

Public Document Pack



LICENSING COMMITTEE

Date: Monday, 22 December 2025

Time: 10.00am,

Location: Council Chamber

Contact: committees@stevenage.gov.uk

Members: Councillors: Lin Martin-Haugh (Chair), Lloyd Briscoe, Peter Clark, Coleen DeFreitas, Alistair Gordon, Lynda Guy, Robin Parker CC, Claire Parris, Ellie Plater, Tom Plater, Ceara Roopchand, Lorraine Rossati, Carolina Veres and Tom Wren

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES OF THE PREVIOUS MEETING

To approve as a correct record of the minutes of the previous meeting held on 9 December 2025.

3 – 8

3. LICENSING HEARINGS - PROCEDURES

To note the procedure for the hearing of licensing applications and reviews.

9 – 10

4. APPLICATION FOR A TEMPORARY EVENT NOTICE AT THE ROYAL OAK PUB, STEVENAGE SG1 3RA

To determine a Temporary Event Notices applied for by the Tenant of The Royal Oak PH, 24 Walkern Road, Stevenage.

11 – 214

5. URGENT PART I BUSINESS

To consider any Part I business accepted by the Chair as urgent.

6. EXCLUSION OF PUBLIC AND PRESS

To consider the following motions –

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to

Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

7. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

STEVENAGE BOROUGH COUNCIL

LICENSING COMMITTEE MINUTES

Date: Tuesday, 9 December 2025

Time: 2.00pm

Place: Council Chamber

Present: Councillors: Lin Martin-Haugh (Chair), Peter Clark, Coleen De Freitas, Alistair Gordon, Loraine Rossati and Carolina Veres

Start / End Time: Start Time: 2.00pm
End Time: 3.50pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors Lloyd Briscoe, Lynda Guy, Robin Parker, Claire Parris, Ellie Plater, Tom Plater, Ceara Roopchand and Tom Wren.

2 MINUTES OF PREVIOUS MEETING

It was **RESOLVED** that the Minutes of the meeting of the Licensing Committee held on 22 October 2025 be agreed as a correct record and signed by the Chair.

3 APPLICATIONS FOR FOUR TEMPORARY EVENT NOTICES AT THE ROYAL OAK PUB, STEVENAGE SG1 3RA

The Committee considered an objection to four temporary event notices served by the Tenant of The Royal Oak PH, Walken Road, Stevenage.

The Council's Licencing Officer introduced the report to the Committee outlining the matter to determination which included four identical Temporary Event Notices (TENs) for events commencing on 12 December, 19 December, 26 December and 31 December 2025. Each notice proposed a live band in the main bar and sports bar areas, running from 7:00pm until 1:00am, with a capacity of 110 people. The events required authorisation of the sale of alcohol on and off the premises, regulated entertainment and late-night refreshments.

The Licencing Officer advised that the noticed had been accepted as valid by the Licensing Authority on 26 November 2025, but objections had been received from Environmental Health in relation to all four notices.

It was noted that the Environmental Health Officer's primary concern was that granting the TENs would disapply the existing public nuisance safeguards contained in the current Premises Licence, thereby failing to promote the licensing objective of

preventing public nuisance.

Members were informed that the Premises Licence Holder, McMullen & Sons Ltd, had recently applied for and been granted a minor variation to the premises licence on 17 November 2025. This variation introduced tighter noise control measures in response to reports from local residents.

The Licencing Officer advised that the Committee may decide to:

- allow the licensable activities to proceed as set out in the notices.
- to impose one or more of the existing premises licence conditions on the Temporary event Notices (TENs), insofar as those conditions are not inconsistent with the proposed events; or
- conclude that the events would undermine the licensing objectives and therefore should not take place, in which case a counter notice may be issued.

The Chair then invited Environmental Health to present their case.

The Environmental Health Officer highlighted key points from their evidence, noting that the Royal Oak had a long history of noise complaints. The premises was located close to residential properties and was not designed for amplified music.

It was noted that the Environmental Health Officer had discussions with the Premises Licence Holder, which resulted in a minor variation being granted on 17 November 2025. Shortly after, the Officer received further complaints that key conditions were not being complied with.

