Samantha

I have been in contact with them again and asked them to contact you and let me know when they have arranged to meet you to view the CCTV.

Once again, my apologies that they haven't contacted you, I will do my best to ensure they do.

Dominic Rowley

Tied Estate Manager

Felinfoel Brewery

T: 01554 773357

M: 07966 495039

W: www.felinfoel-brewery.com

From: "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk>

Date: Fri, 24 Oct 2014 11:33:16 +0100

To: Dominic Rowley <dominic.rowley@btconnect.com>

Subject: CCTV

Dominic, still not heard off the Bridgend it doesn't bode well for them if they can't let us see the CCTV from the dates we requested.

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu

Monmouthshire County Council / Cyngor Sir Fynwy

Tel / Ffôn: 01633 64 (4221)

Mobile / Symudol: 07880838305

Email / Epost: samanthawinn@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

From Dominic Rowley
To Winn, Samantha
Cc
Subject Re: CCTV

Date 28 October 2014 13:41:51

Samantha
I've asked them again to get in touch to arrange a suitable date and time. Please let me know.
Dominic Rowley
Tied Estate Manager
Felinfoel Brewery
T: 01554 773357
M: 07966 495039
W: www.felinfoel-brewery.com

From: "Winn, Samantha" <SamanthaWinn@monmouthshire.gov.uk>
Date: Tue, 28 Oct 2014 11:09:52 +0000
To: Dominic Rowley <dominic.rowley@btconnect.com>
Subject: RE: CCTV

Dominic, we still haven't heard off the Bridgend... are you able to obtain the CCTV for us?

If not we will speak with the Police to make a formal request.

Many thanks

Samantha Winn
Senior Licensing Officer / Uwch Swyddog Trwyddedu
Monmouthshire County Council / Cyngor Sir Fynwy
Tel / Ffôn: 01633 64 (4221)
Mobile / Symudol: 07880838305
Email / Ebst: samanthawinn@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

From: Dominic Rowley [<mailto:dominic.rowley@btconnect.com>]
Sent: 27 October 2014 10:14
To: Winn, Samantha
Subject: Re: CCTV

Samantha

I'll chase them again.

Many thanks

Dominic

Dominic Rowley MBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

From: Winn, Samantha
Sent: Monday, October 27, 2014 9:56 AM
To: Dominic Rowley

43.1

From Winn, Samantha **Date** 01 December 2014 15:50:00
To Dominic Rowley
Cc Beach, Leigh; Nick (robert.hilton@gwent.pnn.police.uk)
Subject Bridgend Inn, Gilwern

Dominic, received another complaint today and I believe the police received a separate one too.. The highlights are below:-

Friday night was as follows:-

22:30 - Constant thud of loud dance music and rowdy crowd in beer garden

22.55 - dance music still thumping out really loudly. Rowdy/aggressive shouting and screaming from beer garden

02.21 am - customers leaving pub loudly, someone tooting car horn as they left. Carries on for 15 minutes with people hanging around outside talking loudly. Last car drove away at 2:45 am.

Saturday night:-

9:40 pm - disturbed by a man bellowing "fuck off" at massive volume!

23.23pm - in bed still listening to rowdiness in beer garden

23:40 pm - now woken by the shouting and rowdiness in beer garden

23:51 - still ongoing

00:04 - still ongoing, men shouting aggressively

00:15 - men and women still shouting/screaming in beer garden, car toots horn as driving away

00:50 am - another crowd leaves noisily - see attached recording. was awoken by the noise

3.07am - car with loud music pulls up outside pub and collects customer who shouts something to the driver on his way out

Can you please arrange for us to view the CCTV for the weekend just gone.

Regards

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu

Monmouthshire County Council / Cyngor Sir Fynwy

Tel / Ffôn: 01633 64 (4221)

Mobile / Symudol: 07880838305

Email / Epost: samanthawinn@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

Beach, Leigh

From:
Sent: 26 January 2015 13:46
To: Winn, Samantha
Subject: Bridgend Inn, Gilwern

Hi, further to your phone call with [redacted] here's a quick outline of Saturday night.

I went to bed at 9:30pm hoping for an early night before getting up [redacted] but got no sleep because the beer garden was full of customers the entire evening, it was noisy from 9:30pm until 2:25am when the last customers left. Every now and then it would die down for short periods and go quiet, but then beer garden would soon fill up again, lots of rowdy antisocial behaviour etc. After speaking to a neighbour it would seem all doors were left open throughout the evening which must've encouraged customers to continue using the garden.

I called the police at roughly just after 11pm when the noise showed no signs of calming down. I then called the police again at 1:30am after being disturbed by a drunk man and woman arguing and being violent in the street. They were shouting and screaming and from the conversation overheard would appear the man was on his way to "fuck someone up" and she was trying to stop him. After calling her some names, he then grabbed her by the throat or hair (can't remember) and threw her to the ground in the street opposite my house. At this point I rang the police as I thought things were going to get nasty. I cannot stress to you enough how frightening incidents like this are to me as [redacted], when my [redacted]

There is a pattern where these people start drinking early in the day, then continue until after licensed hours and then end up getting aggressive and violent in the street near our houses. It's still fresh in my mind the incidents of last year when [redacted] s' houses were vandalised and I'm worried this could happen to me. After the incident in the street, the drunk couple went back into the pub and then came back out later on arguing noisily again, this time with a crowd of people with them, all breaching the peace in the street outside the pub. If you check the CCTV it should show the couple leaving the pub and then going back in after their altercation.

If the licensing hours could be reduced that would help. Although having said that, not sure it would really as the owners seem quite happy to flout the laws after they've played ball for a few weeks.

Spoke to my neighbour [redacted] who told me about a police car and then police van turning up New Years Eve around 1:30 am and making some arrests, while the rest of the customers ran off in the street. I can't confirm this though as I didn't see it.

We're all quite keen to get together for the residents' meeting that has been talked about, I think there are potentially six different households that would be able to take part, discretion is obviously paramount and people would be too afraid to attend something locally so it would need to take place away from the locality, possibly at the council offices?

You can contact us either on this email address, c [redacted]

I will approach my neighbours and get their email addresses for you, and will send them in a separate email.

Regards,

From Dominic Rowley
To Winn, Samantha
Cc
Subject Re: Bridgend Inn
Samantha

Date 26 January 2015 10:30:24

I am also frustrated that we have not moved forward with the CCTV footage but was hoping that the lack of notification from you was a sign that things at the pub had settled down.

By coincidence I have a meeting at the pub at 2pm on Friday, would you be able to meet me there to view the footage together?

