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NP15 1GA

County Hall  
Rhadyr  
Usk  
NP15 1GA

Friday, 11 September 2015

**Notice of meeting / Hysbysiad o gyfarfod:**

## **Licensing and Regulatory Sub Committee**

**Monday, 21st September, 2015 at 2.00 pm,  
Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA**

### **AGENDA**

<b>Item No</b>	<b>Item</b>	<b>Pages</b>
1.	Apologies for absence	
2.	Declarations of interest	
3.	To consider an application for a Review of a Premises Licence - The Bridgend Inn, 49 Main Road, Gilwern, Abergavenny	1 - 192

**Paul Matthews**

**Chief Executive / Prif Weithredwr**

MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

J. Higginson  
J. Prosser  
B. Strong

## Public Information

### Access to paper copies of agendas and reports

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### Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

# Aims and Values of Monmouthshire County Council

## Sustainable and Resilient Communities

### Outcomes we are working towards

#### **Nobody Is Left Behind**

- Older people are able to live their good life
- People have access to appropriate and affordable housing
- People have good access and mobility

#### **People Are Confident, Capable and Involved**

- People's lives are not affected by alcohol and drug misuse
- Families are supported
- People feel safe

#### **Our County Thrives**

- Business and enterprise
- People have access to practical and flexible learning
- People protect and enhance the environment

### Our priorities

- Schools
- Protection of vulnerable people
- Supporting Business and Job Creation
- Maintaining locally accessible services

### Our Values

- **Openness:** we aspire to be open and honest to develop trusting relationships.
- **Fairness:** we aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- **Flexibility:** we aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- **Teamwork:** we aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

# Nodau a Gwerthoedd Cyngor Sir Fynwy

## Cymunedau Cynaliadwy a Chryf

### Canlyniadau y gweithiwn i'w cyflawni

#### Neb yn cael ei adael ar ôl

- Gall pobl hŷn fyw bywyd da
- Pobl â mynediad i dai addas a fforddiadwy
- Pobl â mynediad a symudedd da

#### Pobl yn hyderus, galluog ac yn cymryd rhan

- Camddefnyddio alcohol a chyffuriau ddim yn effeithio ar fywydau pobl
- Teuluoedd yn cael eu cefnogi
- Pobl yn teimlo'n ddiogel

#### Ein sir yn ffynnu

- Busnes a menter
- Pobl â mynediad i ddysgu ymarferol a hyblyg
- Pobl yn diogelu ac yn cyfoethogi'r amgylchedd

### Ein blaenoriaethau

- Ysgolion
- Diogelu pobl agored i niwed
- Cefnogi busnes a chreu swyddi
- Cynnal gwasanaethau sy'n hygyrch yn lleol

### Ein gwerthoedd

- **Bod yn agored:** anelwn fod yn agored ac onest i ddatblygu perthnasoedd ymddiriedus
- **Tegwch:** anelwn ddarparu dewis teg, cyfleoedd a phrofiadau a dod yn sefydliad a adeiladwyd ar barch un at y llall.
- **Hyblygrwydd:** anelwn fod yn hyblyg yn ein syniadau a'n gweithredoedd i ddod yn sefydliad effeithlon ac effeithiol.
- **Gwaith tîm:** anelwn gydweithio i rannu ein llwyddiannau a'n methiannau drwy adeiladu ar ein cryfderau a chefnogi ein gilydd i gyflawni ein nodau.



## REPORT

<b>SUBJECT:</b>	<b>Application for a Review of a Premises Licence for The Bridgend Inn, 49 Main Road, Gilwern, Abergavenny, Monmouthshire</b>
<b>DIRECTORATE:</b>	<b>Chief Executive</b>
<b>MEETING:</b>	<b>Licensing &amp; Regulatory Sub-Committee</b>
<b>Date to be considered:</b>	<b>21<sup>st</sup> September 2015</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>Abergavenny</b>

### 1. PURPOSE:

To consider an application for a review against The Felinfoel Brewery Company Ltd, The Brewery, Felinfoel, Llanelli, Camarthenshire of a Premises Licence under the Licensing Act 2003 for The Bridgend Inn, 49 Main Road, Gilwern, Abergavenny. The application is being made by a Responsible Authority (Licensing).

### 2. RECOMMENDATION(S):

2.1 It is recommended members consider and determine the application. The application recommends the installation of CCTV.

2.2 In considering the application the Committee will exercise their powers under Section 52 of the Licensing Act 2003, where members can:-

- Take no action
- Exclude the licensable activity from the scope of the licence.
- Modify the conditions on the licence, which include modifying the hours, adding new conditions, altering or removing existing conditions.
- Remove the Designated Premises Supervisor
- Suspend the licence for a period not exceeding 3 months
- Revoke the licence.

### 3. KEY ISSUES

3.1 At the Licensing and Regulatory Sub Committee held on the 21<sup>st</sup> July 2015 members agreed to defer the hearing. The hearing was deferred to enable Gwent Police to provide additional information in support of the evidence presented on the 21<sup>st</sup> July 2015. It was agreed by all parties to hold this hearing and then defer until the information could be submitted.

3.2 The current licence held by the premises authorises the carrying out of the following licensable activities:- Live Music, Recorded Music, provision of late night refreshment and the supply of alcohol. (A copy of the Licence is attached at Appendix A). However, it must be noted that a licence is not required for live and recorded music between the hours of 08.00hrs and 23.00hrs for an audience of less than 500 people.

3.3 Since the Licensing Sub Committee hearing on the 21<sup>st</sup> July 2015, the Designated Premises Supervisor (DPS) Mr Keith Wright has stated that he no longer wishes to act as the Designated Premises Supervisor for the Bridgend Inn (please see Appendix B, email dated 1<sup>st</sup> September 2015 confirming this). Therefore, the review application that was heard on the 21<sup>st</sup> July 2015 with a recommendation to remove the DPS no longer stands. However, the recommendation of the review to install CCTV still remains in force.

3.4 Furthermore, Felinfoel Brewery has informed the Licensing Section by letter dated 28<sup>th</sup> May 2015 that the premises would be closing on the 23<sup>rd</sup> June 2015 (Attached as Appendix C). However, the licence referred to in 3.2 above still remains in force. If the

brewery reopens the premises they would legally be required to have a DPS in order to sell alcohol. No application has been received to vary the DPS.

- 3.5 The premises licence was first applied for and granted back in 2005. Since then there has been one minor variation to alter the plan in September 2010.
- 3.6 An application has been received from Leigh Beach, Licensing Enforcement Officer for a review of the current premises licence for The Bridgend Inn, 49 Main Road, Gilwern, Abergavenny. The grounds for the application are that the premises has undermined the licensing objectives prescribed by the Licensing Act 2003, in particular, "Prevention of Crime and Disorder" and "Prevention of Public Nuisance". (A copy of this application is attached at Appendix D)
- 3.7 Under a statutory duty, copies of the application to review the Premises Licence were sent to the remaining 'Responsible Authorities' namely, Heddlu Gwent Police, Brecon Beacons National Park Planning Department, Director of Public Health, and departments of Monmouthshire County Council being the Environmental Health Section, Social Services, and Trading Standards Department.
- 3.8 A notice was displayed at the premises to enable other persons to make representations. An entry was also made on the Monmouthshire County Council web site. These duties were duly carried out.
- 3.9 No objections were received from the following Responsible Authorities, being, Social Services, Planning, and Trading Standards, should this application to review the licence proceed.
- 4.0 However representations in support of the review were received from Gwent Police who have provided a statement and some statistical data for the instruction of the committee. This information includes reference to 30 complaints made direct to Gwent Police. The original report heard on the 21<sup>st</sup> July 2015 heard 26 of these complaints. An additional 4 complaints have now been received, these are incident numbers, 584, 5, 482 and 589. Further information in support of the evidence previously heard on the 21<sup>st</sup> July 2015, has also been submitted, these are incident numbers 518, 555, 530, 10, 606, 7, 125 and 482. (To assist, the added documents are highlighted with either 'New' or 'Additional' which is attached as Appendix E).
- 4.1 The Principal Environmental Health Officer has submitted the following:

I can advise that Environmental Health have received a number of complaints regarding alleged noise nuisance from loud music and rowdy behaviour emanating from the premises including the beer garden area, the detail of which including subsequent officer investigation has been provided to the Licensing section and is evidenced in the Review documentation.

The investigation by this section into the complaints of noise nuisance has been limited as we have been unable to arrange the installation of our monitoring equipment in a complainant's home. Concern has been expressed by residents regarding the potential for reprisals if their details should become known to those who frequent the public house.

I concur with the objective of the review application

- 4.2 A further representation was received from "an other person" (attached as appendix F) the main points are highlighted below:-

- Disturbed on many occasions often in the early hours of the morning by noise and anti-social behaviour
- Witnessed fights
- People urinating in the street, shouting excessive use of bad language
- Loud music

The complainant has requested that their personal details be withheld as they are concerned over repercussions from customers.

4.3 The review application was received from Leigh Beach (Licensing Enforcement Officer) who has made the following statement within his application:

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.

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. 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.

4.4 Leigh Beach submitted an email to the Licensing Section in support of his review application on the 2<sup>nd</sup> July 2015:

- 15/06/2015 – Anonymous complaint received: Music went just beyond 11. It was hugely loud but the last customers left the pub between 03:30 – 04:30. One left in a loud Subaru Impreza which woke me up. Also a customer exited the pub at 03.30 then fell asleep on the bench outside before trying to get back into the pub for a while, giving up and then making his way home. Yesterday afternoon the language coming from the beer garden was awful.
- 27/05/2015 – Anonymous complaint received – People urinating outside the pub

4.5 Mr Matthew Phipps from TLT Solicitors submitted the following:

We act on behalf of the premises licence holder for the above premises.

Please treat this letter as a representation on behalf of the premises licence holder to the above application.

## 5. REASONS:

5.1 Section 32.1 of Monmouthshire County Council's Licensing Policy states:-

The Council can only review a licence where it is alleged by a "responsible authority", or other person that the licensing objectives are being breached.

These are:-

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

It views particularly seriously, applications for the review of any premises licence which involve:-

- Prolonged and/or repeated instances of public nuisance

These objectives are detailed in Schedule 3 of the Licensing Act 2003

The determination of an application is to be considered in accordance with section 52 of the Licensing Act 2003 and paragraphs 11.1 – 11.30 of the Guidance issued by the Secretary of State under Section 182 of the Act, the licensing policy and pool of conditions of Monmouthshire County Council

Under Section 52 of the Licensing Act 2003 the panel may exercise certain powers when considering the review. Sections 11.16 – 11.23 of the Guidance issued by the Secretary of State refers to the Powers the Licensing Authority should take into consideration when determining a review

5.2 Where it considers it necessary to promote the licensing objectives, the options available are as follows

- Take no action
- Exclude the licensable activity from the scope of the licence.
- Modify the conditions on the licence, which include modifying the hours, adding new conditions, altering or removing existing conditions.
- Remove the Designated Premises Supervisor
- Suspend the licence for a period not exceeding 3 months
- Revoke the licence.

**Section 11.20 of the Guidance issued under Section 182 of the Licensing Act 2003 states:**

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

On considering the making of the decision, the committee should have regard to **Sections 11.1 to 11.6 of Monmouthshire County Council’s Licensing Policy** which includes the following:-

**Section 11.1:** Licensed premises can have significant potential to impact adversely on persons in the vicinity and further afield through public nuisances that arise from their operation.

**Section 11.2:** Subject to case law the Licensing Authority interprets ‘public nuisance’ in its widest sense, and takes it to include such issues as noise, light, odour, litter and anti-social behaviour, where these matters impact on those living, working or otherwise engaged in normal activity in the vicinity of a licensed premises.

**Section 11.3:** Applicants will be encouraged to demonstrate in their Operating Schedule that suitable and sufficient measures have been identified and will be implemented and maintained to prevent public nuisance.

**Section 11.4:** The Licensing Authority recommends that licensees apply a high standard of control to minimise the potential for any public nuisance that may arise from their operation of the premises, particularly where:

- They are situated in a residential or noise sensitive area; or
- Extended opening hours are proposed

**Section 11.5:** The Licensing Authority recognises that beyond the immediate vicinity of the premises the control that a licence holder can exert over its patrons diminishes and individuals who engage in anti-social behaviour are accountable in their own right.



**Section 11.6:** When addressing the issue of prevention of public nuisance in their operating schedule, the applicant may identify steps to show that those factors that impact on the prevention of public nuisance objective have been considered.

Full copies of the Councils Statement of Licensing Policy and the Statutory Guidance to the Act will be available at the Licensing Sub Committee hearing or in advance if required.

**6. RESOURCE IMPLICATIONS:**

6.1 Nil

**7. CONSULTEE'S:**

Heddlu Gwent Police, South Wales Fire Service and the following departments from Monmouthshire County Council, namely, Environmental Health, Social Services, Planning, Trading Standards. Interested Parties consisting of local businesses or residents living in the vicinity

**8. BACKGROUND PAPERS:**

Licensing Act 2003

Guidance issued under Section 182 of the Licensing Act 2003

Monmouthshire County Council's Statement of Licensing Policy dated July 2015

**9. AUTHOR:**

Samantha Winn  
Senior Licensing Officer

**CONTACT DETAILS:**

Tel: 01633 644221

Email: [samanthawinn@monmouthshire.gov.uk](mailto:samanthawinn@monmouthshire.gov.uk)

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MONMOUTHSHIRE LICENSING SECTION  
THE DRAMA CENTRE, PEN-Y-POUND,  
ABERGAVENTNY NP7 5UD.

**Part A**  
**Format of premises licence**

Premises licence number

PRM025

**Part A1 – Premises Details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b>			
Bridgend Inn 49 Main Road Gilwern			
<b>Post town</b>	Abergavenny	<b>Post code</b>	NP7 OAU
<b>Telephone number</b>	01873 830939		

**Where the licence is time limited the dates**

Issue Date: 23/09/2010

**Licensable activities authorised by the licence**

Late Night Refreshment; Supply of Alcohol; Live Music; Recorded Music, as indicated edged red on the plan attached to this licence.