The Officer visited the premises on 25 November 2025, and noted the manager was unaware of the new licence. Officers noted improvements shortly after and acknowledged that the manager had taken steps to introduce outdoor monitoring.

The Committee were informed that by granting the TENs, this would remove the licencing conditions during the event periods, which would undermine recent progress. Therefore, the Officer submitted objections on the grounds of preventing public nuisance and public safety. In regard to public safety it was noted that by granting the TENs this would also temporarily remove key licence controls, including the 130-person capacity limit, and would allow up to 499 people on site, which would significantly exceed the fire safety recommendations.

To conclude the Officer expressed concern that the premises licence holder was not present at the hearing to explain why they were overriding their own conditions.

The Chair invited all parties to ask questions to the Environmental Health Officer.

In response to a question regarding why the TENs overrode existing licencing conditions, the Officer noted that TENs were originally intended as a light touch option for unlicensed venues hosting occasional events, rather than for use by an already licensed premises. It was accepted that it was acceptable to use TENs at

licenced premises

The Environmental Health Officer noted that the limit on the TENs applied to the licensed area which was stated to be inside the Premises and did not include the outside space. If patrons therefore spilled out of the Premises into outside areas, the Premises License conditions would not apply.

It was noted that, under normal circumstances, the Premises was unlikely to reach the maximum attendance permitted by the Fire Service, however, live music events were likely to attract higher numbers.

It was further noted that the Committee had the authority to apply the Premises Licence conditions to the TENs, although the value of doing this would depend on the Premises' compliance with those conditions.

The Environmental Health Officer explained to the Committee that discussions had taken place with Mr Gould suggesting that they could withdraw their TENs and resubmit with conditions, but this option was declined.

The chair then invited Mr Burgess to present their case on behalf of the Mr Gould.

Mr Burgess stated that the Premises had not experienced issues with TENs over the past 15 years and noted that they were originally unaware of how TENs worked. The Committee heard that the Premises had never had problems with the sound limiter, which had been set up by a former Council Officer. They had confirmed that music levels below 60db would not constitute as a nuisance, however they were now being told this was no longer accurate.

He stated that differing interpretations from various Environmental Health and Licencing Officers over the years had created confusion, with compliance and nuisance judged inconsistently. He confirmed that the Premises had made ongoing adjustments, including relocating the smoking shelter multiple times, but explained that closing the outside area was not viable for the business.

Mr Burgess reported that the Premises had previously applied for a minor variation and a revised noise limiter, but the Environmental Health Officer had subsequently objected. It was noted that a noise abatement notice had been issued in relation to an incident at 9:45pm, despite advice the premises received indicating such notices should not normally be issued before 11pm.

The Chair invited all parties to ask questions to Mr Burgess on behalf of the Mr Gould.

In response to questions, Mr Burgess confirmed that although the previous manager had left, stable management remained in place, with Mr Burgess acting as the manager until Mr Gould's return. He explained he was the Operations Manager for Mr Gould's group of pubs, which all had experienced managers. He noted he had 12 years of experience and a detailed understanding of the licence conditions.

Mr Burgess confirmed he was attending as Mr Gould's representative and on behalf

of the company.

The Committee raised questions which were responded by the Licensing Officer. It was confirmed that Mr Gould was the DPS for the Royal Oak and the tenant of McMullen & Sons Ltd, the Premises Licence Holder. The Officer advised that the four TENs had been submitted by Mr Gould. The Officer also advised that the Council had received an additional late TEN. The late TEN proposed applying all of the Premises License conditions exception conditions 'f' (use of sound limiter) and 'n')staff supervision of outside area.

The Chair invited all parties to sum up.

Environmental Health highlighted the long-standing management and compliance concerns at the premises, noting its sensitive location near residential properties and the need for clear, consistent management of the Premises Licence. It was noted that the acting manager was unaware of recently amended conditions when visited in November.

Mr The Officer advised that allowing the TENs would undermine licencing safeguards and questioned whether the Premises had the capacity to manage the required conditions. He therefore considered refusal as the most appropriate option.

Mr Burgess did not provide a closing summary.

It was **RESOLVED** that a counternotice would be served, preventing the four TENs proceeding.

REASON FOR DECISION

The Committee considered all written and oral representations, the Licensing Objectives, the Council's Licensing Policy, and statutory guidance.