Many thanks

Dominic

Dominic Rowley FBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

From: Winn, Samantha
Sent: Monday, January 26, 2015 10:15 AM
To: Dominic Rowley
Subject: Bridgend Inn

Good morning Dominic, just received a call about the above premises. Need to arrange yet another meeting.. the residents also want to hold a meeting and I think it would be good for you to attend.

We haven't yet been able to view any CCTV from the premises but would like to look at the weekends footage.. can you please arrange.

Regards

Samantha Winn

Senior Licensing Officer / Uwch Swyddog Trwyddedu
Monmouthshire County Council / Cyngor Sir Fynwy
Tel / Ffôn: 01633 64 (4221)
Mobile / Symudol: 07880838305
Email / Epost: samanthawinn@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

45.1

Beach, Leigh

From:
Sent: 04 March 2015 18:21
To: Beach, Leigh
Subject: Bridgend inn

Hi Leigh

Just a quick update with the Bridgend inn. Things have been relatively good but last Saturday night/Sunday morning was a little noisy with the last customers leaving the pub at exactly 03:00 Sunday morning. I'm not sure if this can be investigated on their CCTV?

Regards

Beach, Leigh

From:
Sent: 19 April 2015 13:47
To: Beach, Leigh
Subject: Bridgend Inn Complaint, Sat 18th April 2015

Hi Leigh,

Just following on from last night, the noise finally finished just after 2:00 am. Here's a quick chronology of the night....

22:25 - Can hear the noise from inside kitchen with all doors and windows closed. Called Police, beer garden full of people, loud music from inside the pub, doors sound open but cannot verify.

23:27 - From my bedroom can still hear constant shouting and rowdy antisocial behaviour, loud music, whooping and shouting outdoors. People entering the pub at this time greeted with lots of shouting, wailing, jeering. A man shouts "just open the fucking door!" to someone outside in a car ticking over. Customers in beer garden, loud music from inside the pub. Looked and saw that door to premises is WIDE open which accounts for why noise is particularly bad.

23:29 to 00:00am - More drunken, aggressive shouting outdoors. Shouting is now raucous. Large crowd of men chanting "WHO ARE WE, WHO ARE WE, WHO ARE WE" top of their lungs - very frightening. Customer noise reached ridiculous levels at this time, just men permanently shouting/roaring at the top of their voice, unintelligible shouting.

1:26 - Loud thudding music and customer noise can still be heard, shows no sign of stopping.

2:00 am - All finally seems to be quiet.

Hope this is of some assistance to you.

Beach, Leigh

From:
Sent: 19 April 2015 10:52
To: Beach, Leigh
Subject: Fwd: Hi Leigh - hoping for an update on the Bridgend at Gilwern.

Sent from my iPhone

Begin forwarded message:

From
Date: 19 April 2015 08:17:11 BST
To: "leigh.beech@monmouthshire.gov.uk" <leigh.beech@monmouthshire.gov.uk>
Subject: Hi Leigh - hoping for an update on the Bridgend at Gilwern.

Last night was soooooo noisy it even woke us. I had gone to bed early so am not sure what it was like earlier on but I called the police at 1.10am as it was showing no sign of closing. There were some people outside but the noise was music from inside the pub.

It quietened down for a while -
and I was awake for ages afterwards, listening to it.

It started up again

As the good weather continues we really shouldn't have to put up with this all summer like last year.

From Dominic Rowley
To Beach, Leigh
Cc
Subject Re: PRM025 - Bridgend Inn, Gilwern
Leigh

Date 28 April 2015 14:25:18

I'm hoping to have a DVD ready for you shortly, rather than trusting it to the post I am proposing to deliver it to you, where would be the most suitable place to meet? Would Thursday or Friday suit you better?

Many thanks

Dominic

Dominic Rowley FBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

From: Beach, Leigh
Sent: Tuesday, April 28, 2015 10:10 AM
To: dominic.rowley@btconnect.com
Cc: <mailto:Rachael.Honey-Morris@gwent.pnn.police.uk>
Subject: RE: PRM025 - Bridgend Inn, Gilwern

Hi Dominic

Please send me the recordings from the 18th April 2015 by Thursday this week at the latest. I would like to view the recordings before the upcoming bank holiday weekend.

Many Thanks / Diolch
Leigh Beach
Licensing Enforcement Officer/ Swyddog Gorfodi Trwyddedu
Tel / Ffôn: 01633 644224
Email / Epost: leighbeach@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshireecc

From: dominic.rowley@btconnect.com [<mailto:dominic.rowley@btconnect.com>]
Sent: 27 April 2015 15:30
To: Beach, Leigh
Subject: Re: PRM025 - Bridgend Inn, Gilwern

Leigh

I believe the footage will already have been replaced by this weekend's recording. I'll be in touch when I have something for you to view.

Thanks

Dominic

Sent from my BlackBerry 10 smartphone on the EE network.

From: Beach, Leigh
Sent: Monday, 27 April 2015 13:28
To: Dominic Rowley
Cc: Rachael.Honey-Morris@gwent.pnn.police.uk
Subject: RE: PRM025 - Bridgend Inn, Gilwern

Hi Dominic,

Thank you for obtaining the CCTV last Friday. Please could you confirm if the footage will be available for inspection tomorrow morning at the premises?

If not I'm happy for you to send me the footage and I don't think I will be required to attend tomorrow, unless you feel I'm needed for other discussions?

Many Thanks / Diolch
Leigh Beach
Licensing Enforcement Officer/ Swyddog Gorfodi Trwyddedu
Tel / Ffôn: 01633 644224
Email / Ebost: leighbeach@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

From: Dominic Rowley [<mailto:dominic.rowley@btconnect.com>]
Sent: 27 April 2015 12:55
To: Beach, Leigh
Cc: Rachael.Honey-Morris@gwent.pnn.police.uk
Subject: Re: PRM025 - Bridgend Inn, Gilwern

Leigh

Following on from our telephone call today an update on the situation at the Bridgend Inn.

I arranged to visit the pub on Friday to discuss the matter with our DPS and to arrange the meeting for you on Tuesday morning to view the relevant CCTV footage. Upon inspecting the CCTV system that the DPS has installed it has become clear that the system will only record for 7 days, not 14 as we were lead to believe. However, I was able to download files relating to the 18th April and we are endeavouring to convert them into a file that will allow us to send you a copy to view.

Rachael - I am happy to arrange a meeting with Keith and Jane Wright, our tenants, should you still wish to meet them? Is Tuesday morning at 10am still ok for you?