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

Live Music  
Friday: 19.00 - 23.00  
Saturday: 19.00 - 23.00  
Sunday: 19.00 - 23.00  
Bank Holiday Mondays: 14.00 - 23.00  
Christmas Eve: 19.00 - 23.00  
Boxing Day: 19.00 - 23.00  
New Years Eve: 19.00 - 00.30

Recorded Music  
Friday: 19.00 - 23.00  
Saturday: 19.00 - 23.00  
Sunday: 19.00 - 23.00  
New Years Eve: 19.00 - 00.30

Late Night Refreshment  
Monday: 23.00 - 00.30  
Tuesday: 23.00 - 00.30  
Wednesday: 23.00 - 00.30  
Thursday: 23.00 - 00.30  
Friday: 23.00 - 00.30  
Saturday: 23.00 - 00.30

Sunday:23.00 - 24.00

Christmas Day: No Late Night Refreshment

Good Friday: 23.00 - 24.00

New Year's Eve: 23.00 - 24.00

Supply 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

Christmas Eve:10.00 - 00.30

Boxing Day:10.00 - 00.30

New Year's Eve: Between the end of the permitted hours in the premises on New Year's Eve and the beginning of the permitted hours in the premises on the following day (or, if there are no permitted hours in the premises on that day, midnight on New Year's Eve)

1. Alcohol may be sold or supplied for one hour following the hours set out above and on Christmas Day, between 3 p.m. and 7 p.m. to persons taking table meals in the premises, in a part of the premises set aside for the service of meals to such persons and for consumption by such a person in that part of the premises as ancillary to his meal. For other purposes or in other parts of the premises the hours set out above shall continue to apply. The designated area can only be used by person partaking of a table meal, and consumption is ancillary to said meal.

A period of 30 minutes is allowed at the end of each period for the consumption of intoxicating liquor on the premises.

2. The Premises Licence will be subject to the imposition of all embedded conditions converted from the Licensing Act 1964.

#### **The opening hours of the premises**

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

Christmas Eve:10.00 - 01.00

Boxing Day:10.00 - 01.00

New Year's Eve: Between the end of the permitted hours in the premises on New Year's Eve and the beginning of the permitted hours in the premises on the following day.

#### **Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

Alcohol-On the premises

Alcohol-Off the premises

## Part 2

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Felinfoel Brewery Co Ltd  
Farmers Row  
Felinfoel  
Llanelli  
SA14 8LB

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

**90279**

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Keith Wright  
2 Cae-Drew  
Gilwern  
Abergavenny  
Monmouthshire

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

Personal Licence Holder Number : PLH959  
Issuing Authority : Monmouthshire County Council

## **Annex 1 – Mandatory conditions**

### **Mandatory conditions where licence authorises supply of alcohol**

- (1) No supply of alcohol may be made under the premises licence-
  - (a) at a time when there is no designated premises supervisor in respect of the premise licence, or
  - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
- (2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

### **Mandatory conditions where licence authorises supply of alcohol for consumption on the premises**

1.(1)The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

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

(a)games or other activities which require or encourage, or are designed to require or encourage, individuals to–

(i)drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b)provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c)provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d)provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–

(i)the outcome of a race, competition or other event or process, or

(ii)the likelihood of anything occurring or not occurring;

(e)selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

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

3.The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

4.(1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

5. The responsible person shall ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml; and

(b) customers are made aware of the availability of these measures.

## **Annex 2 – Conditions consistent with the Operating Schedule**

### **General - All Objectives**

1. The premises licence will be subject to the imposition of all embedded conditions converted from the Licensing Act 1964.
2. All staff are suitably trained on the Licensing Act 2003.

### **Prevention of Crime and Disorder**

1. The premises is a member of Pubwatch and a representative attends Pubwatch meetings and participates in all initiatives.
2. All-inclusive nights or other irresponsible drinks promotions are not permitted.
3. Customers are not permitted to take open containers of alcoholic or soft drinks from the premises.
4. Portman Group code of practice adopted.

### **Public Safety**

1. Maximum number of 60 persons on premises will be adhered to.
2. Appropriate first aid equipment and materials are available on the premises.

### **Prevention of Public Nuisance**

1. Noise management plan is in operation at the premises.
2. All windows are double glazed to minimise the break out of noise.
3. Beer Garden will be closed at 22.00hrs.

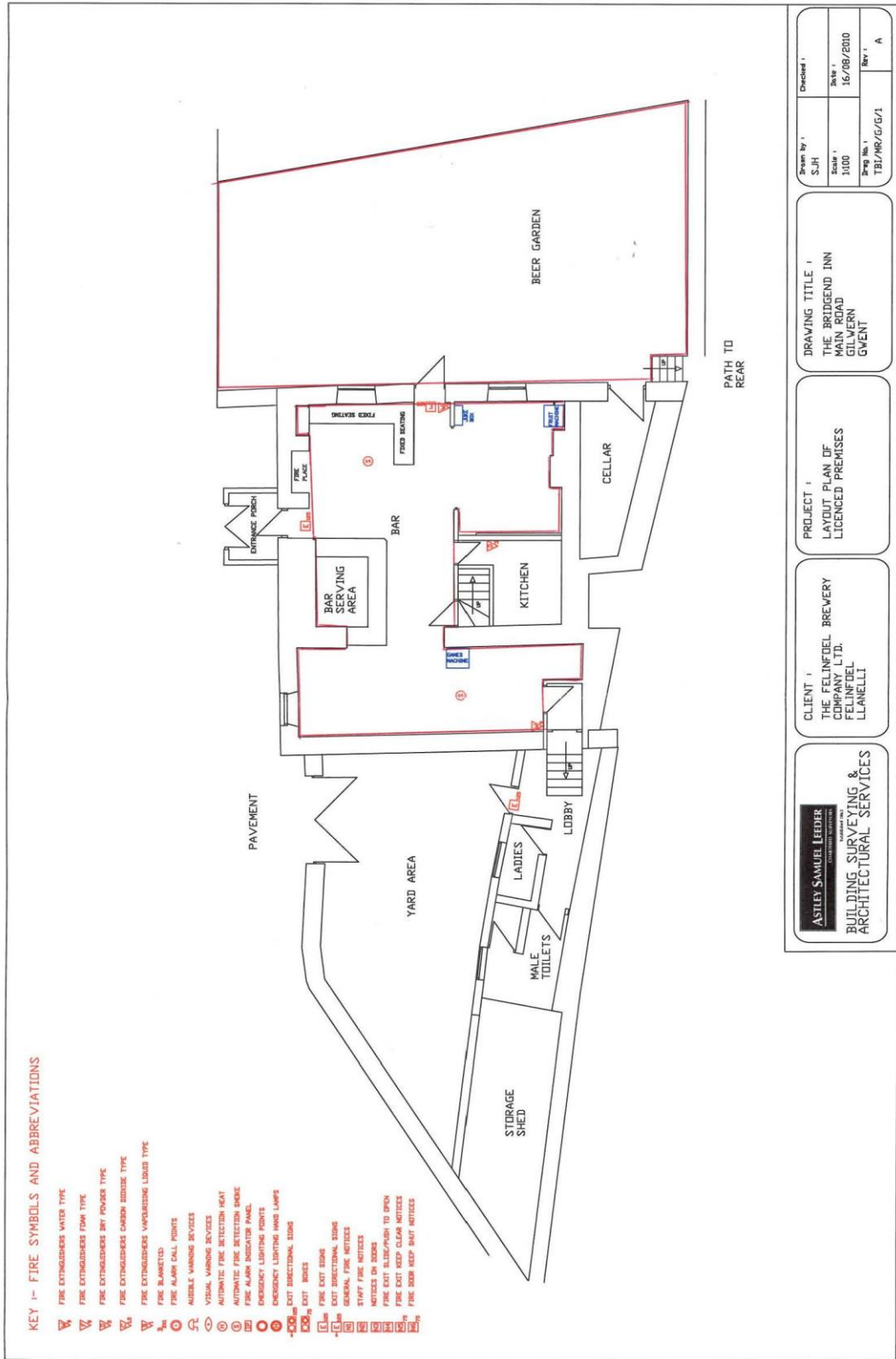
### **Protection of Children**

1. We have a proof of age policy and all staff are trained on this policy.



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

**Not applicable**



**MONMOUTHSHIRE LICENSING SECTION, THE DRAMA CENTRE, PEN-Y-POUND,  
ABERGAVENNY NP7 5UD.**

**Part B  
Premises licence summary**

Premises licence number

PRM025

**Part A1 – Premises Details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> Bridgend Inn 49 Main Road Gilwern	
<b>Post town</b> Abergavenny	<b>Post code</b> NP7 OAU
<b>Telephone number</b> 01873 830939	
<b>Where the licence is time limited the dates: Issue Date:</b> 23/09/2010	
<b>Licensable activities authorised by the licence</b> Late Night Refreshment; Supply of Alcohol; Live Music; Recorded Music; as indicated edged red on the plan attached to this licence.	
<b>The times the licence authorises the carrying out of licensable activities</b> <b>Live Music:</b> Friday - Sunday: 19.00 - 23.00, Bank Holiday Mondays: 14.00 - 23.00 Christmas Eve and Boxing Day 19.00 - 23.00, New Years Eve: 19.00 - 00.30 <b>Recorded Music:</b> Friday - Sunday: 19.00 - 23.00, New Years Eve: 19.00 - 00.30 <b>Late Night Refreshment:</b> Monday - Saturday: 23.00 - 00.30, Sunday: 23.00 - 24.00, Christmas Day: No Late Night Refreshment, Good Friday & New Year's Eve: 23.00 - 24.00 <b>Supply of Alcohol:</b> Monday - Saturday: 10.00 - 24.00, Sunday: 12.00 - 23.30, Christmas Eve and Boxing Day: 10.00 - 00.30, New Year's Eve: Between the end of the permitted hours in the premises on New Year's Eve and the beginning of the permitted hours in the premises on the following day (or, if there are no permitted hours in the premises on that day, midnight on New Year's Eve) 1. Alcohol may be sold or supplied for one hour following the hours set out above and on Christmas Day, between 3 p.m. and 7 p.m. to persons taking table meals in the premises, in a part of the premises set aside for the service of meals to such persons and for consumption by such a person in that part of the premises as ancillary to his meal. For other purposes or in other parts of the premises the hours set out above shall continue to apply. The designated area can only be used by person partaking of a table meal, and consumption is ancillary to said meal. A period of 30 minutes is allowed at the end of each period for the consumption of intoxicating liquor on the premises. 2. The Premises Licence will be subject to the imposition of all embedded conditions converted from the Licensing Act 1964.	
<b>The opening hours of the premises:</b> Monday - Saturday: 10.00 - 00.30, Sunday: 12.00 - 24.00, Christmas Eve & Boxing Day: 10.00 - 01.00, New Year's Eve: Between the end of the permitted hours in the premises on New Year's Eve and the beginning of the permitted hours in the premises on the following day.	
<b>Where the licence authorises supplies of alcohol whether these are on and/or off supplies:</b> Alcohol-On the premises, Alcohol-Off the premises	
<b>Name, (registered) address of holder of premises licence:</b> Felinfoel Brewery Co Ltd, , Farmers Row, Felinfoel, Llanelli, SA14 8LB	
<b>Registered number of holder, for example company number, charity number (where applicable):</b> 90279	
<b>Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:</b> Mr Keigh Wright	
<b>State whether access to the premises by children is restricted or prohibited:</b> N/A	

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Tue 01/09/15 17:08

janewright22 <janewright22@ymail.com>

Bridgend pub gilwern

To Winn, Samantha

 You replied to this message on 02/09/15 13:04.

Hi Samantha, ,,nice to have a chat today with you,,please could you take of as the Dps at the Bridgend pub gilwern asap ,,, and could you email me the right information saying I handed my notice in ,,and that I did not have my licence revoked many thanks keith kj,,scaffolding

Sent from my Samsung device

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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*

28<sup>th</sup> May 2015

**RE: Bridgend Inn, Gilwern**

Dear Leigh

I am writing to you following your letter of 15<sup>th</sup> 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 23<sup>rd</sup> 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

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**Review Application  
Bridgend Inn**

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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**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> Bridgend Inn 49 Main Road Gilwern Abergavenny Monmouthshire	
<b>Post town</b> Abergavenny	<b>Post code (if known)</b> NP7 0AU
<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Felinfoel Brewery Co Ltd	
<b>Number of premises licence or club premises certificate (if known)</b> 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) <b>01633 644224</b>
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**

<b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 6)	
<b>Post town</b>	<b>Post Code</b>
<b>Telephone number (if any)</b>	
<b>If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)</b>	

**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 4<sup>th</sup> 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 30<sup>th</sup> 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 Feinfoel Brewery Co Ltd and DPS Mr Keith Wright by Leigh Beach, Licensing Enforcement Officer.	Following the meeting the Premises Licence Holder Feinfoel 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
26/06/2014	Email sent to Mr Dominic Rowley giving an overview of the meeting with the warning highlighted.	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	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.	57 35



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>20<sup>th</sup> 21<sup>st</sup> 22<sup>nd</sup> 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>			37

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 &amp; 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 &amp; 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>	<p>41- 43-1</p>
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 8 45.1 70 &amp; 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 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 <sup>th</sup> 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 23<sup>rd</sup> 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 scanning 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

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-----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 / E-bost: samanthawinn@monmouthshire.gov.uk Website /

Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) Follow us on Twitter / Dilynwch ni ar Twitter:  
[www.twitter.com/monmouthshirecc](http://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

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-----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](mailto:samanthawinn@monmouthshire.gov.uk) Website /  
Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) Follow us on Twitter / Dilynwch ni ar Twitter:  
[www.twitter.com/monmouthshirecc](http://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  
ABERGAVENTNY  
Monmouthshire  
NP7 5YL

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-----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/Leigh/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 232707 / 01495 232255 / 07855541029  
01495 232707 (4221) Mobile / Symudol: 07880838305 Email / E-bost: samanthawinn@monmouthshire.gov.uk Website /

Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) Follow us on Twitter / Dilynwch ni ar Twitter:  
[www.twitter.com/monmouthshirecc](http://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](mailto:licensing@monmouthshire.gov.uk) / [environmentalhealth@monmouthshire.gov.uk](mailto:environmentalhealth@monmouthshire.gov.uk)

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

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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](mailto: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](mailto:samanthawinn@monmouthshire.gov.uk)  
Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)  
Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://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,

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## 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](mailto: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](mailto:samanthawinn@monmouthshire.gov.uk)  
Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)  
Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://www.twitter.com/monmouthshirecc)

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**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](mailto: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](mailto:samanthawinn@monmouthshire.gov.uk)

Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://www.twitter.com/monmouthshirecc)

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**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 6<sup>th</sup> 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 10<sup>th</sup> May
- Noise (swearing and chanting) from the beer garden on the 16<sup>th</sup> May
- Sat 17<sup>th</sup> – noise from rowdy behaviour of customers in beer garden until 10pm
- Sat 17<sup>th</sup> – loud music from pub 10pm to 11pm
- Loud music was reported to be playing on the 25<sup>th</sup> May 2014 at 11.45pm (Licensing hours are until 11.00pm).
- Customers drinking in the beer garden on the 26<sup>th</sup> 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 (26<sup>th</sup> 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

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## **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 24<sup>th</sup> 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 13<sup>th</sup> June 2014.

