

, Bromsgrove Rd.

Redditch.

Worcs



Monday September 10th 2012

Dear Sir/Madam,

Regarding the changes to the Licence conditions at The Queens Head Public House, Bromsgrove rd. Redditch, I would be very much against this. I have lived at this address since 2003 and on numerous occasions have had to go and ask for the music to be turned down. My flat overlooks the car park and the garden to this public house, my bedroom looks on to the back of the pub and garden, my living room and kitchen both look out on to the car park. There have been times where I have not be able to sleep due to the music being to loud or trouble between young people drinking too much or people calling into the pub after drinking in the town . Also from both my kitchen and living room windows I can see what goes on in the car park, I have seen young people passing substances among themselves and also fights have broken out now and again.

This is very disturbing news to hear that there may be changes to the licence held by The Queens Head Public House. Please, I would be very grateful if you would take all this in to consideration and of course all the residents around this public house.

Miss J F Powell

Mos All

Sayful Alom

From:

wrsenquiries

Sent:

13 September 2012 09:00

To:

Tom Phelan; Sayful Alom; Ann May

Subject: FW: The Queens Head Public House Bromsgrove Road Redditch

From: KEITH PARRY [mailto:

Sent: 12 September 2012 22:47

To: wrs.licensing

Subject: The Queens Head Public House Bromsgrove Road Redditch

Sorry I should said that the subject property as set out below is the Queens Head Public House, Bromsgrove House, Redditch

Keith Parry

Bromsgrove Road

Redditch

---- Forwarded Message ----

From: KEITH PARRY <

To: "WRSLicensing@worcsregservices.gov.uk" <WRSLicensing@worcsregservices.gov.uk>

Sent: Wednesday, 12 September 2012, 22:42

Subject:

Dear Sirs,

Recently a formal public notice was displayed in the front window of the public house, setting out that the Owners of the establishment are applying to Redditch Borough Council for permission to carry out internal alterations and an amendment to the licence conditions.

The internal alterations relate to enlarging the lounge area, and it appears that this does not require planning permission because it is within the existing fabric of the building.

The change to the licence conditions is asking for an existing condition to be removed. Currently this condition prohibits entry to the public house after 11.30 pm, and by removing this condition customers to the public house will be allowed to enter and drink until the formal closing times apply

Drinking hours remain the same it seems.

The owners are required to consult with the neighbourhood for a period of 28 days, which started from the 24 August. The application for the licence amendment will then be submitted to the Council's Licensing Sub Committee.

My concern is that the removal of the condition may lead to the possibility of disorder, noise and anti social behaviour in the neighbourhood late at night, or in the early hours, because people turning out from the town's night clubs will call at the Queens Head on their way home. As you know significant problems were experienced in 2011 when the then publicans allowed late drinking and music to occur necessitating significant police involvement and disturbance and aggravation to nearby residents. Fortunately after significant pressure from the Police and Borough Council Licensing officials, including excellent support from our local Councillor and the PACT, the landlords left and normal public house order returned.

My neighbours and I are very worried that a repeat of 2011 will occur again, if this condition of entry is removed, and the situation could be excerbated by the increased internal size of premises leading to greater numbers of drinkers frequenting the pub at late hours.

Please register this with the Licensing Committee as a formal letter of opposition, and I would also ask you to remind the Committee that the Queens Head Public House is situated in the middle of a residential area, not in a commercial shopping area such as the town centre.

Can you also check on the validity of the notice displayed at the Queens Head, it is not in a prominent location being high up a window, and also does not specify the particular codition being amended—I had to find this out by visiting your Licensing Officer at the Council Offices

Please acknowledge receipt of this email and that it will be submitted to the Licensing Committee when the application is considered. Can you also let me know the date when the Committee will meet to deal with the matter.

Yours sincerely

Keith Parry

Bromsgrove Road
Redditch

Bromsgrove Road Batchley Redditch

Licensing Officer
Redditch Borough Council
Town Hall
Walter Stranz Square
Redditch

Our Ref:- QUEENS.

15 September 2012.

Dear Sir,

Proposed Changes at Queens Head - Bromsgrove Road - Redditch.