Many thanks

Dominic

Dominic Rowley FBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

From: Beach, Leigh
Sent: Monday, April 27, 2015 11:13 AM
To: [Dominic Rowley](mailto:dominic.rowley@felinfoel-brewery.com)
Cc: mailto:Rachael.Honey-Morris@gwent.pnn.police.uk
Subject: PRM025 - Bridgend Inn, Gilwern

Dear Dominic,

Please could you contact the DPS and arrange a suitable date to view the CCTV this week as agreed in our meeting on Thursday? I would like to inspect the CCTV before Friday this week due to the previous problem of the CCTV only being available for 14 days.

50

Many Thanks / Diolch
Leigh Beach
Licensing Enforcement Officer/ Swyddog Gorfodi Trwyddedu
Tel / Ffôn: 01633 644224
Email / Epost: leighbeach@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may contain privileged and confidential information and if you are not the intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this email in error please notify us as soon as possible by telephone on 01633 644644. This email has been virus scanned by Microsoft Exchange Online Protection

Beach, Leigh

From: Beach, Leigh
Sent: 15 May 2015 11:41
To: 'Dominic Rowley'
Cc: O'Gorman, Linda (LindaO'Gorman@monmouthshire.gov.uk); Rachael Honey-Morris (Rachael.Honey-Morris@gwent.pnn.police.uk); Owen, Huw
Subject: PRM025 - Bridgend Inn, Gilwern
Attachments: 150515 L.pdf; Application Form for Minor Variation to Premises Licence and Club Premises Certificate..docx; Minor Variation Example Notice.doc; Minor variations.doc

Dear Dominic,

Please find attached letter and application form with guidance notes posted from our office today. These are the complaints received from local residents this week;

- Saturday 9/5/2015 – Police arrived at the public house, resident witnessed the police be heckled by customers whilst leaving.
- Sunday 10/5/2015 – 00:30hrs Elderly man unconscious on the pavement. His face was grazed from falling and he had urinated on himself. He was put into a local residents car and taken home - he had just left the Bridgend and was very drunk.
- Wednesday 13/5/2015 – Local residents house and car egged during the day whilst in work.

Many Thanks / Diolch

Leigh Beach

Licensing Enforcement Officer/ Swyddog Gorfodi Trwyddedu

Tel / Ffôn: 01633 644224

Email / Epost: leighbeach@monmouthshire.gov.uk

Website / Gwefan: www.monmouthshire.gov.uk

Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

Beach, Leigh

From:
Sent: 27 May 2015 23:08
To: Beach, Leigh;
Cc:
Subject: Tonight

There are 2 very drunk men pushing and shoving each other outside the pub and one is now urinating outside the pub opposite my living room despite the pub being open!

Sent from my iPhone

Beach, Leigh

From: Beach, Leigh
Sent: 01 June 2015 11:53
To: 'Dominic Rowley'; 'matthew.phipps@TLTsolicitors.com'
Subject: RE: PRM025 - Bridgend Inn, Gilwern

Dear Dominic & Matthew

Thank you Dominic for the reply. I have been advised to receive confirmation from the Director Mr Lewis or Mr Phipps if you would like to represent Felinfoel.

Therefore please confirm Felinfoel will not apply for the variation as stated in our letter? Due to the issues detailed in my previous letter I feel the CCTV condition is required for the Bridgend Inn. I may submit a review application if you are not willing to submit the minor variation application.

Please could you also provide the contact details for Mr Lewis?

Many Thanks / Diolch
Leigh Beach
Licensing Enforcement Officer/ Swyddog Gorfodi Trwyddedu
Tel / Ffôn: 01633 644224
Email / Epost: leighbeach@monmouthshire.gov.uk
Website / Gwefan: www.monmouthshire.gov.uk
Follow us on Twitter / Dilynwch ni ar Twitter: www.twitter.com/monmouthshirecc

From: Dominic Rowley [mailto:dominic.rowley@btconnect.com]
Sent: 29 May 2015 13:10
To: Beach, Leigh
Subject: Re: PRM025 - Bridgend Inn, Gilwern

Leigh

Many thanks for your email and the update about the incident.

Your communication was well timed as I have written to you today on the matter. I have attached a copy for you as well as putting a copy in the post to you.

Regards

Dominic

Dominic Rowley FBII
Estate Manager
Felinfoel Brewery

Mobile: 07966 495039
Office: 01554 773357
Email: dominic.rowley@felinfoel-brewery.com
Web: www.felinfoel-brewery.com

From: Beach, Leigh
Sent: Friday, May 29, 2015 9:50 AM
To: [Dominic Rowley](mailto:dominic.rowley@felinfoel-brewery.com)
Subject: RE: PRM025 - Bridgend Inn, Gilwern

Hi Dominic,

54

Beach, Leigh

From: Philip Lewis <dragon-ale@btconnect.com>
Sent: 01 June 2015 12:43
To: Beach, Leigh
Cc: Dominic Rowley
Subject: RE: PRM025 - Bridgend Inn, Gilwern

Dear Mr Beach,

With reference to the above outlet, I do feel that making additional CCTV facilities a condition of the licence a disproportionate response.

We are of the opinion that all the problems outlined are directly related to the lack of the tenants management controls at the outlet.

I am not aware of these problems existing prior to this particular tenancy.

After us taking our ultimate sanction of terminating the tenancy, I feel we have addressed the root cause of all concerns.

It is likely that the outlet will remain closed for an extended period whilst an more suitable tenant is identified.

This situation will have a severe financial impact and the additional cost of a CCTV system upgrade will significantly add to this.

Of course, if the previous problems persist after the commencement of the new tenancy, we would introduce the CCTV upgrade at that point.

I would welcome any guidance you could give on the above.

Yours sincerely

Philip Lewis
Managing Director

Meeting held 6th May 2014
Abergavenny Police Station

In attendance

Mr Dominic Rowley
Mr Keith Wright
Mrs Jane Wright
PC Robert Hilton
Samantha Winn
Leigh Beach
Huw Owen

Felinfoel Brewery Co Ltd, Licence Holder
Designated Premises Supervisor, Bridgend Inn
Bridgend Inn, Staff
Heddlu Gwent Police
Senior Licensing Officer, MCC
Licensing Enforcement Officer, MCC
Specialist Environmental Health Officer, MCC

Discussion regarding complaints of noise and anti-social behaviour. DPS Mr Wright admitted breaching hours playing music past the authorised time. Mr Wright also admitted breaching the conditions attached to the licence requiring the beer garden to close at 10pm due to customers wishing to smoke there. Samantha Winn the Senior Licensing Officer explained the licensing hours and conditions attached to the Bridgend Inn Premises Licence.