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

On the 13<sup>th</sup> 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

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Email / Epost: [samanthawinn@monmouthshire.gov.uk](mailto:samanthawinn@monmouthshire.gov.uk)

Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://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**  
**To** Anthony.Patey@gwent.pnn.police.uk; Nick Hilton; Winn, Samantha  
**Cc**  
**Subject** Bridgend Inn

**Date** 26 July 2014 17:20:50

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

**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](mailto:dominic.rowley@felinfoel-brewery.com)  
Web: [www.felinfoel-brewery.com](http://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](http://www.felinfoel-brewery.com)

**From:** "Winn, Samantha" <[SamanthaWinn@monmouthshire.gov.uk](mailto:SamanthaWinn@monmouthshire.gov.uk)>

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

**To:** Dominic Rowley <[dominic.rowley@btconnect.com](mailto: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

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Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

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**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](http://www.felinfoel-brewery.com)

**From:** "Winn, Samantha" <[SamanthaWinn@monmouthshire.gov.uk](mailto:SamanthaWinn@monmouthshire.gov.uk)>

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

**To:** Dominic Rowley <[dominic.rowley@btconnect.com](mailto: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

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**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](http://www.felinfoel-brewery.com)

**From:** "Winn, Samantha" <[SamanthaWinn@monmouthshire.gov.uk](mailto:SamanthaWinn@monmouthshire.gov.uk)>  
**Date:** Tue, 28 Oct 2014 11:09:52 +0000  
**To:** Dominic Rowley <[dominic.rowley@btconnect.com](mailto: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)  
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Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://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

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**From:** [Winn, Samantha](mailto:Winn, Samantha)  
**Sent:** Monday, October 27, 2014 9:56 AM  
**To:** [Dominic Rowley](mailto:Dominic Rowley)

**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

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## 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  
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**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](mailto:leigh.beech@monmouthshire.gov.uk)" <[leigh.beech@monmouthshire.gov.uk](mailto: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 **Date** 28 April 2015 14:25:18  
**To** Beach, Leigh  
**Cc**  
**Subject** Re: PRM025 - Bridgend Inn, Gilwern  
Leigh

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 18<sup>th</sup> 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/monmouthshirecc

**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](mailto:leighbeach@monmouthshire.gov.uk)

Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

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**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](mailto: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](mailto:dominic.rowley@felinfoel-brewery.com)

Web: [www.felinfoel-brewery.com](http://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](mailto: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.

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

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## Beach, Leigh

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**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](mailto:leighbeach@monmouthshire.gov.uk)

Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://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](mailto:leighbeach@monmouthshire.gov.uk)  
Website / Gwefan: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)  
Follow us on Twitter / Dilynwch ni ar Twitter: [www.twitter.com/monmouthshirecc](http://www.twitter.com/monmouthshirecc)

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**From:** Dominic Rowley [mailto:[dominic.rowley@btconnect.com](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](mailto:dominic.rowley@felinfoel-brewery.com)  
Web: [www.felinfoel-brewery.com](http://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,

## 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 6<sup>th</sup> 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 24<sup>th</sup> 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 13<sup>th</sup> 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 13<sup>th</sup> 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 05<sup>th</sup> 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 30<sup>th</sup> 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 25<sup>th</sup> 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 23<sup>rd</sup> 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.

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

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Web/Gwefan: [www.monmouthshire.gov.uk](http://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](mailto: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 15<sup>th</sup> 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 21<sup>st</sup> 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 26<sup>th</sup> 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

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*

10<sup>th</sup> 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 1<sup>st</sup> 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 4<sup>th</sup> 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,  
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Web/Gwefan: [www.monmouthshire.gov.uk](http://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](mailto: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 13<sup>th</sup> 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 breaches of conditions at the premises. At the meeting held on 23<sup>rd</sup> 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 13<sup>th</sup> 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.

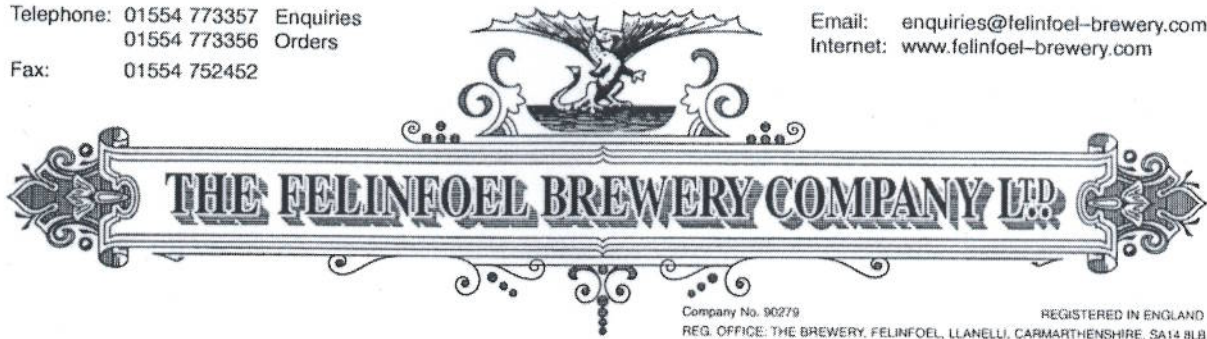
Yours sincerely



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*

28<sup>th</sup> May 2015

**RE: Bridgend Inn, Gilwern**

Dear Leigh

I am writing to you following your letter of 15<sup>th</sup> 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 23<sup>rd</sup> 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 24<sup>th</sup> January 2015 I was working a tour of duty from 16:00 until 03:00 hours.

At 00:30 hours on 25<sup>th</sup> 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 30<sup>th</sup> 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 25<sup>th</sup> 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

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*

Page 101 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: .....

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*

Page 104 Witnessed by: .....

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

Licensable Activities

opening hours 12:30am.

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: [Signature]

€70:00 max

Role within the business: DPS Manager

PLH977 - Nathan Lee [unclear]

## EVIDENCE TO SUPPORT REVIEW

Gwent Police support the application for the review of the premises licence of The Bridgend Inn, 49 Main Road, Gilwern, Abergavenny submitted by Monmouthshire County Council.

**There is evidence that the key licensing objectives under Licensing Act 2003 are being undermined on a regular basis and that management at the premises are reluctant to comply with advice or legislation to uphold these objectives.**

A list of Police calls to the premises has been summarised in Appendix 1.

As you can see from Appendix 1 numerous calls have been received by Gwent Police regarding noise nuisance, anti-social behaviour and disorder at The Bridgend Inn. As can be seen from these calls there have been a number of occasions where Licence Conditions have been breached and offences have been committed under s136 Licensing Act 2003. Following such breaches it is common-place for several visits to be made to the premises by Police and the Licensing Authority in order to try and sort the matter out.

Prior to the current DPS, Mr Keith Wright, there were minimal calls to the premise received by Gwent Police regarding noise nuisance, anti-social behaviour and disorder at The Bridgend Inn. The supporting Appendix 1 clearly shows how the complaints have escalated at the premises when Mr Wright became the DPS.

The Police and Licensing Authority have all engaged with management and have identified problems related to the premise and the Prevention of Crime and Disorder and the Prevention of Public Nuisance. However, it appears that Mr Wright has to be constantly reminded of these objectives and how to manage them.

In summary Gwent Police have concerns that Mr Wright is not capable of managing this premise, therefore we would recommend the removal of the current DPS to improve the management and overall control of the premises.

PC 257 Andrew Lewis

Night Time Economy Officer

Newport and Monmouthshire Policing Area

## COMPLAINTS RECEIVED BY POLICE – APPENDIX 1

Incident No.	Date	Time	Opening Text
584	20/06/2015	22:05	Party at pub – Person requesting attention in area
573	06/06/2015	23:20	THERE IS NOISE COMING FROM THE BEER GARDEN OF THE PUB
518	27/05/2015	23:12	RECURRING ISSUE WITH DRUNKS FROM THE PUB THEY ARE FALLING ALL OVER THE PLACE AND URINATING OUTSIDE
5	27/04/2014	00:10	Report excessive noise
555	19/04/2015	22:38	THE NOISE IS UNACCEPTABLE
33	19/04/2015	01:15	THE NOISE FROM THE PUB IS DEAFENING I CAN HEAR THE THUMP OF THE BASE
530	18/04/2015	22:21	THE DOOR TO THE BEER GARDEN SOUNDS AS THOUGH IT IS OPEN AND GENERAL NOISE COMING FROM THE PUB.
515	14/03/2015	22:44	LOTS OF NOISE FROM THE P/H - THEY ARE SUPPOSED TO CLOSE THE BEER GARDEN AT 10PM - BUT THEY ARE STILL OUT THERE.
432	14/03/2015	21:05	NOISE NUISANCE FROM MUSIC IN THE PUB. ALL THE WINDOWS ARE OPEN
482	02/03/2014	22:54	Report of people standing O/S pub and shouting
49	25/01/2015	01:40	MALE HAS ASSAULTED A FEMALE OUTSIDE BELOW. THERE IS A LOT OF NOISE AND SHOUTING AT THE PUB. THEY ARE NOT LICENCED THIS LATE
10	25/01/2015	00:26	THE BEER GARDEN IS STILL FULL OUT THERE NOW AND RAUCOUS
497	28/11/2014	22:30	TONIGHT THE MUSIC IS BLARING THE DOORS ARE OPEN AND THERE A PEOPLE OUTSIDE IN THE BEER GARDEN MAKING A LOT OF NOISE.
606	11/10/2014	23:36	NOISE NUISANCE AT THE LOCAL PUB.
7	10/08/2014	00:16	PROBLEMS WITH ANTI SOCIAL BEHAVIOUR AT THE PUB - THEY ALWAYS STAY ON UNTIL AFTER CLOSING.
583	09/08/2014	23:38	FIGHTING AND ARGUING OUTSIDE THE PUB
125	26/07/2014	03:12	NOISE NUISANCE FROM THE PUB -PERSONS STILL IN THE BEER GARDEN
35	26/05/2014	01:17	I THINK IT IS A MAN AND A WOMAN WHO ARE SCREAMING AT EACH OTHER IN THE BEER GARDEN.
444	25/05/2014	23:20	THE DOORS ARE OPEN AND MUSIC BLARING AT THE BRIDGEND PUB
565	16/05/2014	21:55	NOISE DISTRUBANCE - SHOUTING AND CHANTING IN THE BEER GARDEN
553	16/05/2014	21:40	NOISE COMING FROM PEOPLE IN THE BEER GARDEN - ON GOING ISSUES. CONSTANT CHANTING AND SHOUTING FOR LAST 20 MINS.
599	15/05/2014	23:03	LOUD MUSIC COMING FROM THE PUB
5	27/04/2014	00:09	THERE IS EXCESSIVE NOISE COMING FROM BRIDGEND INN
482	02/03/2014	22:54	PEOPLE OUTSIDE SHOUTING AND CAUSING A DISTURBANCE
459	04/01/2014	22:54	THE PUB IS PLAYING VERY LOUD MUSIC
589	26/10/2013	23:09	Report loud music
27	29/09/2013	00:29	ANTI SOCIAL BEHAVIOUR
631	30/08/2013	23:49	PUB HAS GOT LICENSE TO PLAY MUSIC UNTIL 2300 HRS, BUT THEY HAVE OUTDOOR SPEAKERS TONIGHT AND IT IS BLASTING



473	25/08/2013	19:51	I ASKED THE SINGER OUTSIDE THE PUB TO TURN HIS VOLUME DOWN. HE SAID HE WAS FINISHING NOW. THE LANDLADY AND HER HUSBAND CAME OVER TO MY HOUSE AND SAID THE POLICE ARE COMING AS MY HUSBAND HAD THREATENING THE SINGER. MY HUSBAND HAD DONE THE SAME AS ME IN ASKING THE SINGER BE QUIETER.
203	01/01/2012	02:52	REPORTS OF FIGHTING IN THE PREMSIES

NEW

X

Reported by CH CALL HANDLING 01873 [REDACTED]  
Brief Incident Details  
party at below this evening been number of problems requesting officers  
pay lbs when passing

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 [REDACTED]  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller Status WITNESS

Name [REDACTED] Title  
House [REDACTED] Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N DOB [REDACTED]

Further Incident Details  
Date and Time of Incident 2205 20/06/15  
Classification ADMIN & INFO MESSAGES  
Graded Response RES WITHOUT DEP