The Premises' long history of noise complaints, including an abatement notice, and repeated failures to use the noise limiter during live events were noted. The Committee noted that the previous manager had been unaware of newly amended licence conditions and that the TENs would remove important safeguards, including the Fire Safety Officers attendance limit.

The Committee was not confident that the licence conditions would be complied with if imposed on the TENs, due to previous evidence and the further TEN which was submitted that sought to avoid specific noise-related conditions.

Therefore, given the ongoing history, risk to public safety and the lack of assurance around management and compliance, the Committee concluded that to allow the events to proceed would not promote the Licensing Objectives and would therefore direct that Licensing issue counternotices for all the TENs served.

4 **URGENT PART I BUSINESS**

There was no Urgent Part I Business.

5 **EXCLUSION OF PUBLIC AND PRESS**

It was **RESOLVED**:

1. That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in Paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That the reasons for the following reports being in Part II were accepted, and that the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

6 **URGENT PART II BUSINESS**

There was no Urgent Part II Business.

CHAIR

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STEVENAGE BOROUGH COUNCIL

LICENSING COMMITTEE

HEARING OF LICENCE APPLICATIONS – PROCEDURE

The Committee will apply the following procedure when considering Liquor Licence applications and Review applications to ensure adherence to the rules of natural justice.

1. The Chair will introduce himself/herself and invite the other Committee Members, the Licensing Officer(s), Legal Advisor, Committee Administrator, Responsible Authority representatives, interested parties and the Premises Licence Holder and any representative to introduce themselves.
2. The Licensing Officer will outline the reason for the hearing and report on the facts of the case. Members of the Committee, the Responsible Authority representatives, those who had submitted representations, and Premises Licence Holder (and/or representative) may ask questions of the Licensing Officer.
3. The Responsible Authority representatives may then state their case, calling any witnesses.
4. With the Chair's permission, Members of the Committee and the Premises Licence Holder (and/or representative) may then ask questions of the Responsible Authority representatives.
5. Those who have submitted representations may then state their case, calling any witnesses.
6. With the Chair's permission, Members of the Committee and the Premises Licence Holder (and/or representative) may then ask questions of those who have submitted representations.
7. The Premises Licence Holder (and/or representative) will state their case, calling any witnesses they wish.
8. With the Chair's permission, Members of the Committee, Responsible Authority Representatives and those who have submitted representations may then ask questions of the Premises Licence Holder (and/or representative).
9. The Responsible Authority representatives are then invited to sum up.
10. Those who have submitted representations are then invited to sum up.
11. The Premises Licence Holder (and/or representative) is then invited to sum up.
12. The Committee will retire to consider the matter and make its decision.
13. At the conclusion of its deliberations, the Committee will EITHER return to the meeting to deliver its decision OR inform all parties of its decision in writing as soon as possible after the meeting. In either event, reasons will be given for the Committee's decision.

NOTES:

- (1) EACH PARTY WILL BE AFFORDED A REASONABLE AMOUNT OF TIME TO PRESENT THEIR CASE.**
- (2) ALL PARTIES MAY ASK FOR CLARIFICATION OF ANY POINT AT ANY TIME IN THE PROCEEDINGS.**
- (3) THE COMMITTEE ADMINISTRATOR AND COUNCIL'S SOLICITOR WILL BE PRESENT THROUGHOUT THE MEETING AND MAY ASK QUESTIONS AT ANY TIME TO ASSIST THE COMMITTEE.**

Part 1 – Release to Press



Agenda item:

Meeting	Licensing Committee
Portfolio Area	Communities, Community Safety and Equalities
Date	22nd December 2025

APPLICATIONS FOR FOUR TEMPORARY EVENT NOTICES AT THE ROYAL OAK PUB, STEVENAGE SG1 3RA.

Authors	Mary O'Sullivan Ext. 2724
Lead Officers	Julie Dwan Ext. 2493
Contact Officer	Mary O'Sullivan Ext. 2724

1 PURPOSE

To determine a Temporary Event Notices applied for by the Tenant of The Royal Oak PH, 24 Walkern Road, Stevenage.

1.1 In reaching its decision, the Committee must have regard to its obligation to promote the four licensing objectives:

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

Matters which do not relate to the four licensing objectives must be disregarded.