Leigh Beach served a warning letter on Mr Wright and Felinfoel Brewery Co Ltd C/o Mr Rowley. Leigh Beach obtained contact details for the DPS and agreed to pass the contact details to the Pub Watch chairperson, it was felt a representative should attend the meetings and attend pub watch meetings.

Huw Owen the Specialist Environmental Health officer advised all of the Environmental Health investigatory role having regard to statutory noise nuisance legislation if complaints continue. Huw Owen asked Mr Wright to carry out his own sound checks when music is being played at the premises.

PC Hilton questioned why the windows of the premises had not been amended to meet the conditions of the licence as Felinfoel Brewery Co Ltd proposed the condition on the original licence application. Mr Rowley confirmed he would replace 2 new windows with double glazing, 2 new doors and replacing the entire porch. Mr Rowley agreed to send out a letter to local residents highlighting the changes and advising them to contact Felinfoel Brewery Co Ltd if they had any issues.

Meeting held 24th June 2014
Abergavenny Police Station

In attendance

Mr Dominic Rowley
PC Robert Hilton
Samantha Winn
Linda O'Gorman
Huw Owen

Felinfoel Brewery Co Ltd, Licence Holder
Heddlu Gwent Police
Senior Licensing Officer, MCC
Principal Licensing Officer, MCC
Specialist Environmental Health Officer, MCC

Discussion regarding use of the beer garden at 22:30hrs on the 13th June 2014 a breach of the Premises Licence conditions witnessed by PC Hilton and Leigh Beach.

A discussion also took place over the poor management of the premises on the 13th June and Designated Premises Supervisor Mr Keith Wrights email criticising our enforcement.

Huw Owen the Specialist Environmental Health officer advised all of the Environmental Health investigatory role having regard to statutory noise nuisance legislation if complaints continue.

Mr Dominic Rowley confirmed the alterations to the windows and doors had been completed. He also stated he would meet with Mr Keith Wright to discuss our meeting and report back to Licensing.

Linda O'Gorman gave Mr Rowley a final warning and stated any other breaches of conditions may result in a prosecution or review of the Premises Licence.

Meeting held 05th September 2014
Abergavenny Police Station

In attendance

Dominic Rowley
PC Robert Hilton
Huw Owen
Linda O'Gorman
Samantha Winn
Leigh Beach

Felinfoel Brewery Co Ltd, Licence Holder
Heddlu Gwent Police
Specialist Environmental Health Officer, MCC
Principal Licensing Officer, MCC
Senior Licensing Officer, MCC
Licensing Enforcement Officer, MCC

Discussion regarding the ongoing complaints and lack of management at the premises. The sound recordings provided by the complainant were played in the meeting.

Mr Dominic Rowley agreed the residents shouldn't be made to listen to these noise levels from inside their residential homes. Mr Rowley agreed to speak with Mr Keith Wright following the meeting and discuss the possibility of asking the tenants to leave the premises if complaints continue.

Mrs Linda O'Gorman requested immediate improvements at the premises.

Meeting held 30th January 2015
Bridgend Inn, Gilwern, Abergavenny

In attendance

Mr Dominic Rowley
Mr Keith Wright
Mrs Jane Wright
PC Robert Hilton
Leigh Beach

Felinfoel Brewery Co Ltd, Licence Holder
Designated Premises Supervisor, Bridgend Inn
Bridgend Inn, Staff
Heddlu Gwent Police
Licensing Enforcement Officer, MCC

Discussion regarding complaints and footage of CCTV inspected. DPS Mr Wright admitted he was away that weekend and left "Tommy Wright" in control of the bar age 24 and "Nathan Viveash" in overall control of the premises age 27. Mr Viveash was not inside the premises due to babysitting commitments that evening.

The CCTV recording from the 25th January showed a male identified as Mr Viveash walk into the premises at 01:12hrs through the unlocked front door and exit moments later with two females one of the females he pushes and the other he drags onto the road and forcefully puts her on the ground of the main road. He continues to forcefully drag her around in the street and close to vehicles and residential property opposite the pub. Moments later the female re-enters the public house and Viveash and another male enters the beer garden.

No CCTV of the beer garden or inside the premises was available.

Leigh Beach conducted a Premises Risk Assessment and produced a statement.

Meeting held 23rd April 2015
County Hall, Monmouthshire County Council, Usk

In attendance

Dominic Rowley	Felinfoel Brewery Co Ltd, Licence Holder
Philip Lewis	Felinfoel Brewery Co Lts, Licence Holder
PC Rachael Honey-Morris	Heddlu Gwent Police
Huw Owen	Specialist Environmental Health Officer, MCC
Linda O'Gorman	Principal Licensing Officer, MCC
Leigh Beach	Licensing Enforcement Officer, MCC
Andrew Russ	South Wales Fire and Rescue Service

Discussion regarding the ongoing complaints and lack of management at the premises. Leigh Beach confirmed we received 21 complaints from local residents. From the complaints and visits conducted by MCC and Gwent Police Linda O'Gorman estimated the complaints refer to 14 breaches of the licensable hours and 12 breaches of the beer garden use condition.

Leigh Beach explained that he has started working on a review application, however would prefer the Premises Licence Holder to take appropriate action by removing the DPS and adding the condition of CCTV to the Licence.

Mr Dominic Rowley confirmed he has issued warnings to Mr Wright the DPS however would be required by the contract terms to give 6 months notice. He agreed CCTV condition would safeguard the DPS and provide evidence for or against any breaches of conditions.

Huw Owen expressed concerns over the DPS causing problems for the next 6 months that would stretch the resources of the Police and Monmouthshire County Council

Linda O'Gorman expressed concern over the lack of action taken by the Licence Holders despite our previous meetings.

PC Honey-Morris suggested a meeting at the premises. Leigh Beach suggested he also attended the meeting with Dominic to view the CCTV from the previous weekend.

Philip Lewis and Dominic Rowley stated they would not make any decisions before the viewing of the CCTV next week.

Andrew Russ expressed his difficulty accessing with the DPS not returning calls and requested assistance from the Licence Holders. Mr Rowley provided his contact details.



monmouthshire
sir fynwy

Mr & Mrs Wright
Bridgend Inn
49 Main Road
Gilwern
Monmouthshire
NP7 0AU

The person dealing with this matter is:
Mr R H Owen
PO Box 106, Caldicot, NP26 9AN
Tel. No./Ffôn: 01873 735420
Fax No.
E-Mail: environmentalhealth@monmouthshire.gov.uk
Our Ref./Ein Cyf: RHO/SR 40371
Your Ref./Eich Cyf:
Date: 6 January 2014

Dear Mr & Mrs Wright

**Environmental Protection Act 1990
Complaint of noise from Bridgend Inn**

Further to my telephone conversation with Mrs Wright. I write to confirm that a complaint has been made to this Section of an alleged noise nuisance from rowdy behaviour of customers in the beer garden area particularly during late evening hours and also loud music in recent weeks on Friday/Saturday nights.