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it

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OPERATOR 257, LEWIS POL PC

URN(573) Stn HQ Vdu CALL27/CONSOLE4

Tme 23:21 Dte 06/06/15 Op 40487

Reported by 101

101 NON-EM CALL [REDACTED]

Brief Incident Details

THERE IS NOISE COMING FROM THE BEER GARDEN OF THE PUB, THEIR LICENSING SAYS THE BEER GARDEN HAS TO BE VACATED BY 2200HRS

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	VICTIM		
Name	[REDACTED]		
House	[REDACTED]		
Area	GILWERN, ABERGAVENNY, GWENT	Street	[REDACTED] Title MR
Tel. No	[REDACTED]	Ex. Dir.	
Further Incident Details			
Date and Time of Incident	2320	06/06/15	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	SCHEDULED		

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URN [573] Stn HQ Vdu CALL27/CONSOL Tme 23:21 Date 06/06/15 Op 404879 Page

Op	Time	Text
404879	2322 06/06/15	██████████ SAID THE NOISE HAS BEEN GOING ON FOR AN HOUR
404879	2322 06/06/15	AND ██████████ "WOULD LIKE TO GET SOME SLEEP TONIGHT"
404879	2322 06/06/15	Incident Routed to Radio Operators
402623	2325 06/06/15	Incident Transfer Accepted by terminal CONSOLE4
402623	0008 07/06/15	OBS PASSED TO OFFICERS
402623	0009 07/06/15	Defer to EAST Date 07/06/15 Time 1000
402623	0009 07/06/15	to make contact with the caller
400343	0943 07/06/15	Deferral Removed
400343	0943 07/06/15	Invalid pluscode entry
400343	0943 07/06/15	CO39 Automatic STM Notification generated
400343	0943 07/06/15	CO39 Dispatched
402619	0953 07/06/15	FROM CO39 - I HAVE SPOKEN WITH ██████████ VIA PHONE WHO
402619	0953 07/06/15	EXPLAINED THAT MONMOUTH LICENCING OFFICER LEIGH BEACH HAS
402619	0953 07/06/15	TOLD HIM TO REPORT ANY NOISE FROM THE PUB. HE IS ALSO
402619	0953 07/06/15	AWARE THAT THE CURRANT LAND LORD WILL BE LEAVING IN TWO
402619	0953 07/06/15	WEEKS. HAPPY TO REPORT TO US FOR INFOMATION, I WILL
402619	0953 07/06/15	EMAIL MONCC LICENCING WITH URN NUMBER AND TIME OF
402619	0953 07/06/15	INCIDENT. WARD OFFICER CO103 ALSO EMAILED. LOG CAN BE
402619	0953 07/06/15	CLOSED PLEASE.
304401	0953 07/06/15	CO39 Arrived at Incident
304401	0953 07/06/15	CO39 Left Incident
304401	0953 07/06/15	Invalid pluscode entry
304401	0954 07/06/15	Incident Closed By Terminal CONSOLE6

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INCIDENT CLOSE

URN 573 Stn HQ Vdu CALL27/CONSOL Tme 23:21 Date 06/06/15 Op 404879  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH NUISANCE

Detail THERE IS NOISE COMING FROM THE BEER GARDEN OF THE PUB, THEIR LICENSING  
SAYS THE BEER GARDEN HAS TO BE VACATED BY 2200HRS

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE

Type NUISANCE  
Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 2)

Free Text  
for  
Briefing

Officer CO39 Name YUNG POL CIV  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

URN 518 Stn HQ Vdu CALL30/CONSOLE6

Tme 23:12 Dte 27/05/15 Op 40247

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

RECURRING ISSUE WITH DRUNKS FROM THE PUB THEY ARE FALLING ALL OVER THE PLACE AND URINATING OUTSIDE OUR WINDOW

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	VICTIM		
Name	[REDACTED]		
House	[REDACTED]	Street	[REDACTED]
Area	GILWERN, ABERGAVENNY, GWENT		Title MRS
Tel. No	[REDACTED]	Ex. Dir.	
Further Incident Details			
Date and Time of Incident	2312	27/05/15	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	PRIORITY		

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URN 518 Stn HQ Vidu CALL30/CONSOL Tme 23:12 Date 27/05/15 Op 402473 Page

Op	Time	Text
402473	2313 27/05/15	Incident Routed to Radio Operators
402473	2318 27/05/15	Transferred, but not accepted
402473	2318 27/05/15	Incident Routed to Radio Operators
400144	2320 27/05/15	Incident Transfer Accepted by terminal CONSOLE6
400144	2320 27/05/15	Automatic Resource Enquiry
400144	2326 27/05/15	Automatic Resource Enquiry
400144	2327 27/05/15	Automatic Resource Enquiry
400144	2327 27/05/15	OBS PASSED EAST
400144	2327 27/05/15	UNITS COMMITTED
400144	0000 28/05/15	Resource Despatch Overdue accepted by CONSOLE6
400144	0013 28/05/15	NO FURTHER CALLS RECIEVED AT THIS TIME
400146	0020 28/05/15	SE58 Automatic STM notification generated
400146	0020 28/05/15	SE58 Allocated to Incident
402184	0043 28/05/15	SE58 Dealing With Another Incident 512,27/05/15
400144	0055 28/05/15	ALL QUIET HERE
400144	0055 28/05/15	Incident Close/Result Failed
400144	0055 28/05/15	SE58 Dealt With Incident
400144	0056 28/05/15	Incident Closed By Terminal CONSOLE6

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INCIDENT CLOSE

\*URN (518) Stn HQ Vdu CALL30/CONSOL. Tme 23:12 Date 27/05/15 Op 402473  
Loch THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response PRIORITY  
Type ANTI-SOCIAL BEH NUISANCE  
Detail RECURRING ISSUE WITH DRUNKS FROM THE PUB THEY ARE FALLING ALL OVER THE  
PLACE AND URINATING OUTSIDE OUR WINDOW

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS ( 2 )  
Free Text  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

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ADDITIONAL

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details  
RECURRING ISSUE WITH DRUNKS FROM THE PUB THEY ARE FALLING ALL OVER THE PLACE AND URINATING OUTSIDE OUR WINDOW

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode [REDACTED]  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller Status VICTIM

Name [REDACTED] Title [REDACTED]  
House [REDACTED] Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. DOB [REDACTED]

Further Incident Details  
Date and Time of Incident 2312 27/05/15  
Classification ANTI-SOCIAL BEH NUISANCE  
Graded Response PRIORITY

, (O)pn, (L)og, p(R)t, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it

URN 5

Stn HQ

Vdu CALL33/CONSOLE16

Tme 00:10 Dte 27/04/14 Op 304398

NEW

Reported by T

Unknown Receipt [REDACTED]

Brief Incident Details

THERE IS EXCESSIVE NOISE COMING FROM BRIDGEND INN GILWERN.  
ENV HEALTH ARE ALREADY INVOLVED.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller Name	ANON		VICTIM
House		Street	Title
Area			
Tel. No		Ex. Dir.	DOB

Further Incident Details

Date and Time of Incident	0009	27/04/14
Classification	ANTI-SOCIAL BEH	ENVIRONMENTAL
Graded Response	SCHEDULED	

, (O)pn, (L)og, p(R)t, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it

NEW

URN 5 Strn HQ Vdu CALL33/CONSOLE16 Time 0010 Dte 27/04/14 Op 304398  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH ENVIRONMENTAL 27/04/14 0009  
Detail THERE IS EXCESSIVE NOISE COMING FROM BRIDGEND INN GILWERN.  
ENV HEALTH ARE ALREADY INVOLVED.

Caller ANON Tel

Op	Time	Date	Text	Page 1 of 2
304398	0011	27/04	APPEARS TO BE AN GOING SITUATION - THEY ARE ALSO STILL SERVING DRINKS - LOT OF NOISE COMING FROM BEER GARDEN. IF ANY OFFICERS IN AREA COULD TAKE A LOOK - TKS Incident Routed to Radio Operators	
402267	0012	27/04	Incident Transfer Accepted by terminal CONSOLE8 Incident Routed to Radio Operators	
401179	0012	27/04	Incident Transfer Accepted by terminal CONSOLE16	
402267	0039	27/04	30 ..THERE IS AN OFFICEIAL RALLY AROUND ABERGAVENNY/NORTH OF THE COUNTY AND BACK TOWRDS RAGLAN	
401179	0105	27/04	RES1 Automatic STM Notification generated	

, (O)pn, (L)og, p(R)t, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it, (P)age

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INCIDENT CLOSE

URN (555) Stn HQ Vdu CALL27/CALL27 Tme 22:38 Date 19/04/15 Op 298236  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type ANTI-SOCIAL BEH ENVIRONMENTAL

Detail BREACH OF LICENCING LAWS. THE NOISE IS UNACCEPTABLE.

Caller ANON [REDACTED] MAIN ROAD GILWERN, RESIDENT [REDACTED] WAS NOT HAPPY (BUT  
Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL  
Type ENVIRONMENTAL

Close Category FCS

Free Text ( 1)

for  
Briefing

Officer Name

Unit Name

Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 555 Stn HQ Vdu CALL27/CALL27 Tme 22:38 Date 19/04/15 Op 298236 Page

Op	Time	Text
298236	2239 19/04/15	Incident Brief Details Amended from :
298236	2239 19/04/15	[.]
298236	2239 19/04/15	Incident Closed By Terminal CALL27

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OPERATOR 257, LEWIS POL PC

URN 555 Str HQ Vdu CALL27/CALL27

Tme 22:38 Dte 19/04/15 Op 29823

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
BREACH OF LICENCING LAWS. THE NOISE IS UNACCEPTABLE.  
CALLER UPDATED THAT POLICE WOULD NOT ATTEND, SHE WAS NOT HAPPY (BUT  
VERIFIED WITH C.I. JEFFRIES). [REDACTED] HAS BEEN GIVEN THE LOG NUMBER FOR  
LOCAL AUTHORITY

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller WITNESS  
Name ANON [REDACTED]  
House [REDACTED] Street MAIN ROAD Title  
Area GILWERN, RESIDENT  
Tel. No [REDACTED] Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 2238 19/04/15  
Classification ANTI-SOCIAL BEH ENVIRONMENTAL  
Graded Response RES WITHOUT DEP

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Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

BREACH OF LICENCING LAWS. THE NOISE IS UNACCEPTABLE.  
CALLER UPDATED THAT POLICE WOULD NOT ATTEND, SHE WAS NOT HAPPY (BUT  
VERIFIED WITH C.I. JEFFRIES). SHE HAS BEEN GIVEN THE LOG NUMBER FOR  
LOCAL AUTHORITY

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller Status	WITNESS		
Name	ANON FEMALE	Title	
House	Street MAIN ROAD		
Area	GILWERN, RESIDENT		
Tel. No	[REDACTED]	Ex. Dir.	N DOB

Further Incident Details

Date and Time of Incident	2238	19/04/15
Classification	ANTI-SOCIAL BEH	ENVIRONMENTAL
Graded Response	RES WITHOUT DEP	

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it

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INCIDENT CLOSE

URN 33 | Stn HQ Vdu CALL29/CONSOL Tmc 01:15 Date 19/04/15 Op 404879  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response PRIORITY  
Type ANTI-SOCIAL BEH NUISANCE

Detail THE NOISE FROM THE PUB IS DEAFENING I CAN HEAR THE THUMP OF THE BASE

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE

Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS ( 2 )  
Free Text statement being sent to licencing team for breach of licence  
for

Briefing

Officer Name  
Unit Name  
Occurrence

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URN(33) Stn HQ Vdu CALL29/CONSOL Tme 01:15 Date 19/04/15 Op 404879 Page

Op	Time	Text
404879	0116 19/04/15	██████████ DOES NOT KNOW HOW LONG THE NOISE HAS BEEN GOIN
404879	0116 19/04/15	ON
404879	0120 19/04/15	██████████ DID NOT KNOW THE NAME OF THE LICENCEE BUT SAID
404879	0120 19/04/15	HE HAS SOMETHING TO DO WITH K & J SCAFFOLDING
404879	0120 19/04/15	Incident Routed to Radio Operators
403848	0121 19/04/15	Incident Transfer Accepted by terminal CONSOLE4
403848	0123 19/04/15	MN31 Automatic STM Notification generated
403848	0123 19/04/15	MN31 Dispatched
403848	0124 19/04/15	MN31 WILL DRIVE BY TO CHECK THE NOISE
403848	0125 19/04/15	IMN1 - CAN SGT CHECK THE LICENCING CONDITIONS
403848	0125 19/04/15	MN05 AWARE AND WILL VIEW
403848	0125 19/04/15	Display Incidents At Location
403848	0136 19/04/15	View Incident 515,14/03/15
403848	0136 19/04/15	View Incident 432,14/03/15
403848	0136 19/04/15	View Incident 49,25/01/15
403848	0136 19/04/15	View Incident 10,25/01/15
403848	0136 19/04/15	View Incident 20,01/01/15
403848	0136 19/04/15	View Incident 497,28/11/14
403848	0136 19/04/15	View Incident 432,14/03/15
403848	0137 19/04/15	MN05 - WE ARE WITH THE LANDLADY NOW THERE IS BREACH OF
403848	0137 19/04/15	LICENCE THERE IS A HANDFUL OF PEOPLE HERE AND THEY ARE
403848	0137 19/04/15	BEING MOVED OUT AND A STATEMENT WILL BE ISSUED TO THE
403848	0137 19/04/15	LICENCING TEAM
403848	0137 19/04/15	MN31 Cancelled
403848	0138 19/04/15	Incident Closed By Terminal CONSOLE4

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OPERATOR 257, LEWIS POL PC

URN 13, Stn HQ Vdu CALL29/CONSOLE4 Tme 01:15 Dte 19/04/15 Op 40487

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
THE NOISE FROM THE PUB IS DEAFENING I CAN HEAR THE THUMP OF THE BASE

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	VICTIM		
Name	[REDACTED]		
House	[REDACTED]	Street	MAIN ROAD
Area	GILWERN, ABERGAVENNY, GWENT		Title MRS
Tel. No	[REDACTED]	Ex. Dir.	
Further Incident Details			
Date and Time of Incident	0115	19/04/15	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	PRIORITY		