With reference to the proposed changes at the above premise we have no objections to the internal alterations but we do object to proposed changes to the licence conditions. The premises are in a densely populated residential area and are very close to houses:-

Lifting the restriction forbidding entry after 23.30 hours would definitely lead to more noise pollution and other nuisance such as damage to property. The premises are in a densely populated area close to surrounding residences. There is already a problem created by people shouting, singing and arguing as they return home along Bromsgrove Road late at night from Pubs and Clubs in the town centre which in our opinion requires more active policing than it presently gets. Any change that will certainly increase the level of nuisance should not be allowed. It might well destroy the quality of what is essentially a family hostelry catering for the local community which should be looking to provide better services to that market rather than attracting binge drinking.

In recent years a further problem has arisen since the closure of a nearby pub. Drug dealers keep trying to use the toilets, easily accessible without going through the bars, to ply their illicit trade. It seems highly likely that this would increase if the admission restriction is lifted.

The second proposal to cancel the requirement for membership of 'Pub Watch' is also retrograde and should not be allowed.

We are strongly opposed to these proposals which would only serve to change the character and quality of what is essentially a family hostelry. Those running the business should be looking to provide better services to the local community rather than attracting late night binge drinkers.

Yours faithfully,

DREED

D. J. Eley.

G. H. Eley

TANK TO SEP 2017

Coppice Close Redditch Worcs.

9/09/12

W R S Licensing Town Hall Walter Stranz Square Redditch B97 9SB

Dear Sirs/Madame,

Ref:-Queens Head Pub, Bromsgrove Road, Redditch.

As neighbours of the Public house above, we wish to strongly object to any alteration to The Licensing condition ie the removal of the condition prohibiting any new entry to the pub after 11-30pm.

ROOM

This pub is in very close proximity to their neighbours. It is in an area not known for it's night life. 11-30pm is seen as very late to be going out to the pub to start drinking, anyone going in at that time of night, has already had plenty to drink somewhere else.

The last 12 months, up till a few weeks ago, the Landlords were Mr & Mrs Lester, they ran the pub as per the license, no music after 11-30pm and most important no new entry after 11-30pm. Untill they ran the pub, we had quite a few years of hell. Loud music till 2-00am and after, all we could hear was a big bass drum. Outside on the lawns they brought their smoking and drinking, shouting and singing, arguing and extremely bad language, which our grandchildren when they come over for sleepovers, are not used to. All this you could hear as if they were in the bedroom with you, all this also went on until turned 2-0am.

We and all our neighbours do not want to go down that road again, which will happen again. The people coming in at 11-30pm will be the ones that have been turned out of the town pubs, clubs etc. We had it before, you could hear them all staggering down the Bromsgrove Rd. again singing, shouting etc until they reach the Queens Head, and within minutes they are out on the lawns with their drinks noise and anti-social behaviour

On far to many times we finished up with the Police and Ambulances taking them away, all this is more of a problem to the residents on Bromsgrove Rd who we are sure will also be Objecting.

All this is caused when the condition we are talking about is ignored. If the condition is enforced, they do not come down the Bromsgrove Rd. BECAUSE THEY HAVE NOWHERE TO GO.

Please listen to the residents young and old we have to live here.

Yours faithfully

Ron & Betty Bowen

11-9-12

HEATHER CIRITIA

ARCINH

11.9.12.

ECLLUSE CIOSE FIRE IN KNOWSE FIRE IN KNOWSE

Sayful Alom

From:

Tom Phelan

Sent:

19 September 2012 11:19

To:

Savful Alom

Subject:

FW: THE QUEENS HEAD PUBLIC HOUSE

See Below

Tom Phelan Worcestershire Regulatory Services EXT 3573 tom.phelan@worcsregservices.gov.uk Worcestershire Regulatory Services PO Box 866, Worcester, WR1 9DP

Environmental Health, Trading Standards & Licensing

----Original Message----

From: Keith Ashton [mailto:

Sent: 13 September 2012 19:38

To: RBC Licensing

Cc: jane.gilkes@westmercia.pnn.police.uk Subject: THE QUEENS HEAD PUBLIC HOUSE

WITHOUT PREJUDICE

Dear sirs,

It has come to my attention that a notice of variation to the premises licence to make Internal alterations and the Removal of Conditions has been submitted by Westbourne Leisure.