As discussed, noise monitoring has not been undertaken to date. However, you will appreciate that Officers of this Section will have to investigate any further complaints in order to determine whether or not a statutory nuisance is being caused. Such investigations may include, at some time in the next 6 months, the installation of noise monitoring equipment in the complainant's home.

I can advise that there is no specific definition of what constitutes a statutory noise nuisance, but clearly the nature, duration, frequency and loudness of the noise are some of the essential factors to be considered. Where a nuisance is substantiated, a Notice is served under the provisions of the above Act, to require its abatement and prohibit its recurrence, contravention of which is an offence.

I therefore request, that if there are any grounds for the allegation, that you take the appropriate steps to prevent a recurrence of any nuisance.

I enclose a guidance leaflet which I trust you will find of use.

Kellie Beirne,
Officer - Chief Regeneration & Culture Directorate
Monmouthshire County Council, PO Box 106, Caldicot, NP26 9AN
Cyngor Sir Fynwy, Blwch SP106, Cil-y-Coed, NP26 9AN

61

I look forward to your assistance, but if you wish to discuss this matter, please do not hesitate to contact me.

Yours sincerely

R H Owen
Principal Environmental Health Officer
Regeneration & Culture Directorate

Enc



monmouthshire
sir fynwy

Monmouthshire County Council
PO Box 106,
Caldicot, NP26 9AN
Cyngor Sir Fynwy
Blwch SP 106,
Cil-y-coed, NP26 9AN

Tel/Ffôn: 01633 644644
Fax/Ffacs: 01633 644666
E-Mail/Ebost: contact@monmouthshire.gov.uk
Web/Gwefan: www.monmouthshire.gov.uk

Felinfoel Brewery Co Ltd
Farmers Row
Felinfoel
Llanelli
SA14 8LB

The section dealing with this matter is:
The Licensing Section
Tel. No./Ffôn: 01633 644224
Fax No. 01633 644878
E-Mail: Leighbeach@monmouthshire.gov.uk
Our Ref./Ein PRM025
Cyf:
Your Ref./Eich
Cyf:
Date: 06 May 2014

Dear Sirs,

RE: Licensing Act 2003 – Bridgend Inn, 49 Main Road, Gilwern, Abergavenny, Monmouthshire.

The Licensing Section has received complaints regarding the above premises. I received information that the Premises are currently breaching the conditions of the premises licence. I must remind you of the licensable hours;

Opening hours

Monday: 10.00 - 00.30
Tuesday: 10.00 - 00.30
Wednesday: 10.00 - 00.30
Thursday: 10.00 - 00.30
Friday: 10.00 - 00.30
Saturday: 10.00 - 00.30
Sunday: 12.00 - 24.00

Sale of alcohol

Monday: 10.00 - 24.00
Tuesday: 10.00 - 24.00
Wednesday: 10.00 - 24.00
Thursday: 10.00 - 24.00
Friday: 10.00 - 24.00
Saturday: 10.00 - 24.00
Sunday: 12.00 - 23.30

The conditions of the licence also require the beer garden to be closed at 22:00hrs, the premises to have a noise management plan in operation and a representative to attend the local pub watch meeting.

I must warn you that if you are found to be trading outside these hours or breaching the conditions, you may be liable for prosecution under section 136 of the above act;
Unauthorised licensable activities

(1) A person commits an offence if—

(a) he carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation, or

(b) he knowingly allows a licensable activity to be so carried on.

If you wish to discuss this letter or apply to vary the Premises Licence please contact the licensing section on 01633 644221.

Yours sincerely

Mr Leigh Beach
Licensing Enforcement Officer
Public Protection

c.c. Mr Keith Wright, 2 Cae-Drew, Gilwern, Abergavenny, Monmouthshire, NP7 0HJ

c.c. PC Nick Hilton, Monmouthshire Local Policing Unit, Abergavenny Police Station, Tudor Street, Abergavenny, NP7 5YL

Copy for your information

31 JUL 2014

Dear Sirs,

With regards to your correspondence re the Bridgend Inn dated 15th May 2014, I would like to enlighten you with the following issue should there be any further review.

Whilst I appreciated the letter from the brewery and the intended changes to the management of the public house I would like to point out that the letter was personally delivered by the tenants but not in the manner that you intended. I believe that some residents, like me, may have felt intimidated when confronted with the letter by your tenants and asked, "Do you have a problem with the pub?".... What are people likely to say in this situation? I also understand that one resident was verbally abused and accused when issued with the same letter.

Whilst I notice double glazing has been installed to the pub and some efforts have been made by the tenants to eliminate the noise from the pub during unsociable hours, it has been observed on quite a few occasions that the new rules to ensure that the noise under the shelter, on the street benches and in the back yard after 10pm is not always adhered too with shouting, screaming and bad language clearly heard especially on Friday, Saturday and Sundays. On two occasions at least since your letter there have been altercations in the main street outside the pub and down Main Road during the early hours of the morning. The first being Saturday 21st June at 01.00hrs where a woman was being very verbal and aggressive toward a man in the middle of the road between the pub and shop opposite. The latest on the 26th July with disturbances all evening, and then after hours with two mini bus taxis dropping at least a dozen people off at the pub around 12.20am, then further disturbances with people finally vacating the pub noisily at 3am.

Cars are still speeding away from the premises in a 30mph zone over the pedestrian crossing, down Main Road and Back Road. I do confirm that music heard outside the premises is now very infrequent since your management review, and may only be when staff are left to manage the pub in the tenants absence such as at weekends.

Whilst all efforts have been made to tidy and paint the premises, I wonder if the tenants are actually suitable and committed to applying, enforcing and setting examples to make the premises hospitable for all visitors to the area. It appears to become a private 'club' for the friends and personal acquaintances of the tenants during the weekends and on these occasions shouting and obscene language can be heard in the beer garden and in the street; not the example that should be set by your tenants or even encouraged and to be heard by the general public. I feel sure that respectable visitors to the area especially those with families do not frequent the place for very long and I know that many close residents and neighbours to the pub are reluctant to frequent the premises.