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INCIDENT CLOSE

\*URN [530] Stn HQ Vdu CALL30/CONSOL Tme 22:21 Date 18/04/15 Op 401797  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type P/SAFETY & WELF LICENSING

Detail PART OF THE RESTRICTIONS AGAINST THE PUB IS THAT THEY HAVE TO CLOSE TH  
BEER GARDEN AT 2200HRS AND THE WINDOWS ARE TO BE CLOSED. THE DOOR TO T  
Caller ANON [REDACTED] RESIDENT Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING  
Type LICENSING

Close Category NEIGHBOURHOOD POL FCS ( 2)  
Free Text OBS PAST TO OFFICERS FOR SGT TO TASK LICENSING TEAM  
for  
Briefing

Officer 1221 Name CONWAY POL PC  
Unit Name  
Occurrence 1500135436

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URN/530 Stn HO Vdu CALL30/CONSOL Tme 22:21 Date 18/04/15 Op 401797 Page

Op	Time	Text
401797	2221 18/04/15	Call History viewed.
401797	2222 18/04/15	████████ ASKING FOR OFFICERS TO BE MADE AWARE.
401797	2222 18/04/15	Incident Routed to Radio Operators
403848	2223 18/04/15	Incident Transfer Accepted by terminal CONSOLE4
403848	2224 18/04/15	Resource Dispatch Processing abandoned
403848	2225 18/04/15	Resources By Section
403848	2225 18/04/15	Resources By Section
403848	2230 18/04/15	OBS PASSED FOR OFFICERS
403848	2230 18/04/15	IMN1 CAN BE CLOSED AND TRANSFERRED TO NICHE FOR OIC1221
403848	2230 18/04/15	TO TASK LICENSING
403848	2230 18/04/15	Transfer Incident To Niche
Syscon	2233 18/04/15	NICHE Occurrence Number 1500135436
403848	2233 18/04/15	Invalid pluscode entry
403848	2234 18/04/15	Result Details Changed From :-
403848	2234 18/04/15	Incident Closed By Terminal CONSOLE4

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OPERATOR 257, LEWIS POL PC

X URN 530 Stn HQ Vdu CALL30/CONSOLE4

Tme 22:21 Dte 18/04/15 Op 40179

Reported by 101

101 NON-EM CALL [REDACTED]

Brief Incident Details

PART OF THE RESTRICTIONS AGAINST THE PUB IS THAT THEY HAVE TO CLOSE THE BEER GARDEN AT 2200HRS AND THE WINDOWS ARE TO BE CLOSED. THE DOOR TO THE BEER GARDEN SOUNDS AS THOUGH IT IS OPEN AND GENERAL NOISE COMING FROM THE PUB.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	THIRD PARTY		

Name	ANON [REDACTED] RESIDENT		
House			
Area		Street	Title
Tel. No	[REDACTED]		

Further Incident Details

Date and Time of Incident	2221	18/04/15
Classification	P/SAFETY & WELF	LICENSING
Graded Response	SCHEDULED	

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ADDITIONAL

URN 530 Stn HQ Vdu CALL30/CONSOLE4 Tme 2221 Dte 18/04/15 Op 401797  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type P/SAFETY & WELF LICENSING 18/04/15 2221  
Detail PART OF THE RESTRICTIONS AGAINST THE PUB IS THAT THEY HAVE TO CLOSE THE  
BEER GARDEN AT 2200HRS AND THE WINDOWS ARE TO BE CLOSED. THE DOOR TO THE -More  
Caller ANON FEMALE RESIDENT  
Tel [REDACTED]

Op	Time	Date	Text
401797	2221	18/04	Call History viewed.
	2222	18/04	FEMALE ASKING FOR OFFICERS TO BE MADE AWARE. Incident Routed to Radio Operators
403848	2223	18/04	Incident Transfer Accepted by terminal CONSOLE4
	2224	18/04	Resource Dispatch Processing abandoned
	2225	18/04	Resources By Section Resources By Section
	2230	18/04	OBS PASSED FOR OFFICERS IMN1 CAN BE CLOSED AND TRANSFERRED TO NICHE FOR OIC1221 TO TASK LICENSING Transfer Incident To Niche

Page 1 of 2

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it, (P)age

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INCIDENT CLOSE

URN(515) Stn HQ Vdu CALL31/CONSOI, Tme 22:50 Date 14/03/15 Cp 402354  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type ANTI-SOCIAL BEH NUISANCE  
Detail LOTS OF NOISE FROM THE P/H - THEY ARE SUPOSED TO CLOSE THE BEER GARDE  
AT 10PM - BUT THEY ARE STILL OUT THERE.  
Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING  
Type LICENSING  
Close Category LICENSED PREMISES ( 1 )  
Free Text  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

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URN 515 Stn HQ Vdu CALL31/CONSOL Tme 22:50 Date 14/03/15 Op 402354 Page

Op	Time	Text
402354	2250 14/03/15	Call History viewed.
402354	2252 14/03/15	CALLER STATED THAT THIS IS PART OF ONGOING ISSUES AND HA
402354	2252 14/03/15	BEEN ADVISED BY THE COUNCIL TO CALL THE POLICE EVERY TIM
402354	2253 14/03/15	Incident Routed to Radio Operators
400001	2253 14/03/15	Incident Transfer Accepted by terminal CONSOLE18
400001	2258 14/03/15	OBS PASSED EAST
400001	2258 14/03/15	Graded Response changed from SCHEDULED to RES WITHOUT
400001	2258 14/03/15	DEPLOYMENT
400001	2259 14/03/15	CO103 - WENT PAST A FEW MINS AGO THERE WAS A FEW OUTSIDE
400001	2259 14/03/15	SMOKING BUT NO EXCESSIVE NOISE
400001	2259 14/03/15	Incident Closed By Terminal CONSOLE16



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OPERATOR 257, LEWIS POL PC

URN 515 Strn HQ Vdu CALL31/CONSOLE18 Tme 22:50 Dte 14/03/15 Op 40235

Reported by 101

101 NON-EM CALL

Brief Incident Details

LOTS OF NOISE FROM THE P/H - THEY ARE SUPPOSED TO CLOSE THE BEER GARDEN AT 10PM - BUT THEY ARE STILL OUT THERE.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/12/19/33
Caller	VICTIM		
Name			Title MRS
House		Street	
Area	GILWERN, ABERGAVENNY, GWENT		
Tel. No		Ex. Dir.	
Further Incident Details			
Date and Time of Incident	2244	14/03/15	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	RES WITHOUT DEP		

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INCIDENT CLOSE

URN (432) Stn HQ Vdu CALL30/CONSOL Tme 21:05 Date 14/03/15 Op 404882  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type P/SAFETY & WELF LICENSING

Detail NOISE NUISANCE FROM MUSIC IN THE PUB. ALL THE WINDOWS ARE OPEN AND THE  
ARE NOT ADHERING TO THEIR NOISE LICENSE. HAVE HAD PERVIOUS INCIDENTS  
Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING

Type LICENSING  
Close Category LICENSED PREMISES ( 1)  
Free Text EMAIL SENT TO LICENSING

for  
Briefing

Officer Name  
Unit Name  
Occurrence

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TURN 432 Stn HQ vdu CALL30/CONSOL Tme 21:05 Date 14/03/15 Op 404882 Page

Op	Time	Text
404882	2107 14/03/15	Incident Short Message
404882	2108 14/03/15	ISM SENT TO CO103 MAKING HER AWARE.
404882	2110 14/03/15	Personnel Searcher (View Only)
404882	2112 14/03/15	EMAIL SENT TO LICENSING MAKING THEM AWARE.
404882	2113 14/03/15	DUTY SGT Enquiry - No Update made
404882	2113 14/03/15	PAO DUTY PS
404882	2113 14/03/15	Incident Routed to Radio Operators
400685	2113 14/03/15	Incident Transfer Accepted by terminal CONSOLE7
400685	2136 14/03/15	Incident Transferred by terminal CONSOLE7 to EAST
400685	2136 14/03/15	FOR YOU
400685	2136 14/03/15	Incident Transfer
400001	2136 14/03/15	Incident Transfer Accepted by terminal CONSOLE18
400001	2137 14/03/15	Incident Closed By Terminal CONSOLE18

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OPERATOR 257, LEWIS POL PC

URN 1432, Stn HQ Vdu CALL30/CONSOLE18 Tme 21:05 Dte 14/03/15 Op 40488

Reported by CH CALL HANDLING

Brief Incident Details

NOISE NUISANCE FROM MUSIC IN THE PUB. ALL THE WINDOWS ARE OPEN AND THEY ARE NOT ADHERING TO THEIR NOISE LICENSE. HAVE HAD PERVIOUS INCIDENTS WITH THE PUB CAUSING CRIMINAL DAMAGE.

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller VICTIM

Name  
House Street Title  
Area GILWERN, ABERGAVENNY, GWENT

Tel. No Ex. Dir. N

Further Incident Details

Date and Time of Incident 2105 14/03/15  
Classification P/SAFETY & WELF LICENSING  
Graded Response RES WITHOUT DEP

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NEW

URN 482 Stn HQ Vdu CALL28/CONSOLE18 Tme 2254 Dte 02/03/14 Op 402294  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSCR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH ENVIRONMENTAL 02/03/14 2254  
Detail people from below pub standing outside shouting causing a disturbance  
environ health already aware  
Caller [REDACTED], GILWERN, ABERGAVENNY, Tel [REDACTED]

Op	Time	Date	Text	Page 1 of 1
402294	2255	02/03	Incident Routed to Radio Operators	
401296	2255	02/03	Incident Transfer Accepted by terminal CONSOLE18	
205367	2326	02/03	RE37 Automatic STM Notification generated	
			RE37 Dispatched	
	2327	02/03	RE35 Automatic STM Notification generated	
			RE35 Dispatched	
401296	2328	02/03	RE35 Arrived at Incident	
	2329	02/03	RE37 Cancelled	
			RE35 Left Incident	
			ALL QUIET NO PERSONS IN AREA AND PUB CLOSED	
			Incident Closed By Terminal CONSOLE18	

, (O)pn, (L)og, p(R)t, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it

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INCIDENT CLOSE

URN 49 Stn HQ Vdu CALL31/CONSOL Tme 01:40 Date 25/01/15 Op 402153  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response PRIORITY  
Type ANTI-SOCIAL BEH NUISANCE

Detail MALE HAS ASSAULTED A FEMALE OUTISDE BELOW. THERE IS A LOT OF NOISE AND SHOUTING AT THE PUB. THEY ARE NOT LICENCED THIS LATE

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE

Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS (4)  
ALCOHOL LICENSED PREMISES

Free Text UNKNOWN MALE AND FEMALE LEFT THE AREA  
for  
Briefing

Officer Name

Unit Name

Occurrence

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CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

OPERATOR 257, LEWIS POL PC

\*URN\49| Stn HQ Vdu CALL31/CONSOLE16 Tme 01:40 Dte 25/01/15 Op 40215

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

MALE HAS ASSAULTED A FEMALE OUTSIDE BELOW. THERE IS A LOT OF NOISE AND SHOUTING AT THE PUB. THEY ARE NOT LICENCED THIS LATE

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	[REDACTED]		
House	[REDACTED]	Street	[REDACTED] Title
Area	GILWERN, ABERGAVENNY, GWENT		
Tel. No	[REDACTED]	Ex. Dir.	

Further Incident Details

Date and Time of Incident	0140	25/01/15
Classification	ANTI-SOCIAL BEH	NUISANCE
Graded Response	PRIORITY	

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CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 149 Stn HQ Vdu CALL31/CONSOL Tme 01:40 Date 25/01/15 Op 402153 Page

Op	Time	Text
402153	0140 25/01/15	THE MALE AND FEMALE LEFT DOWN THE HILL TOWARDS GILWERN -
402153	0140 25/01/15	TOGETHER
402153	0140 25/01/15	THEY WERE SHOUTING ALL THE WAY DOWN THE STREET
402153	0141 25/01/15	FEMALE: 5FT 6 , BLONDE MED LENGTH HAIR, AVERAGE BUILD,
402153	0141 25/01/15	20S
402153	0141 25/01/15	MALE : 5FT 10, WELL BUILT, SHORT HAIR
402153	0141 25/01/15	CLOTHES UNKNOWN
402153	0141 25/01/15	Incident Routed to Radio Operators
084848	0142 25/01/15	Incident Transfer Accepted by terminal CONSOLE16
084848	0143 25/01/15	RES1 Redeployed from Incident 44 25/01/15
084848	0143 25/01/15	RES1 Automatic STM Notification generated
084848	0143 25/01/15	RES1 Dispatched
084848	0151 25/01/15	RES1 Arrived at Incident
084848	0159 25/01/15	RES1...SPOKEN TO STAFF AND UNKNOWN MALE AND FEMALE WERE
084848	0159 25/01/15	HAVING VERBAL ARGUMENT AND HAVE LEFT IN VEHICLE
084848	0159 25/01/15	RES1 Left Incident
084848	0200 25/01/15	Incident Closed By Terminal CONSOLE16



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INCIDENT CLOSE

URN 10 Stn HQ Vdu CALL31/CONSOL Tme 00:28 Date 25/01/15 Op 402153  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response PRIORITY

Type ANTI-SOCIAL BEH NUISANCE

Detail TEH PUB HAS AN AGREEMENT WITH LICENCING AND THE POLICE TO CLOSE THE BE  
GARDEN AT 2200HRS - IT IS STILL FULL OUT THERE NOW AND RAUCOUS

Caller REFUSED Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE

Type NUISANCE

Close Category NEIGHBOURHOOD POL FCS ( 2)

Free Text PREMISES CLOSED AND ALL QUIET  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 10 Stn HQ Vdu CALL31/CONSOL Tme 00:28 Date 25/01/15 Op 402153 Page