The Queens Head Public House Bromsgrove Road B97 4RL in question is positioned in the middle of a residential housing development the closest house being only approximately "3 meters" away, my property is aprox "6 meters" away and others back on to the Queens head grounds.

Prior to 2010 the above public house was owned by Enterprise Inns and we Never experienced problems it was a quiet pub whereupon locals could meet and chat, the licensee adhered to all the operating conditions thus not causing concern to neighbours. However since 2010 when Westbourne Leisure took over all that changed and it became a Nightmare.

During 2010/11 when Westbourne Leisure were operating the premises there were WEEKLY drink promotions especially on Friday and Saturday nights where Carling was advertised at £2.00 a pint and BUY ONE GET ONE FREE that equates to 10 pints for £10.00, twice nightly at 2100 hours and Midnight thus contravening the present last door entry. This was advertised on "A" boards on the public foot path as well as notice boards on the building resulting in an influx of the wrong calibre of people entering the area. We as residents experienced fights in the street, extreme shouting, fowl language, yobs urinating in are gardens, cars wheel spinning of the car park and taxis sounding there horns in the early hours of the morning, we have also seen a lot of drug taking such as "CANNABIS" as I have previously worked in a night club I know the smell.

The following day I would have to go out and try to clean up the carnage that was left, Broken Glasses on the road and pavement, Litter from the town centre fast food outlets that was purchased as they left the the pubs/clubs upon closing time and descended to the queens head.

The council were called out on occasions to clear up broken glass to save injury to pedestrians.

I have personally experienced a bottle thrown at my front window which was thrown with such force it has damaged the UVPC window frame "still damaged", my outside lamp

broken, I've also had drunken people climb over my fence urinate on the garden and experienced bottles and glasses smashed on my drive.

During 2011, I personally had to temperately move out of my own house because of these problems, I was constantly finding myself discreetly watching from the front window waiting for something to happen, I was "Totally Unable to sleep" Frightened and at times and have witnessed the police attend incidents. You may ask why as residents we did not report some of the incidents it's very simple WE ARE FRIGHTENED of repercussions personal or property, IS THIS A WAY TO LIVE... Even now elderly home owners widows or widowers are too AFRAID to come forward to speak out.

I am certainly not in favour of the noise levels being raised during Evening Hours, The noise can still be heard at the back of my house and that is clearly NOT acceptable. There is no or very little ventilation in the aforesaid building so windows are opened and the front door is always left open at night, I've experienced laser and strobe lighting emitting from the public house into my own bedroom keeping me awake.

The Queens Head Public House is not a suitable building to host such events as "Loud Recorded Music" or even Live Music, as it has No Sound Insolation or Double Glazing to absorb the sound.

My objections to removal of the TWO conditions and internal alterations are:-

Crime and disorder.

The internal alterations is too knock the wall down in to the lean-to and also into the former large garage area thus enabling a 100% floor space increase or more to effectually make a Night Club.

The Public House at present is relatively quite and I have heard that by the REMOVAL of the 11:30pm door last entry they are going to take advantage of the town centre Pub/Club closing times which actually have a earlier closing time than the Queens Head in order to maximise the potential of customers so the company can PROFIT at the residents expense and distress living within the immediate vicinity. People need there sleep to be able to work/function the next day and do NOT deserve to be kept awake all night.

We as residents believe that by the removal of the last door entry will allow a RECURRENCE if not WORSE than 2010/11.

The thought of removing the LAST DOOR ENTRY and PUB WATCH conditions is "LUDICROUS" Allowing drunken individuals to enter a pub in a Residential area to cause ANTI-SOCIAL behaviour and or damage is not acceptable. Unlike the town centre there is NO street CCTV or police presence to discourage bad behaviour and when something happens we have to wait for the police to arrive, by which time the perpetrators have long gone and as residents we are left to pick up the pieces, No human should have to put with this.

Public Safety.

As members of the public we would fear for are safety if damage to our property was imminent and we approached the person or persons.

We would be afraid to go out or if we came home late for fear of attack from groups of

drunken youths or individuals.

Public Nuisance.

We believe the noise emitting from the establishment would be vast, loud music, shouting from persons outside and fights, glass smashing, taxi's pulling up outside sounding of horns to collect people, extortionate amount of litter from fast food outlets thrown around in the street in essence a total environmental health hazard.