Yours anonymously

Cc...

Police:

Environmental :

Licensing:

Nick Hilton, Divisional Licensing Officer, Abergavenny Police Station
Huw Owen, Environmental Health Department, MCC
Leigh Beach, Licensing Enforcement Officer, MCC
Samantha Winn, Senior Licensing Officer, MCC

65

Telephone: 01554 773357 Enquiries
01554 773356 Orders
Fax: 01554 752452

Email: enquiries@felinfoel-brewery.com
Internet: www.felinfoel-brewery.com



BREWERS
WINE & SPIRIT MERCHANTS
PIONEERS OF CANNED BEER

Llanelli

10th October 2014

Dear Keith and Jane

RE: The Bridgend Inn, Gilwern

I am writing to you, as promised, following our meeting at the pub on Wednesday 1st October 2014.

At that meeting we discussed ongoing issues at the pub and you confirmed that, as far as you were aware, there were no new incidents to report. I discussed my previous meetings with the licensing authorities and made you aware that not having CCTV footage available for future reported incidents is unacceptable.

We discussed the new CCTV system, which you confirmed had now been installed and was fully operational. You confirmed that it would allow for 14 days' worth of recording to be held on file and I advised you to ensure that after 14 days you should ensure that the recordings were saved to another data storage device so that footage would be available for an extended period of time. I confirmed that I would make Samantha Winn at Monmouthshire County Council licensing department aware that the new CCTV system was operating fully.

We then discussed your plans for a party on the coming Saturday, the 4th October, which you explained was for your daughter's birthday, although they would be leaving the pub earlier on that evening.

Finally I confirmed to you that, should there be any further incidents at the pub that could not be clearly shown to be unrelated to the pub entirely I would be left with no option but to give you notice to leave the premises under the terms of your tenancy agreement.

If you have any further questions feel free to contact me at the brewery.

Yours sincerely

Dominic Rowley

Dominic Rowley MBII
Estates Manager



monmouthshire
sir fynwy

Monmouthshire County Council

PO Box 106,
Caldicot, NP26 9AN

Cyngor Sir Fynwy

Blwch SP 106,
Cil-y-coed, NP26 9AN

Tel/Ffôn: 01633 644644

Fax/Ffacs: 01633 644666

E-Mail/Ebost: contact@monmouthshire.gov.uk

Web/Gwefan: www.monmouthshire.gov.uk

Mr Philip Lewis
Felinfoel Brewery Co Ltd
Farmers Row
Felinfoel
Llanelli
SA14 8LB

The section dealing with this matter is:

The Licensing Section

Tel. No./Ffôn: 01633 644224

Fax No. 01633 644878

E-Mail: Leighbeach@monmouthshire.gov.uk

Our Ref./Ein PRM025

Cyf.

Your Ref./Eich

Cyf.

Date: 15/05/2015

Dear Sirs,

RE: Licensing Act 2003 – Bridgend Inn, 49 Main Road, Gilwern, Abergavenny, Monmouthshire.

I refer to my telephone conversation with Mr Dominic Rowley on Wednesday the 13th May 2015. Mr Rowley stated that the Designated Premises Supervisor (DPS) Mr Wright intends to surrender his contract with your company and his position as DPS. Mr Rowley also stated that he intends to change the venue into more of a restaurant/food outlet with an alternative DPS.

As previously discussed at meetings held with a representative of your brewery there has been continual crime and disorder, public nuisance and alleged beaches of conditions at the premises. At the meeting held on 23rd April 2015, the Authority stated that they may carry out a Review of the premises licence with a recommendation that the DPS be removed and that the requirement to have CCTV at the premises to be a condition of the premises licence. During my conversation with Mr Rowley on the 13th May he felt a CCTV condition would not be required, as he believes the new DPS should be given a chance to alleviate the current problems.

However, we still feel that a CCTV condition should be attached to the premises licence. At present CCTV is recording outside the venue for 7 days only. We have experienced problems viewing the CCTV and difficulty downloading the footage. As such we feel the following condition should be added to your licence:-

"CCTV is installed and working to the satisfaction of the Police and Licensing Authority. Recording the inside and outside areas of the premises. Recordings will be made available for a minimum of 28 days to the Police and Licensing Authority upon request. If the CCTV equipment fails, the Police and Licensing Authority will be informed as soon as possible and immediate steps will be taken to put the equipment back into action. A notice will be displayed at the entrance to the premises advising that CCTV is in operation."

The DPS has indicated he will submit his resignation as stated above, however we do not have a definitive date to confirm when Mr Wright will leave the premises or cease to be the DPS. Whilst we support appointing a new DPS we have no evidence that the new person you intend to appoint will improve the management of the premises.

There has been a number of complaints against the venue that give rise to concern. Therefore, we feel it is essential for CCTV to become a condition of the licence to prevent further crime and disorder and to gather essential evidence either to prove or disprove further complaints as and when required.

The variation of your licence to include the above CCTV condition can be carried out by means of a minor variation application and as such I have enclosed an application form for this purpose.

Can you please confirm within 14 days of the date of this letter the leaving date for Mr Wright and if/ when you intend to apply for the minor variation.

If you wish to discuss this letter please contact the licensing section on 01633 644221.

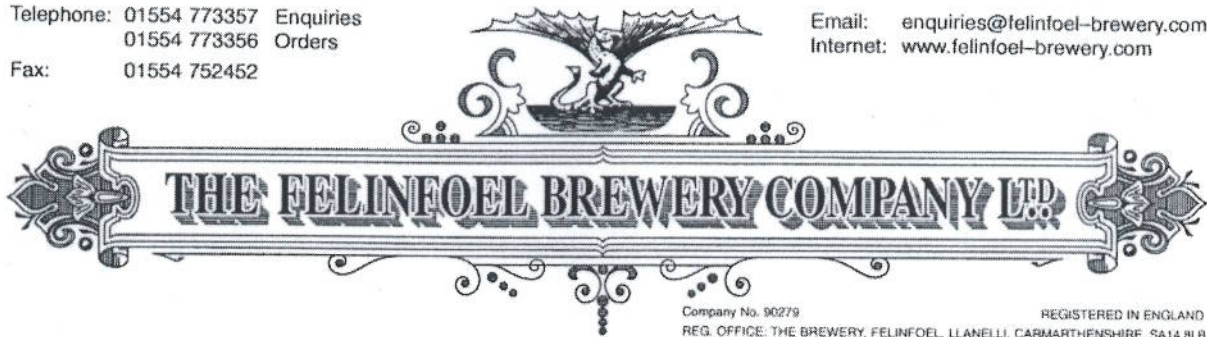
Yours sincerely

A handwritten signature in blue ink that reads "L Beach". The signature is written in a cursive style with a large initial "L".