Op	Time	Text
402153	0028	25/01/15 CALLER SAYS ██████ COULD ALSO HEAR GLASS SMASHING INSIDE TH
402153	0028	25/01/15 PUB BUT DOESNT THINK ITS FIGHTING
402153	0028	25/01/15 Incident Routed to Radio Operators
084848	0028	25/01/15 Incident Transfer Accepted by terminal CONSOLE16
084848	0038	25/01/15 RES1 Automatic STM notification generated
084848	0038	25/01/15 RES1 Allocated to Incident
401973	0117	25/01/15 FROM CALLER THERE IS NOW A MAN AND WOMAN FIGHTING IN THE
401973	0117	25/01/15 ROAD.
401973	0117	25/01/15 THERE IS A LOT OF SCREAMING AND SHOUTING
084848	0117	25/01/15 Graded Response changed from SCHEDULED to PRIORITY
084848	0117	25/01/15 RES1 Allocation Cancelled
084848	0116	25/01/15 RES1 Automatic STM Notification generated
084848	0118	25/01/15 RES1 Dispatched
084848	0124	25/01/15 RES1 Arrived at Incident
084848	0125	25/01/15 RES1...LOCKED UP AND CLOSED AND ALL QUIET
084848	0125	25/01/15 Invalid pluscode entry
084848	0125	25/01/15 RES1 Left Incident
084848	0125	25/01/15 Incident Closed By Terminal CONSOLE16

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OPERATOR 257, LEWIS POL PC

\* JRN 10/ Stn HQ Vdu CALL31/CONSOLE16 Tme 00:28 Dte 25/01/15 Op 40215

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
TEH PUB HAS AN AGREEMENT WITH LICENCING AND THE POLICE TO CLOSE THE BEER  
GARDEN AT 2200HRS - IT IS STILL FULL OUT THERE NOW AND RAUCOUS

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	REFUSED		
House			
Area		Street	Title
Tel. No	[REDACTED]		
Further Incident Details		Ex. Dir.	
Date and Time of Incident	0026	25/01/15	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	PRIORITY		

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 10

Stn HQ Vdu CALL31/CONSOLE16

Tme 00:28 Dte 25/01/15 Op 402153

ADDITIONAL

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

THE PUB HAS AN AGREEMENT WITH LICENCING AND THE POLICE TO CLOSE THE BEER GARDEN AT 2200HRS - IT IS STILL FULL OUT THERE NOW AND RAUCOUS

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller Name	Status	REFUSED	WITNESS
House		Street	Title
Area			
Tel. No	[REDACTED]	Ex. Dir.	DOB

Further Incident Details

Date and Time of Incident	0026	25/01/15
Classification	ANTI-SOCIAL BEH	NUISANCE
Graded Response	PRIORITY	

, (O)pn, (L)og, p(R)t, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it

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INCIDENT CLOSE  
URN (497) Stn HQ Vdu CALL27/CONSOL Tme 22:31 Date 28/11/14 Op 401973  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type P/SAFETY & WELF LICENSING  
Detail AN AGREEMENT WITH THE PUB AND THE POLICE ABOUT THE LOU  
MUSIC COMING FROM THE PUB. TONIGHT THE MUSIC IS BLARING THE DOORS ARE  
Caller Tel  
Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING  
Type LICENSING  
Close Category NEIGHBOURHOOD POL FCS (4)  
ALCOHOL LICENSED PREMISES  
Free Text COMPLETE  
for  
Briefing  
Officer Name  
Unit Name  
Occurrence

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CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 497 Stn HQ Vdu CALL27/CONSOL Tme 22:31 Date 28/11/14 Op 401973 Page

Op	Time	Text
401973	2231 28/11/14	Incident Routed to Radio Operators
401973	2231 28/11/14	CALLER GIVEN URN
402184	2234 28/11/14	Incident Transfer Accepted by terminal CONSOLE18
402184	2315 28/11/14	Automatic Resource Enquiry
402184	2331 28/11/14	FCR - SPK TO CALLER AND WILL GET NICK HILTON TO CONTACT
402184	2331 28/11/14	FA** CALLER
402184	2332 28/11/14	Defer to EAST Date 01/12/14 Time 0900
402184	2332 28/11/14	for pc 721 nick hilton from licensing to contact
402184	2332 28/11/14	caller
Syscon	0900 01/12/14	Defer Time Reached
084848	0902 01/12/14	Incident Deferral Accepted by terminal CONSOLE16
084848	0903 01/12/14	PC 721 INFD
084848	0903 01/12/14	Incident Closed By Terminal CONSOLE16

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT  
OPERATOR 257, LEWIS POL. PC

URN 497 Stn HQ Vdu CALL27/CONSOLE16 Tme 22:31 Dte 28/11/14 Op 40197

Reported by CH CALL HANDLING  
Brief Incident Details

AN AGREEMENT WITH THE PUB AND THE POLICE ABOUT THE LOUD  
MUSIC COMING FROM THE PUB. TONIGHT THE MUSIC IS BLARING THE DOORS ARE  
OPEN AND THERE A PEOPLE OUTSIDE IN THE BEER GARDEN MAKING A LOT OF  
NOISE.

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller VICTIM  
Name  
House  
Area GILWERN, ABERGAVENNY, GWENT Street Title MRS  
Tel. No Ex. Dir.

Further Incident Details  
Date and Time of Incident 2230 28/11/14  
Classification P/SAFETY & WELF LICENSING  
Graded Response SCHEDULED

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OPERATOR 257, LEWIS POL PC

URN 606 Stn HQ Vdu CALL24/CALL24

Tme 23:36 Dte 11/10/14 Op 40190

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

NOISE NUISANCE AT THE LOCAL PUB. THIS IS AN ONGOING ISSUE AND ENVIRONMENTAL HEALTH HAVE TOLD ME TO RING THE POLICE EVERYTIME

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 9AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	WITNESS		

Name	[REDACTED]	Street	[REDACTED]	Title	[REDACTED]
House	[REDACTED]				
Area	GILWERN				
Tel. No	[REDACTED]				

Further Incident Details Ex. Dir. N

Date and Time of Incident	2336	11/10/14
Classification	ANTI-SOCIAL BEH	NUISANCE
Graded Response	SCHEDULED	

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URN 606 Stn HQ Vdu CALL24/CALL24 Tme 23:36 Date 11/10/14 Op 401905 Page

Op	Time	Text
401905	2337 11/10/14	THIS IS AN ONGOING PROBLEM.
401905	2337 11/10/14	CALLER WOULD RATHER POLICE NOT ATTEND AS LAST TIME THEY
401905	2337 11/10/14	DID, THE PATRONS OF THE PUB SMASHED NEIGHBOURS WINDOWS A
401905	2337 11/10/14	THEY WERE WALKING HOME.
401905	2337 11/10/14	CALLER REPORTING FOR INFORMATION ONLY AT THIS STAGE.
401905	2338 11/10/14	CALLER WILL RING BACK LATER IF THE MUSIC IS STILL
401905	2338 11/10/14	ONGOING.
401905	2340 11/10/14	Incident Closed By Terminal CALL24

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INCIDENT CLOSE  
URN 606 Strn HQ Vdu CALL24/CALL24 Tme 23:36 Date 11/10/14 Cp 401905  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH NUISANCE  
Detail NOISE NUISANCE AT THE LOCAL PUB. THIS IS AN ONGOING ISSUE AND ENVIRONMENTAL HEALTH HAVE TOLD ME TO RING THE POLICE EVERYTIME.  
Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE  
Close Category NEIGHBOURHOOD POL RECURRING ISSUE ( 2)  
Free Text ONGOING ISSUE WITH PUB PLAYING LOUD MUSIC UNTIL THE EARLY  
for HOURS. ENVIRONMENTAL HEALTH HAVE ADVISED CALLER TO CONTACT  
Briefing POLICE ON EVERY OCCASSION FOR LOG NUMBER. CALLER DOES NOT WANT  
POLICE TO ATTEND.

Officer Name  
Unit Name  
Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

URN 606

Stn HQ

Vdu CALL24/CALL24

Tme 23:36 Dte 11/10/14 Op 401905

ADDITIONAL

Reported by 101 101 NON-EM CALL [REDACTED]

Brief Incident Details

NOISE NUISANCE AT THE LOCAL PUB. THIS IS AN ONGOING ISSUE AND ENVIRONMENTAL HEALTH HAVE TOLD ME TO RING THE POLICE EVERYTIME.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	Status	WITNESS	

Name	[REDACTED]	Street	[REDACTED]	Title	[REDACTED]
House	[REDACTED]				
Area	GILWERN				
Tel. No	[REDACTED]	Ex. Dir.	N	DOB	[REDACTED]

Further Incident Details

Date and Time of Incident	2336	11/10/14
Classification	ANTI-SOCIAL BEH	NUISANCE
Graded Response	SCHEDULED	

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it

ADDITIONAL

URN 606 Stn HQ Vdu CALL24/CALL24 Tme 2336 Dte 11/10/14 Op 401905  
Loch THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH NUISANCE 11/10/14 2336  
Detail NOISE NUISANCE AT THE LOCAL PUB. THIS IS AN ONGOING ISSUE AND  
ENVIRONMENTAL HEALTH HAVE TOLD ME TO RING THE POLICE EVERYTIME.  
Caller [REDACTED] Tel [REDACTED]

Op	Time	Date	Text	Page
401905	2337	11/10	THIS IS AN ONGOING PROBLEM. CALLER WOULD RATHER POLICE NOT ATTEND AS LAST TIME THEY DID, THE PATRONS OF THE PUB SMASHED NEIGHBOURS WINDOWS AS THEY WERE WALKING HOME.	1 of 1
	2338	11/10	CALLER REPORTING FOR INFORMATION ONLY AT THIS STAGE. CALLER WILL RING BACK LATER IF THE MUSIC IS STILL ONGOING.	
	2340	11/10	Incident Closed By Terminal CALL24	

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it

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OPERATOR 257, LEWIS POL PC

URN[7] Stn HQ Vdu CALL30/CONSOLE16 Tme 00:17 Dte 10/08/14 Op 40247

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
PROBLEMS WITH ANTI SOCIAL BEHAVIOUR AT THE PUB - THEY ALWAYS STAY ON  
UNTIL AFTER CLOSING. WISH TO LOG IT FOR LICENCING DEPARTMENT

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	ANON [REDACTED]		
House	REFUSED		
Area		Street	Title
Tel. No	[REDACTED]		
Further Incident Details		Ex. Dir.	
Date and Time of Incident	0016	10/08/14	
Classification	P/SAFETY & WELF	LICENSING	
Graded Response	RES WITHOUT DEP		

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\* URN [7] Stn HQ Vdu CALL30/CONSOL Tme 00:17 Date 10/08/14 Op 402473 Page

Op	Time	Text
402473	0017 10/08/14	Call History viewed.
402473	0017 10/08/14	LOG NUMBER GIVEN
402473	0018 10/08/14	STATED DIDNT WANT POLICE ATTENDANCE - AS WINDXWS OF
402473	0018 10/08/14	RESIDENTS PROPERTY TEND TC GET SMASHED
402473	0018 10/08/14	There are no Supervisors logged on in this Control Group
402473	0018 10/08/14	cannot Flag
402473	0018 10/08/14	UNABLE TO FLAG
402473	0018 10/08/14	Incident Routed to Radio Operators
401802	0018 10/08/14	Incident Transfer Accepted by terminal CONSOLE16
401802	0025 10/08/14	Incident Closed By Terminal CONSOLE16
403649	0025 10/08/14	Following was entered after the Incident was Closed
403649	0025 10/08/14	648 - WE ATTENDED HERE RECENTLY. SEE LOG 583 09/08/14.
403649	0025 10/08/14	THE PUB WAS CLOSED AND THE LAST FEW PEOPLE GETTING INTO
403649	0025 10/08/14	TAXI'S AND LIFTS. ALL QUIET ON ARRIVAL ALD LICENSEE SAID
403649	0025 10/08/14	NO-ONE HAD BEEN FIGHTING.

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INCIDENT CLOSE  
 Stn HQ Vdu CALL30/CONSOL Tme 00:17 Date 10/08/14 Op 402473  
 Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
 Type P/SAFETY & WELF LICENSING  
 Detail PROBLEMS WITH ANTI SOCIAL BEHAVIOUR AT THE PUB - THEY ALWAYS STAY ON  
 UNTIL AFTER CLOSING. WISH TO LOG IT FOR LICENCING DEPARTMENT  
 Caller ANON [REDACTED] REFUSED Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
 Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
 Type NUISANCE  
 Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 3 )  
 Free Text  
 for  
 Briefing

Officer Name  
 Unit Name  
 Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

ADDITIONAL

Reported by 101 101 NON-EM CALL [REDACTED] 1

Brief Incident Details  
PROBLEMS WITH ANTI SOCIAL BEHAVIOUR AT THE PUB - THEY ALWAYS STAY ON  
UNTIL AFTER CLOSING. WISH TO LOG IT FOR LICENCING DEPARTMENT

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	Status	WITNESS	
Name	ANON MALE		
House	REFUSED	Street	Title
Area			
Tel. No	[REDACTED]	Ex. Dir.	DOB
Further Incident Details			
Date and Time of Incident	0016	10/08/14	
Classification	P/SAFETY & WELF	LICENSING	[REDACTED]
Graded Response	RES WITHOUT DEP		

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it



ADDITIONAL

URN 7 Stn HQ Vdu CALL30/CONSOLE16 Tme 0017 Dte 10/08/14 Op 402473  
Loch THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type P/SAFETY & WELF LICENSING 10/08/14 0016  
Detail PROBLEMS WITH ANTI SOCIAL BEHAVIOUR AT THE PUB - THEY ALWAYS STAY ON  
UNTIL AFTER CLOSING. WISH TO LOG IT FOR LICENCING DEPARTMENT  
Caller ANON MALE REFUSED Tel [REDACTED]

Op Time Date Text Page 1 of 2  
402473 0017 10/08 Call History viewed.