Protection of Children from harm.

There are family's with children within close proximity of this public house and is not right to subject them to such incidents that happened during 2010/11, to allow children too witness fights, swearing, and disturbing there sleep patterns will have a devastating impact on there development.

Sleep deprivation.

The right to sleep is a fundamental right, by being disturbed by the above listed, would violate a Supreme Court order.

A citizen has the right to sound sleep because it is fundamental to life. "Sleep is essential for a Human Being to maintain the delicate balance of health necessary for its very existence and survival. Sleep is therefore, a fundamental and basic requirement without which, the existence of life would be in peril."

West Mercia Constabulary supports the national community safety plan, in particular providing a citizen focused service to the public in partnership with others to deliver safer communities.

West Mercia Constabulary is committed to reducing and detecting crime, it is also committed to providing a quality service which inspires public confidence.

Force policy in accordance with the Human Rights Act 1998 (amendment) act 2000.

It is my belief that if these two conditions are removed as residents living adjacent and within close proximity of the Public House in question the police will fail or fall well short of the above policy and be putting people's health, welfare, property and Human Rights at risk.

These conditions are put in place to help protect the neighbouring community/residents and there family's from experiencing problems.

I would like it known that since Westbourne Leisure took over the Queens Head Bromsgrove Road, Redditch they have failed there Licensing Objectives B.C.D.E. on all counts, even present day we as residents see Taxi,s dropping of customers to Enter the public house after midnight on Fridays and Saturday's, it makes a mockery of the present conditions to which is quite clearly outlined.

Westborne Leisure have also had previous and similar problems with another Licensed public place "Bromsgrove Members Club 174 Worcester Road" resulting in many complaints from residents regarding the same issues we are experiencing here. I personally downloaded and saved these concerns on the 12 sept inst.

It appears that Westbourne Leisure do not care nor have any respect for those residents who have to put up with this disruption as long as they make profit at what ever cost.

Bromsgrove Complaints we're dealt with by Mrs Sharron Smith, principal licensing officer.

Finally as residents and home owners, I believe i speak for all concerned, this problematic issue is dramatically reducing the value of our homes If not rendering them Worthless after working all our lives to save up for. The owners and staff who run the establishment can go home after they finish and get there sleep WE CANNOT we have to work with no sleep.

Please acknowledge receipt of this email and that it will be submitted to the licensing committee, could you also let me know the date when the committee will meet to discuss this application.

Thankyou and Regards

Mr Keith Ashton A.I.R.T.E

Sent from my iPad



Lowans Hill View Redditch Worcs

10th September 2012.

Dear Mr Phelen

per contract of the second second

Re: Queens Head Public House Bromsgrove Rd Redditch.

We are extremely concerned about the application to change the 11.30pm rule regarding people entering the above premises after this time.

As the council are aware the Queens Head is situated in a close residential area not a Commercial area as in the Town centre.

Anyone entering the premise after 11.30pm will having been drinking elsewhere. This has been the problem previously. Police have been called several times due to problems spilling out from the Queens Head onto the street.

We ourselves have also had to contact Environmental Heath several times due to excessive loud music.

The Council and Police are well aware of previous problems we request you look at this application with this in mind.

Yours sincerley

Douglas and Sylvia Albert.

Sayful Alom

From:

Tom Phelan

Sent:

19 September 2012 11:20

To:

Sayful Alom

Subject: FW: The Queens Head Public House, Bromsgrove Road

See Below

Tom Phelan

Worcestershire Regulatory Services

EXT 3573

tom.phelan@worcsregservices.gov.uk



Worcestershire Regulatory Services

PO Box 866, Worcester, WR1 9DP

Environmental Health, Trading Standards & Licensing

From:

[mailto:

On Behalf Of s.medcalf

Sent: 14 September 2012 15:30

To: RBC Licensing

Subject: The Queens Head Public House, Bromsgrove Road

Bromsgrove Road

Redditch

FAO Licensing Team

Re; The Queens Head Public House, Bromsgrove Road

Dear Sirs

I have been informed by neighbours that the Queens Head Public House on Bromsgrove Road, Redditch has applied to change its conditions of licence.