Mr Leigh Beach
Licensing Enforcement Officer
Public Protection

Telephone: 01554 773357 Enquiries
01554 773356 Orders
Fax: 01554 752452

Email: enquiries@felinfoel-brewery.com
Internet: www.felinfoel-brewery.com



BREWERS
WINE & SPIRIT MERCHANTS
PIONEERS OF CANNED BEER

Llanelli

28th May 2015

RE: Bridgend Inn, Gilwern

Dear Leigh

I am writing to you following your letter of 15th May, regarding the ongoing situation at the Bridgend Inn in Gilwern.

We take the behaviour of our tenants very seriously and firmly believe that a good pub needs to be at the heart of its community and not at loggerheads with local residents. For that very reason we have taken a course of action that will lead to the tenant leaving the premises on Tuesday 23rd June 2015, which is well before the end of the legally required notice period of 6 months. The action we have taken will undoubtedly leave the pub closed for a period of time while we search for a new tenant. Whilst regrettable, we believe that this action is required in order to bring the situation to a close and is simply the right thing to do.

In light of our decision to pursue this action, the implications it will have for Felinfoel Brewery as well as detailed consultations with our company's licensing solicitors, we have decided not to apply for a minor variation regarding internal CCTV.

We are fully committed to searching for a quality operator who will be able to trade the pub successfully within the terms of the licence and who will look to welcome all the members of the local community.

Should there continue to be issues relating to neighbourhood complaints once we have a new tenant on site we will, as a matter of course, reconsider things once again but I am confident that with the right operator the pub can be an asset to the community in Gilwern.

Yours sincerely

Dominic Rowley

Dominic Rowley MBII
Estates Manager

WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN 61 / /12

Statement of: Chris MCGOWAN

Age if under 18: Over 18 (if over 18 insert 'over 18') Occupation: Police Constable

This statement (consisting of 2 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:

Date: 03/02/2015

X C. McGowan - 430

Tick if witness evidence is visually recorded (supply witness details on rear)

I am a serving Police Constable with Heddlu Gwent Police and am currently stationed at Abergavenny Police Station.

On Saturday 24th January 2015 I was working a tour of duty from 16:00 until 03:00 hours.

At 00:30 hours on 25th January 2015 I attended to The Bridgend Public House, Main Road, Gilwern, Abergavenny as a result of a call to police reporting a noise disturbance at the premise.

I attended in company with PC 83 BEAUMONT- FIELDING, upon our arrival there was no noise,

I noted that the Public House was still open and there were numerous people within some of whom were drinking at this time.

We then left the area however at 01:17 hours there was a further call stating that there was a male and female fighting at the location.

At 01:40 hours there was a third call linked to the Public House this call again relating to a male and female fighting.

I arrived at the BRIDGEND INN at 01:51 hours, on this occasion was in company with PC 83 BEAUMONT FIELDING and PS 33 VIRGO.

I walked into the side beer garden and was met by two females who were heavily intoxicated and they stated that they were awaiting a taxi.

I then walked in to the bar via the side entrance, the door was open and the lights were all on within, the pub appeared to be open at this time.

There was male behind the bar, who identified himself as the bar staff, I asked to speak with the licensee, this male stated that he wasn't available and that it was him who was in charge and who was responsible for locking up.

At this time there were four males sat at the bar, they were all under the influence and all had pints of alcohol in their hands.

Signature:

X C. McJew



**STATEMENT OF WITNESS
C.J.A. Statement**

(Criminal Procedure Rules, r 27.1(1); Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s. 5B)

STATEMENT OF – Leigh Beach

Age of Witness – Over 18

(True age to be shown where witness is a juvenile or person involved in serious crime enquiry, otherwise "over 18" will suffice)

Occupation of Witness – Licensing Enforcement Officer

This statement, consisting of 5 pages each signed by me, is true to the best of my knowledge and belief, and I make it knowing that if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 30th day of January 2015

Signed..... *L Beach*

I am a Licensing Enforcement Officer employed by Monmouthshire County Council for the past 7 years. The Licensing Section received anonymous complaints reporting a breach of licensing conditions at the Bridgend Inn, Gilwern, Monmouthshire on the 25th January 2015. I attended a meeting held at the premises with PC 712 Robert Hilton, Dominic ROWLEY representing Felinfoel Brewery Co Ltd and Keith Wright the Designated Premises Supervisor. I entered the premises with PC Hilton and met with Keith WRIGHT who introduced us to a male called "VIV" Keith WRIGHT described VIV as the one that "kicked off" on the weekend.

VIV stayed in the bar area with Jayne WRIGHT whilst Keith WRIGHT then escorted

Signed..... *L Beach*

Witnessed by.....

Statement of Witness

Continuation statement of Leigh Beach

Page 1 of 4

PC Hilton and I to his residential property above the public house. I cautioned Keith WRIGHT at 14:02hrs for a suspected a breach of licensing conditions.

I asked "Do you understand the caution?"

He said "yes."

Keith WRIGHT informed me that Dominic ROWLEY was running late and we agreed to start.

Keith WRIGHT "VIV who kicked off over the weekend was the nominated DPS."

PC Hilton explained to Keith WRIGHT that he is able to authorise other people to sell alcohol however the DPS named on the Licence always has overall responsibility.

PC Hilton asked "Do you know the name of the person you nominated to run the pub in your absence?"

WRIGHT replied "I only know him as VIV, he walked in here and dragged his girlfriend into the street and hit her as you will see on the CCTV"

We agreed to view the CCTV and walked to the CCTV room. Keith WRIGHT searched through the recordings as Dominic ROWLEY from Felinfoel Brewery Co Ltd joined us with Jayne WRIGHT. I cautioned ROWLEY at approximately 14:12hrs for a suspected breach of licensing conditions and asked if he understood the caution. He said "Yes that's fine"

The CCTV footage showed a man running up the road and approach the pub.

WRIGHT identified this male as VIV the male entered through the unlocked front door at the recorded time of 01:12hrs on the 25/01/2015. The male identified as VIV exits a minute later with two females, he pushes one and drags another female into the road and forcefully puts her on the ground of the main road.

Signed: *L Beach*

Witnessed by:

Statement of Witness

Continuation statement of Leigh Beach

Page 2 of 4

another male exits the pub and stands aside, looking on. The violent male VIV then dragged a female to the opposite side of the road outside a residential property, again the female is forced to the floor. VIV walks back to the pub and enters the beer garden with the other male.