LOG NUMBER GIVEN  
0018 10/08 STATED DIDNT WANT POLICE ATTENDANCE - AS WINDOWS OF  
RESIDENTS PROPERTY TEND TO GET SMASHED  
There are no Supervisors logged on in this Control Group,  
cannot Flag  
UNABLE TO FLAG

Incident Routed to Radio Operators  
401802 0018 10/08 Incident Transfer Accepted by terminal CONSOLE16  
0025 10/08 Incident Closed By Terminal CONSOLE16  
403649 0025 10/08 Following was entered after the Incident was Closed

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it, (P)age

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INCIDENT CLOSE

URN 583 Stn HQ Vdu CALL31/CONSOL Tme 23:38 Date 09/08/14 Op 401584  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response EMERGENCY  
Type ANTI-SOCIAL BEH PERSONAL  
Detail FIGHTING AND ARGUING OUTSIDE THE PUB

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE CONCERN FOR SAFETY  
Type CONCERN FOR SAFETY

Close Category NEIGHBOURHOOD POL FCS ( 2 )

Free Text  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

CONFIDENTIAL.. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

TURN 583 Stn HQ Vdu CALL31/CONSOL Tme 23:38 Date 09/08/14 Op 401584 Page

Op	Time	Text
401584	2338 09/08/14	LOG NUMBER GIVEN
401584	2339 09/08/14	Incident Brief Details Amended from :
401584	2339 09/08/14	[.]
401584	2339 09/08/14	Graded Response changed from PRIORITY to EMERGENCY
401584	2339 09/08/14	Incident Routed to Radio Operators
402868	2339 09/08/14	Incident Transfer Accepted by terminal CONSOLE18
402868	2340 09/08/14	Automatic Resource Enquiry
402868	2340 09/08/14	RE31 Automatic STM Notification generated
402868	2340 09/08/14	RE31 Dispatched
402868	2340 09/08/14	K19 Automatic STM Notification generated
402868	2340 09/08/14	K19 Dispatched
402868	2341 09/08/14	Resource Dispatch Processing abandoned
402868	2346 09/08/14	RE31 Arrived at Incident
402868	2348 09/08/14	RE31...NO FIGHTING AT THE LOCATION. SPEAKING TO LANDLORD
402868	2348 09/08/14	AND STAFF OUTSIDE THE PUB. NO ISSUES AND NO OFFENCES
402868	2348 09/08/14	DISCLOSED. LOG CAN BE CLOSED.
402868	2348 09/08/14	K19 Cancelled
402868	2348 09/08/14	Incident Close/Result Failed (Still At Scene)
402868	2348 09/08/14	RE31 Left Incident
401802	0008 10/08/14	Incident Closed By Terminal CONSOLE16

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

OPERATOR 257, LEWIS POL PC

URN 583 Stn HQ Vdu CALL31/CONSOLE18 Tme 23:38 Dte 09/08/14 Op 40158

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
FIGHTING AND ARGUING OUTSIDE THE PUB

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller WITNESS  
Name [REDACTED]  
House [REDACTED] Street [REDACTED] Title [REDACTED]  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 2338 09/08/14  
Classification ANTI-SOCIAL BEH PERSONAL  
Graded Response EMERGENCY

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OPERATOR 257, LEWIS POL PC

\*URN [125] Stn HQ Vdu CONSOLE15/HQ.CMU10 Tme 03:13 Dte 26/07/14 Op 40127

Reported by CH CALL HANDLING [REDACTED]  
Brief Incident Details  
NOISE NUISANCE FROM THE PUB - BREACHING THEIR LICENCE - PERSONS STILL  
IN THE BEER GARDEN

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	VICTIM		
Name	ANON [REDACTED]		
House			
Area		Street	Title [REDACTED]
Tel. No	[REDACTED]	Ex. Dir.	N
Further Incident Details			
Date and Time of Incident	0312	26/07/14	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	RES WITHOUT DEP		

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† URN 125 Stn HQ Vdu CONSOLE15/HQ. Tme 03:13 Date 26/07/14 Op 401273 Page

Op	Time	Text
401273	0313 26/07/14	CALLER REPORTING FOR INFORMATION ONLY AS PART OF AN
401273	0313 26/07/14	ONGOING PROBLEM - ASKING FOR THE LOG NUMBER
401273	0314 26/07/14	Incident Closed By Terminal CONSOLE15
404740	1345 16/09/14	Re-Opened by HQ.CMU10
404740	1345 16/09/14	Result: Details Changed From :-
404740	1345 16/09/14	Final Type : - ANTI-SOCIAL BEHAVIOUR, NUISANCE, NUISANCE
404740	1345 16/09/14	Incident Closed By Terminal HQ.CMU10

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INCIDENT CLOSE

\* URN 125 Stn HQ Vdu CONSOLE15/HQ. Tme 03:13 Date 26/07/14 Op 401273  
Locn THE BRIDGEND INN, MAIN ROAD, GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type ANTI-SOCIAL BEH NUISANCE  
Detail NOISE NUISANCE FROM THE PUB - BREACHING THEIR LICENCE - PERSONS STILL  
IN THE BEER GARDEN

Caller ANON [REDACTED]

Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL  
Type ENVIRONMENTAL  
Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 3 )  
Free Text CALLER REPORTING FOR INFORMATION ONLY IN ORDER TO GET LOG  
for NUMBER  
Briefing

Officer Name  
Unit Name  
Occurrence

CONFIDENTIAL. THIS PRINT OUT IS COVERED BY THE DATA PROTECTION ACT

ADDITIONAL

Reported by CH CALL HANDLING [REDACTED]  
Brief Incident Details  
NOISE NUISANCE FROM THE PUB - BREACHING THEIR LICENCE - PERSONS STILL  
IN THE BEER GARDEN

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller Status VICTIM  
Name ANON MALE Title MR  
House Street  
Area  
Tel. No [REDACTED] Ex. Dir. N DOB  
Further Incident Details  
Date and Time of Incident 0312 26/07/14  
Classification ANTI-SOCIAL BEH NUISANCE  
Graded Response RES WITHOUT DEP

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it



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OPERATOR 257, LEWIS POL PC

\* URN [35] Stn HQ Vdu CALL30/CONSOLE18 Tme 01:18 Dte 26/05/14 Op 40179

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
I THINK IT IS A MAN AND A WOMAN WHO ARE SCREAMING AT EACH OTHER IN THE  
BEER GARDEN.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	THIRD PARTY		
Name	ANON [REDACTED]		
House			
Area		Street	Title
Tel. No	[REDACTED]		
Further Incident Details		Ex. Dir.	
Date and Time of Incident	0117 26/05/14		
Classification	ANTI-SOCIAL BEH		NUISANCE
Graded Response	PRIORITY		

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INCIDENT CLOSE  
\* URN 35 Stn HQ Vdu CALL30/CONSOL Tme 01:18 Date 26/05/14 Op 401797  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response PRIORITY  
Type ANTI-SOCIAL BEH NUISANCE  
Detail I THINK IT IS A MAN AND A WOMAN WHO ARE SCREAMING AT EACH OTHER IN THE  
BEER GARDEN.  
Caller ANON [REDACTED] Tel [REDACTED]  
Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS ( 2)  
Free Text ADVICE GIVEN AND PERSONS MOVED ON FROM THE AREA  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

\* URN 444 Stn HQ Vdu CALL28/HQ.CMU10

Tme 23:20 Dte 25/05/14 Op 23904

Reported by CH CALL HANDLING [REDACTED]

Brief Incident Details

THE DCORS ARE OPEN AND MUSIC BLARING AT THE BRIDGEND PUB - THEY ARE ARE SUPPOSED TO STOP THE MUSIC AT 2300HRS AS THERE HAVE BEEN PROBLEMS FOR THE PAST FEW WEEKS

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	VICTIM		
Name	[REDACTED]		
House	[REDACTED]	Street	[REDACTED] Title
Area	GILWERN, ABERGAVENNY, GWENT		
Tel. No	[REDACTED]	Ex. Dir.	
Further Incident Details			
Date and Time of Incident	2320	25/05/14	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	SCHEDULED		

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INCIDENT CLOSE  
 \* URN 444 Stn HQ Vdu CALL28/HQ.CMU Tme 23:20 Date 25/05/14 Op 239040  
 Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
 Type ANTI-SOCIAL BEH NUISANCE  
 Detail THE DOORS ARE OPEN AND MUSIC BLARING AT THE BRIDGEND PUB - THEY ARE AR  
 SUPPOSED TO STOP THE MUSIC AT 2300HRS AS THERE HAVE BEEN PROBLEMS FOR  
 Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
 Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL  
 Type ENVIRONMENTAL  
 Close Category NEIGHBOURHOOD POL LICENSED PREMISES ( 3)  
 Free Text  
 for  
 Briefing

Officer Name  
 Unit Name  
 Occurrence

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OPERATOR 257, LEWIS POL PC

#URN(565) Stn HQ Vdu CALL31/CONSOLE18 Tme 21:55 Dte 16/05/14 Op 40466

Reported by T Unknown Receipt [REDACTED]  
Brief Incident Details  
NOISE DISTURBANCE - SHOUTING AND CHANTING IN THE BEER GARDEN. WINDOWS  
WERE PREVIOUSLY SMASHED IN NEARBY HOUSES.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	THIRD PARTY		
Name	ANON		
House		Street	Title [REDACTED]
Area			
Tel. No	REFUSED	Ex. Dir.	N
Further Incident Details			
Date and Time of Incident	2155	16/05/14	
Classification	ANTI-SOCIAL BEH	NUISANCE	
Graded Response	RES WITHOUT DEP		

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INCIDENT CLOSE  
\* URN 565 Stn HQ Vdu CALL31/CONSOL Tme 21:55 Date 16/05/14 Op 404669  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSCR 324605214552 CH Response RES WITHOUT DEP  
Type ANTI-SOCIAL BEH NUISANCE  
Detail NOISE DISTRUBANCE - SHOUTING AND CHANTING IN THE BEER GARDEN. WINDOWS  
WERE PREVIOUSLY SMASHED IN NEARBY HOUSES.  
Caller ANON Tel REFUSED  
Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE  
Close Category NEIGHBOURHOOD POL PCS ( 2)  
Free Text OFFICERS HAVE ATTENDED REF REPORTS OF A NOISE NUISANCE - THERE  
for IS NO NOISE - JUST NORMAL LEVELS FROM A PUB  
Briefing

Officer Name  
Unit Name  
Occurrence  
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OPERATOR 257, LEWIS POL. PC

\* URN 553 Stn HQ Vdu CALL31/CONSOLE18 Tme 21:40 Dte 16/05/14 Op 40466

Reported by T Unknown Receipt [REDACTED]

Brief Incident Details  
NOISE COMING FROM PEOPLE IN THE BEER GARDEN - ON GOING ISSUES. CONSTANT CHANTING AND SHOUTING FOR LAST 20 MINS.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR 324605214552	Location Ref	11/11/19/33
Caller	THIRD PARTY		
Name	ANON		
House	[REDACTED]	Street	[REDACTED]
Area	GILWERN, ABERGAVENNY, GWENT	Title	[REDACTED]
Tel. No	[REDACTED]	Ex. Dir.	N

Further Incident Details

Date and Time of Incident	2140	16/05/14
Classification	ANTI-SOCIAL BEH	NUISANCE
Graded Response	SCHEDULED	

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INCIDENT CLOSE  
URN 553/ Stn HQ Vdu CALL31/CONSOL Tme 21:40 Date 16/05/14 Op 404669  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH NUISANCE  
Detail NOISE COMING FROM PEOPLE IN THE BEER GARDEN - ON GOING ISSUES. CONSTAN  
CHANTING AND SHOUTING FOR LAST 20 MINS.  
Caller ANON, [REDACTED] Tel [REDACTED]  
Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS ( 2)  
Free Text REPORT OF NOISE - OFFICERS ATTENDED, ALL IN ORDER  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

URN 599 Stn HQ Vdu CALL28/CONSOLE18 Tme 23:03 Dte 15/05/14 Op 40229

Reported by T Unknown Receipt [REDACTED]  
Brief Incident Details  
recurring issue loud music blaring from below

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	[REDACTED]		
House	[REDACTED]		
Area	GILWERN, ABERGAVENNY, GWENT	Street	[REDACTED]
Tel. No	[REDACTED]	Ex. Dir.	N
Further Incident Details			
Date and Time of Incident	2303	15/05/14	
Classification	ANTI-SOCIAL BEH	ENVIRONMENTAL	
Graded Response	SCHEDULED		

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INCIDENT CLOSE

URN 599 | Stn HQ Vdu CALL28/CONSOL Tme 23:03 Date 15/05/14 Op 402294  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH ENVIRONMENTAL

Detail recurring issue loud music blaring from below

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL

Type ENVIRONMENTAL  
Close Category NEIGHBOURHOOD POL

Free Text NO NOISE FROM PUB ( 1)  
for  
Briefing

Officer Name  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

URN 5

Stn HQ

Vdu CALL33/CONSOLE16

Tme 00:10 Dte 27/04/14 Op 30439

Reported by T

Unknown Receipt

Brief Incident Details

THERE IS EXCESSIVE NOISE COMING FROM BRIDGEND INN GILWERN.  
ENV HEALTH ARE ALREADY INVOLVED.

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	VICTIM		
Name	ANON		
House			
Area		Street	Title
Tel. No			
Further Incident Details		Ex. Dir.	
Date and Time of Incident	0009	27/04/14	
Classification	ANTI-SOCIAL BEH	ENVIRONMENTAL	
Graded Response	SCHEDULED		

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INCIDENT CLOSE  
URN 5 } Stn HQ Vdu CALL33/CONSOL Tme 00:10 Date 27/04/14 Op 304398  
Loch THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH ENVIRONMENTAL

Detail THERE IS EXCESSIVE NOISE COMING FROM BRIDGEND INN GILWERN.  
ENV HEALTH ARE ALREADY INVOLVED.