The Public Notice is placed in such a position in the Pub window to make it impossible for me to read it from the pavement level. I had to stand on the top step on tiptoes to be able to read the public notice. I am sure this is not how you would want a public notice to be viewed. It has also resulted in many of us who are neighbours with the Queens not being aware of the said notice, until one of the residents brought this to our attention.

I live 7 properties away from the Queens Head Public House.

I have lived here for thirty one years and have enjoyed using the Queens regularly during this time, with the exception of recent years. The Public House was a fantastic community pub when I first moved here, and remained so for many years. With regret I have to inform you that we have, during these last few years, suffered from public nuisance. This has been especially from people coming from Redditch late at night, or leaving the pub very late. Our cars have been damaged, we have had take away meals thrown all over our cars, glass bottles broken on our drive to name but a few instances. The noise level has been unbearable at times, not only from drunken people arriving and/or leaving the pub, but also the music late at night when there has been an event on at the pub.

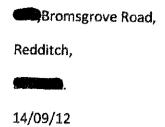
There have also been instances of drug dealing within the toilets, which are easily accessible at the rear of the pub. The pub does have notices in the toilets warning users of police action. Over recent years the police have been called on several occasions to deal with incidents of public disturbance including assault. People in the community want to feel safe in using a family pub that should be, and has been in the past, a community asset.

- a) The removal of licensing condition 23.30 hours for door closure will encourage even more already intoxicated customers, increase already unacceptable noise and nuisance to residents
- b) The removal of licensing condition to be a member of 'pub watch' cannot have been thought through. We want to discourage public nuisance not have more. It would be interesting to know the Police's view on this.

With regard to the internal alterations, I am delighted to learn that they wish to develop the interior of the premises, which I hope will bring new clientele, and past customers, to the pub. This has in the past been such a family pub and it would be fantastic for it to return to this.

I therefore advise as a resident that I strongly object to removal of conditions as outlined above and ask that these be rejected.

Sue Medcalf



FAO of The LICENSING TEAM

I have been informed by my neighbours that the Queens Head Public House in Bromsgrove Road Redditch has applied to change its conditions of licence.

The Public Notice is placed in such a position in the Pub window to make it impossible for me to read it.

I live with my family 8 properties away from the Queens Head Public House.

We have lived here for nineteen years and have enjoyed using the Queens regularly during this time. There has been a succession of Landlords having varying success. However we have during these years suffered from public nuisance especially from people coming from Redditch late at night throwing their rubbish on to our drive and on several occasions stealing the hanging baskets from outside the door. The noise and nuisance also goes towards town later when the Queens customers eventually leave.

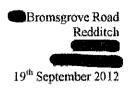
A close friend, whose child is 10, has stopped him going to the toilet alone because of the use of drugs. The pub does have notices in the toilets warning users of police action. These toilets are easily accessible through the car park at the rear of the premises. Over recent years the police have been called on several occasions to deal with incidents of public disturbance including assault. I want my family to feel safe in using a family pub that should be and has been a community asset.

- a) The removal of the licensing condition 23.30 hours for door closure, will encourage even more already intoxicated customers.
- b) The removal of licensing condition to be a member of 'pub watch' cannot have been thought through. We want to discourage public nuisance not have more.

On a positive note internal alterations would enable better events to take place, in the past there have been celebrations to suit every occasion.

I on behalf of my family ask the licensing committee to reject the application to remove the conditions a and b above.

Pat and John Witherspoon



Dear Sirs.

The Queens Head Public House, Bromsgrove Road, Redditch

Recently a formal public notice was displayed in the front window of the public house, setting out that the Owners of the establishment are applying to Redditch Borough Council for permission to carry out internal alterations and an amendment to the licence conditions.

The internal alterations relate to enlarging the lounge area, and it appears that this does not require planning permission because it is within the existing fabric of the building.

The change to the licence conditions is asking for an existing condition to be removed. Currently this condition prohibits entry to the public house after 11.30 pm, and by removing this condition customers to the public house will be allowed to enter and drink until the formal closing times apply. Drinking hours remain the same it seems.

I understand that the owners are required to consult with the neighbourhood for a period of 28 days, which started from the 24 August. The application for the licence amendment will then be submitted to the Council's Licensing Sub Committee.