I requested to see the beer garden CCTV but no footage was available for this area.

Keith WRIGHT said "They went in the garden to cool down."

We all made our way to another room and sat down. Keith WRIGHT confirmed he was away in a caravan that weekend in Carmarthenshire.

I asked "If VIV entered after hours to drag his girlfriend out, who was running the bar that evening?"

Keith WRIGHT said "Tommy WRIGHT was running the bar, 24 years of age. VIV wasn't working because he was babysitting"

I asked "did you explain the licence to Tommy?"

Keith WRIGHT replied "Yes I have, time and time again."

I asked "Do you have any CCTV showing inside the premises?"

Keith WRIGHT said "I did, but the two cameras inside the pub are broken"

Jayne WRIGHT said the pub was closed on time but they couldn't get the girl out because she was paralytically drunk.

I asked "Why did the male enter at 1:10hrs when the pub should have been closed and why did it take 40 minutes after hours to eject her?"

Keith WRIGHT said "I was away and when I came back the pub was locked, it looked like we had no problems....I then found out this happened, but it was closed"

Signed: *Leigh Beach*

Witnessed by:

74

Statement of Witness

Continuation statement of Leigh Beach

PC HILTON said "I received information from a police officer that there were people sat in the beer garden at 00:30hrs"

Keith WRIGHT said "I think the Police arrived but did not enter."

Jane WRIGHT said "That was probably them trying to get her away"

I asked "Why was the girl served alcohol on the premises if she was paralitically Drunk?"

Jayne WRIGHT said "The staff told me she didn't have many drinks here"

PC HILTON asked "Could you find out the full name and details of VIV?"

Jayne WRIGHT "I know his name is Nathan VIVEASH he has a personal licence with Monmouthshire"

ROWLEY and Keith WRIGHT both said they are finding it difficult to keep people out of the beer garden after 22:00hrs.

PC HILTON said "it's your responsibility to comply with the condition attached to the Licence. Do you have signs advertising the beer garden needs to be closed at 22:00hrs?"

Jayne WRIGHT said "Yes there are signs on the beer garden door"

I conducted a premises risk assessment (appendix a) it highlighted the poor management of the premises. Keith WRIGHT was unaware of what his licence enabled him to do other than sell alcohol until midnight and play music. He did not know what Late Night Refreshment was. I asked if he used Challenge 21 as the underage drinking policy. Keith WRIGHT replied "what's that?"

following his earlier admission that he did not know the full name of the person he

Signed: *L Beach*

Witnessed by:

Statement of Witness

Continuation statement of Leigh Beach

Page 4 of 4

nominated as responsible to run premises in his absence. The person nominated to run the premises in his absence was not in control because he was babysitting. The male nominated as responsible entered the premises to assault a female and breach the conditions. I concluded the risk assessment with no confidence in the current DPS or management team and I do not feel the Licence Holder made necessary steps to prevent the breach of licensing conditions. The meeting ended, I walked with PC Hilton down stairs to the public house area, VIVEASH approached us and asked "should I rip up this personal licence"

PC HILTON replied "No don't rip it up"

VIVEASH replied "I'm sorry for what I did"

I made note of his full name and personal licence details issued by Monmouthshire County Council, Mr Nathan Lee VIVEASH, licence number PLH977

Signed: *L Beach*

Witnessed by:

76

Jane wright 22@ymail.com

~~027380~~

Licensing Act 2003 – Premise Risk Assessment

027380

Date: 30/01/2015	Officer: Leigh Beach
Premise: LIC6BC49MA/1 Bridgend Inn 49 Main Road, Gilwern, Abergavenny, NP7 0AU	
PRM: PRM025	DPS: Mr Keith Wright

Size (licensed area)	Single Level	5	Occupancy (Est)	0 - 100	5
	Split Level	10		101 - 299	10
	Multi-Level	15		300 +	15

opening hours 12:30am.

Licensable Activities					
Sale of Alcohol by Retail		5			
Supply of Alcohol to Club Member		5			
Provision of Late Night Refreshment		5			
Provision of Regulated Entertainment		5	5 - 12	Low	5
			13 - 20	Medium	10
			21 - 27	High	15
Plays		1			
Films		1			
Indoor Sporting Events		1			
Boxing/Wrestling Entertainment		1			
Live Music/Provision for making music		1			
Recorded Music/Provision for making music		1			
Performance of Dance/Provision for dancing		1			

Type of Premise			
Educational/Leisure Premises/Village Halls (no alcohol)	Negligible		0
Restaurant	Low		5
Cinema/Theatre			
Guest House/B & B (< 5 bedrooms)			
Café (daytime operation)			
Village Halls (with alcohol)	Medium		10
Mobile Catering Vehicles			
Hotels/Guest House/B & B (> 6 bedrooms)			
Off Licences			
Licensed Club Premises	High		15
Public House			
Night Club			
Late Night Takeaway			

Hours of Operation	
Up to 2300	5
Up to 0030	10
Over 0030	15

Confidence in Management	
Highly Confident	0
Moderately Confident	10
Little/No Confidence	15

Compliance Confidence	
No issues	0
Outstanding Issues:	
Noise complaints	5
Anti-Social Behaviour	5
Breach of Conditions	10
Further Statutory Action (Prosecution/ Review)	15

TOTAL SCORE

RISK ASSESSMENT SCORE

- Category A - 80 - 120 6 monthly
 Category B - 60 - 75 annual
 Category C - 30 - 55 every 3 years

TOTAL SCORE	75
RISK ASSESSMENT CATEGORY	B

Risk score can be amended subject to reactive complaints, problem premises etc

*Confidence in management takes into account management control systems, personal licence holders, door supervisors, risk assessments, CCTV, knowledge of licensee, experience, good, satisfactory, poor record of compliance, appreciation of hazards and control measures. See guidance below.

	Issues
Conditions of Licence discussed	Only one with personal lic & 2 other part time staff pub watch chair has been contacted. noise management plan walk around if music is played.
Live Music Act	
De-regulation	
Removal of DPS (Village/Cmty Halls)	N/A
Part A available	
Part B displayed	
Licensing Act training given to staff?	Told staff of hours & conditions.
Challenge 21/25	Asked "what is it" know age of customers.
Fire Risk Assessment	chubb fire.
Gaming Machine	GPPOOS, CatC Leisure link.

Follow up meeting required: YES / NO

Name: KEITH WRIGHT

Signature: K. Wright

Role within the business: DPS Manager.

€70:00 max

PLH977 - Nathan Lee