Caller ANON

Tel

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL

Type ENVIRONMENTAL  
Close Category FCS NEIGHBOURHOOD POL ( 4)

Free Text noisy party - pub licensed to lam  
for

Briefing

Officer Name

Unit Name

Occurrence

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OPERATOR 257, LEWIS POL PC

\*URN 482 Stn HQ Vdu CALL28/CONSOLE18 Tme 22:54 Dte 02/03/14 Op 40229

Reported by T Unknown Receipt [REDACTED]  
Brief Incident Details  
people from below pub standing outside shouting causing a disturbance  
environ health already aware

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	[REDACTED]		
House	[REDACTED]	Street	[REDACTED]
Area	GILWERN, ABERGAVENNY, GWENT		Title
Tel. No	[REDACTED]	Ex. Dir.	N
Further Incident Details			
Date and Time of Incident	2254	02/03/14	
Classification	ANTI-SOCIAL BEH	ENVIRONMENTAL	
Graded Response	SCHEDULED		

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INCIDENT CLOSE

\* URN 482 Stn HQ Vdu CALL28/CONSOL Tme 22:54 Date 02/03/14 Op 402294  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH ENVIRONMENTAL  
Detail people from below pub standing outside shouting causing a disturbance  
envirom health already aware

Caller [REDACTED] T [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL  
Type ENVIRONMENTAL  
Close Category FCS ( 1)  
Free Text all quiet no persons in area  
for  
Briefing

Officer 401296 Name SMITH POL. CIV  
Unit Name  
Occurrence

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ADDITIONAL

Reported by T Unknown Receipt [REDACTED]

Brief Incident Details  
people from below pub standing outside shouting causing a disturbance  
environ health already aware

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller Status WITNESS

Name [REDACTED] Title  
House [REDACTED] Street [REDACTED]  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N DOB [REDACTED]

Further Incident Details  
Date and Time of Incident 2254 02/03/14  
Classification ANTI-SOCIAL BEH ENVIRONMENTAL  
Graded Response SCHEDULED

, (O)pu, (L)og, p(R)T, r(E)s, (VR)es, (C)ls, (S)cn, e(X)it

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OPERATOR 257, LEWIS POL PC

\* URN 459 Stn HQ Vdu CALL26/CALL26

Tue 22:54 Dte 04/01/14 Op 40086

Reported by T Unknown Receipt [REDACTED]  
Brief Incident Details  
THE PUB [REDACTED] IS PLAYING VERY LOUD MUSIC

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller VICTIM  
Name [REDACTED]  
House [REDACTED] Street [REDACTED] Title [REDACTED]  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 2254 04/01/14  
Classification ANTI-SOCIAL BEH ENVIRONMENTAL  
Graded Response RES WITHOUT DEP

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INCIDENT CLOSE  
AURN 459 Stn HQ Vdu CALL26/CALL26 Tme 22:54 Date 04/01/14 Op 400861  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response RES WITHOUT DEP  
Type ANTI-SOCIAL BEH ENVIRONMENTAL  
Detail THE PUB IS PLAYING VERY LOUD MUSIC

Caller [REDACTED] Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR ENVIRONMENTAL  
Type ENVIRONMENTAL  
Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 3)  
Free Text CLOSED FOR LICENCING INFO, ADVISED REF ENVIRO HEALTH  
for  
Briefing

Officer 400861 Name PRICHARD POL CIV  
Unit Name  
Occurrence

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Reported by T Unknown Receipt 01873 [REDACTED]

Brief Incident Details  
LOUD MUSIC IS BEING PLAYED IN THE PUB.

Location of Incident Motorway Carr Pillar  
 Feature THE BRIDGEND INN  
 Street MAIN ROAD  
 Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
 Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
 Caller Status  
 Name [REDACTED] Title  
 House [REDACTED]  
 Area GILWERN, ABERGAVENNY, GWENT Street [REDACTED]  
 Tel. No 01873 [REDACTED] Ex. Dir. N DOB  
 Further Incident Details  
 Date and Time of Incident 2309 26/10/13  
 Classification ANTI-SOCIAL BEH NUISANCE  
 Graded Response SCHEDULED

, (O)pn, (L)og, p(R)t, r(E)s, (C)ls, (S)cn, e(X)it

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OPERATOR 257, LEWIS POL PC

\* URN 27 Stn ME Vdu CONSOLE11/CONSOLE16 Tme 00:32 Dte 29/09/13 Op 40381

Reported by T Unknown Receipt  
Brief Incident Details  
ANTI SOCIAL BEHAVIOUR

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller OTHER AGENCY  
Name REFUSED REFUSED Title  
House REFUSED  
Area Street REFUSED  
Tel. No 0 Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 0029 29/09/13  
Classification ANTI-SOCIAL BEH NUISANCE  
Graded Response PRIORITY

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INCIDENT CLOSE  
\* URN 27 Stn ME Vdu CONSOLE11/CON Tme 00:32 Date 29/09/13 Op 403818  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response PRIORITY  
Type ANTI-SOCIAL BEH NUISANCE  
Detail ANTI SOCIAL BEHAVIOUR

Caller REFUSED REFUSED, REFUSED

Tel 0

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE

Type NUISANCE  
Close Category NEIGHBOURHOOD POL FCS ( 2)

Free Text NUISANCE NOISE FROM PUB  
for OFFICERS ATTENDED

Briefing ALL QUIET

Officer 404080 Name LANDGREBE POL CIV

Unit Name  
Occurrence

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INCIDENT CLOSE  
URN 631 Stn HQ Vdu CALL30/CONSOL Tme 23:49 Date 30/08/13 Op 403113  
Locn THE BRIDGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type P/SAFETY & WELF LICENSING  
Detail PUB HAS GOT LICENSE TO PLAY MUSIC UNTIL 2300 HRS, BUT THEY HAVE OUTDOO  
SPEAKERS TONIGHT AND IT IS BLASTING  
Caller ANON Tel [REDACTED]  
Result NOT A CRIME - REASON IN FREE TR Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING  
Type LICENSING  
Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 2)  
Free Text FOR INFO OF PATROLLING OFFICERS...  
for MUSIC BEING PLAYED AFTER 2300 HRS  
Briefing  
Officer 304403 Name BAILE POL CIV  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

URN 631 Stn HQ Vdu CALL30/CONSOLE16 Tme 23:49 Dte 30/08/13 Op 40311

Reported by 101 101 NON-EM CALL [REDACTED]  
Brief Incident Details  
PUB HAS GOT LICENSE TO PLAY MUSIC UNTIL 2300 HRS, BUT THEY HAVE OUTDOOR  
SPEAKERS TONIGHT AND IT IS BLASTING

Location of Incident	Motorway	Carr	Pillar
Feature	THE BRIDGEND INN		
Street	MAIN ROAD		
Area	GILWERN, ABERGAVENNY, GWENT	Postcode	NP7 0AU
Beat	MA91 OSGR	324605214552	Location Ref 11/11/19/33
Caller	WITNESS		
Name	ANON		
House			
Area		Street	Title
Tel. No	[REDACTED]	Ex. Dir.	
Further Incident Details			
Date and Time of Incident	2349	30/08/13	
Classification	P/SAFETY & WELF	LICENSING	
Graded Response	SCHEDULED		

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OPERATOR 257, LEWIS POL PC

\*URN [473] Stn HQ Vdu CALL27/HQ.IMCT2 Tme 19:53 Dte 25/08/13 Op 40179

Reported by T Unknown Receipt [REDACTED]  
Brief Incident Details  
I ASKED THE SINGER OUTSIDE THE PUB TO TURN HIS VOLUME DOWN. HE SAID HE  
WAS FINISHING NOW. THE LANDLADY AND HER HUSBAND CAME OVER TO MY HOUSE  
AND SAID THE POLICE ARE COMING AS MY HUSBAND HAD THREATENING THE SINGER.  
MY HUSBAND HAD DONE THE SAME AS ME IN ASKING THE SINGER BE QUIETER.  
Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller VICTIM  
Name [REDACTED] Street [REDACTED] Title [REDACTED]  
House [REDACTED]  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 1951 25/08/13  
Classification ANTI-SOCIAL BEH PERSONAL  
Graded Response SCHEDULED

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INCIDENT CLOSE  
\* URN 473 Stn HQ Vdu CALL27/HQ.IMC Tme 19:53 Date 25/08/13 Op 401797  
Locn THE BRIGEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT  
Beat MA91 OSGR 324605214552 CH Response SCHEDULED  
Type ANTI-SOCIAL BEH PERSONAL  
Detail I ASKED THE SINGER OUTSIDE THE PUB TO TURN HIS VOLUME DOWN. HE SAID HE  
WAS FINISHING NOW. THE LANDLADY AND HER HUSBAND CAME OVER TO MY HOUSE  
Caller [REDACTED] Tel [REDACTED]  
Result NOT A CRIME - REASON IN FREE TR Arrests 0 Briefing  
Final Inc PUBLIC SAFETY & WELFARE LICENSING  
Type LICENSING  
Close Category LICENSED PREMISES NEIGHBOURHOOD POL ( 3)  
Free Text LOUD SINGER  
for LANDLADY NOT HAPPY WITH FACT THAT CALLER HAS INFORMED SINGER  
Briefing TO TURN DOWN THE MUSIC. HAS A RESULT SINGER HAS ENDED THE  
PERFORMANCE EARLY TO WHICH LANDLADY HAS ACCUSED CALLER OF  
INTIMIDATING THE SINGER.  
NO OFFENCES, CALLER ADVISED LICENCING ISSUE  
Officer 304399 Name ROBERTS POL CIV  
Unit Name  
Occurrence

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OPERATOR 257, LEWIS POL PC

\* URN 203 Stn TC Vdu CONSOLE7/CONSOLE16 Tme 02:52 Dte 01/01/12 Op 23639

Reported by 9 999 CALL. [REDACTED]  
Brief Incident Details  
REPROTS OF FIGHTING IN THE PREMSIES

Location of Incident Motorway Carr Pillar  
Feature THE BRIDGEND INN  
Street MAIN ROAD  
Area GILWERN, ABERGAVENNY, GWENT Postcode NP7 0AU  
Beat MA91 OSGR 324605214552 Location Ref 11/11/19/33  
Caller Name THIRD PARTY  
House THE BRIDGEND INN Street MAIN ROAD Title  
Area GILWERN, ABERGAVENNY, GWENT  
Tel. No [REDACTED] Ex. Dir. N  
Further Incident Details  
Date and Time of Incident 0252 01/01/12  
Classification ANTI-SOCIAL BEH NUISANCE  
Graded Response EMERGENCY

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Q 1: JUSTIFY GRADING OF INCIDENT .... RECORD REASONS

WHAT COULD GO WRONG?  
HOW LIKELY IS IT TO HAPPEN?  
WHAT ARE THE CONSEQUENCES?

EXAMPLES:  
RECURRING INCIDENT, ONGOING, VULNERABILITY (HATE FACTORS),  
LIKELIHOOD OF ESCALATING, MANNER OF CALLER, OFFENDER KNOWN,  
IMPACT ON INDIVIDUAL/COMMUNITY, IS THE CALLER A TARGET,  
CALLER EXPECTATION (WISH TO SEE OFFICER / FEAR OF REPRISALS)  
FOR INFORMATION ONLY, REFERRED TO OTHER AGENCY.

A COMMON SENSE APPROACH!

A 1: ESACLATE

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INCIDENT CLOSE  
\* URN (203) Stn TC Vdu CONSOLE7/CONS Tme 02:52 Date 01/01/12 Op 236391  
Locn THE BRIGDEND INN, MAIN ROAD' GILWERN, ABERGAVENNY, GWENT

Beat MA91 OSGR 324605214552 CH Response EMERGENCY  
Type ANTI-SOCIAL BEH NUISANCE  
Detail REPROTS OF FIGHTING IN THE PREMSIES

Caller [REDACTED] THE BRIGDEND INN MAIN ROAD GILWERN, A Tel [REDACTED]

Result NOT A CRIME - REASON IN FREE TE Arrests 0 Briefing  
Final Inc ANTI-SOCIAL BEHAVIOUR NUISANCE  
Type NUISANCE

Close Category NEIGHBOURHOOD POL ( 1)  
Free Text UNITS ATTENDED. ALL IN ORDER AT LOCATION  
for  
Briefing

Officer Name VLASKAMP POL CIV  
Unit Name  
Occurrence

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## PRM025 - Bridgend Inn, Gilwern

Along with other residents local to the Bridgend Inn we write to voice our concerns over the future plans for the above premises now that the latest tenants have left.

We are aware that you are going to request the current CCTV at the premises be replaced before a new pub manager takes over. We wonder if the other stipulations that have been put in place over the past few months could also be made part of any new licence conditions, namely that all doors are to be closed, including the one into the back yard at 10 pm and that no one is to be allowed to sit in the outside areas after 10 pm.

This is the first contact we have made regarding the premises but we would like to state that we have been disturbed on many occasions often in the early hours of the morning by noise and anti-social behaviour of the customers. Fights have been witnessed, people urinating in the street, shouting, excessive use of bad language, and loud music from the pub and cars parked on the forecourt are just some of the problems we have encountered over the past two years.

It would seem that some customers have been served until intoxicated and the licencing hours have not been maintained with people often loitering and leaving the pub after 2 am.

Customers cars are often parked where restrictions apply such as on double yellow lines and the zigzag lines of the pedestrian crossing, making it very dangerous for those using the canal towpath and footpath who wish to cross. The use of horns during the day and night when leaving the pub has not decreased significantly since the notices were erected in the pub requesting consideration to residents, and the speed at which cars leave is also a concern

We would like to think that any new manager would be someone who is really committed to running a decent, family orientated pub and would be willing to remove from the premises anybody that was causing a nuisance or was behaving in an anti-social manner. We would hope that any potential manager/tenant would be very carefully checked before being given the tenancy. We think it was sometimes the bar staff that let the former tenants down in their absence by not being strict with patrons regarding the licencing hours and their general behaviour.

This pub could, and should be, a thriving business. It has a prime location alongside the Mon & Brec canal and could attract boaters, walkers and village residents. However if it is to fulfil its potential the manager would have to be committed to opening for regular hours and offer good food.

We would add that for the past week our neighbourhood has once again been a pleasant place to live. We have been able to sleep with our windows open and sit in our garden and enjoy peace and quiet.

2<sup>nd</sup> July 2015

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