My concern is that the removal of the condition may lead to the possibility of disorder, noise and anti social behaviour in the neighbourhood late at night, or in the early hours, because people turning out from the town's night clubs will call at the Queens Head on their way home. As you know significant problems were experienced in 2011 when the then publicans allowed late drinking and music to occur necessitating significant police involvement and disturbance and aggravation to nearby residents. Fortunately after significant pressure from the Police and Borough Council Licensing officials, including excellent support from our local Councillor and the PACT, the landlords left and normal public house order returned.

My neighbours and I are very worried that a repeat of 2011 will occur again, if this condition of entry is removed, and the situation could be excerbated by the increased internal size of premises leading to greater numbers of drinkers frequenting the pub at late hours.

Please register this with the Licensing Committee as a formal letter of opposition, and I would also ask you to remind the Committee that the Queens Head Public House is situated in the middle of a residential area, not in a commercial shopping area such as the town centre.

Can you also check on the validity of the notice displayed at the Queens Head, it is not in a prominent location being high up a window, and also does not specify the particular condition being amended --I had to find this out by visiting your Licensing Officer at the Council Offices

Please acknowledge receipt of this letter and that it will be submitted to the Licensing Committee when the application is considered. Can you also let me know the date when the Committee will meet to deal with the matter. I emailed the contents of this letter to <u>WRSLicensing a wordsregservices gov uk</u> on the 12th September 2012 and asked for an acknowledgement of receipt, but to date I have not received any communication.

duis succeedy

eith Parry

SONTINAMAD.

111111

Mr & Mrs M Chalk
Bromsgrove Road
Redditch
Worcs
13 September 2012

Licensing Officer
Redditch Borough Council
Walter Stranz Square
Redditch
Worcs. B98 8AH

Dear Sir

We are formally objecting to any change of conditions for the "Queens Head Public House" on the Bromsgrove Road.

We have not been able to view the requested changes, thanks to the inappropriate times that they have been made available to the general public, so must rely on information circulated within the locality.

Any enlargement the internal size of the building is intended to raise the number of customers the pub serves, so by definition must also increase the possibility of an escalation of public nuisance from a higher number of late night drinkers.

The removal of an 11:30pm lock in condition must also be intended to increase the number of late night customers, again to the detriment of the residential areas that surround the pub. It has also been suggested that this will allow customers, who have been drinking in the town centre, to congregate at this pub after the town centre has closed. This of course would generate the possibility of an increase in crime and disorder, public nuisance and harm to public safety.

This pub is in a predominately residential area. At present there does not appear to be many children in the immediate vicinity of the pub but this may change in the future and so any development of these premises may well infringe the final category of the licensing laws, by increasing the possibility of potential harm to children.

It is also rumoured that the publican is proposing to leave the Pub Watch scheme; this would allow them to admit problem drinkers from other areas which may cause problems for this area, resulting in more crime and disorder.

In conclusion we would re-iterate that any of the changes proposed will have an impact on the general amenities of this residential area and so should be refused as they are contrary to the requirements of the licensing law.

fan Mark

Yours faithfully

Michael & Jean Chalk

Mc Chall

Bromsgrove Road Redditch

September 26th 2012

FAO Tom Phelan, Licensing Officer, Redditch

Dear Sir

Re: Application for change in licensing hours at The Queen's Head Public House, Bromsgrove Road, Redditch

I wish to register my concern regarding the application by The Queens Head Public House for an extension to their existing Licensing Hours.

I understand this application, if granted, would permit customers to enter the premises after 11.30 pm.

Whilst I wish the Licensees well in their efforts to forward their business I cannot believe that the position of this pub, in a residential area, would make it a suitable applicant for the granting of this licensing extension.

There have in the past been several late night disturbances at and around the pub and, upon occasion, police have had to attend. It would seem highly probable that, were the entry hours to be extended beyond the 11.30pm already existing, further disturbances would be likely. The town centre has its share of late night revellers and it would appear to me to be undesirable to facilitate any extension of rowdiness out to a residential area.

I do not believe that the location of this pub makes it a suitable applicant for the granting of the extension for which it has applied.

Please accept this letter as registration of my complaint against the granting of this extension.

Yours faithfully

Las Spendy

Lorna Speedie