2 RECOMMENDATIONS

- 2.1 That the Committee reviews the evidence submitted within the representation submitted by the responsible authorities and applicant (and/or representatives) and determines what action should be taken in respect of the temporary event notice.
- 2.2 That the Committee considers all evidence submitted within the representation, as well that provided by the applicant and/or their representatives, in order to determine the appropriate course of action in relation to this application. Following its assessment, the Committee may decide to:
- allow the licensable activities to proceed as set out in the notice.
 - to impose one or more of the existing Premises Licence conditions on the Temporary event Notice (TEN), insofar as those conditions are not inconsistent with the proposed events; or
 - conclude that the events would undermine the licensing objectives and therefore should not take place, in which case a counter notice may be issued. **A copy of the current Premises Licence and Plan are at attached at Appendix 1**

3 SUMMARY OF APPLICATION

- 3.1 This report relates to a Temporary Event Notice (TEN) submitted by Mr. Paul Gould, tenant of The Royal Oak PH, located at 24 Walkern Road, Stevenage, which were duly processed by the licensing authority on 11th December 2025. The first of these notices pertains to a proposed event described as a "DJ in the main bar of the premises" scheduled for 31st December extending the licensable activities attached to the premises licence from 11pm until 01:30am on 1st January 2026. This event is intended to accommodate a maximum of 120 persons and requires authorisation for the sale of alcohol for consumption both on and off the premises, the provision of regulated entertainment, and the provision of late-night refreshments. The applicant has also included with his application a full list of Conditions from Annex 2 and 3 of the existing premises licence which they wish to adopt for this event. **A full copy of the TEN is attached at Appendix 2**

4 BACKGROUND INFORMATION

- 4.1 The Royal Oak PH was built in 1866 and is situated in Walkern Road, Stevenage, **A Location Map is attached at Appendix 3.** The premises has a long regulatory history concerning noise complaints, resulting in ongoing engagement between the local authority, environmental health, the tenant and the premises licence holder, Details of which are outlined in the supporting evidence provided by Environmental Health. This is attached at **Appendix 5, A to E.**
- 4.2 On 10th January 2024 a Stevenage Borough Council Environmental Health Officer served a noise abatement notice to the then DPS Karl Crunkhurn, and

the occupier of the premises under Section 79.(1)(g) of the Environmental protection act 1990.

- 4.3 A Minor Variation to the Premises Licence was granted to the licence holder, McMullen & Sons Ltd, on 17 November 2025. The variation was approved following an application submitted by the licence holder to voluntarily add and amend specific conditions to the premises licence. The intention behind the variation was to address reports of noise nuisance from local residents and to introduce additional measures aimed at managing noise nuisance more effectively. These changes were proposed in alignment with the licensing objective, prevention of public nuisance, and was a result of proactive engagement with both the Licensing Authority and Environmental Health. This variation was granted on 17 November 2025.
- 4.4 On 9th December 2025 the licensing committee determined, to direct licensing to serve a counternotice for a previous TEN submitted by the same applicant, also for 31st December 2025 between 19:00hrs and 01:00hrs as it was concerned that the licensing objectives would not be promoted and conditions not complied with. The Final Decision Notice 10.12.25 is attached at **Appendix 6**
- 4.5 The applicant has provided some additional documents which they wish to be shared with the committee ahead of the hearing, these are attached at **Appendix 7**

5 RESPONSIBLE AUTHORITIES

- 5.1 An objection was received from environmental health for this TEN for failing to promote the licensing objective of preventing of public nuisance. A copy of the objection is attached at **Appendix 4**.
- 5.2 In summary environmental health's core concern is that granting the TEN would disapply the existing public nuisance safeguards under the Premises licence. This is further supported by the fact that the licence holder recently sought to impose tighter controls relating to noise indicating recognition of existing issues relating to noise nuisance.
- 5.3 No objections were received from Police in respect of this TEN application.

6 IMPLICATIONS

6.1 Financial Implications

- 6.1.1 Whilst the application for a TEN itself has a relatively low fee (£21 per notice), the process of responding to an objection can lead to increased costs to the Council, e.g. administration and legal costs.
- 6.1.2 If the objection results in the event being prevented or delayed, this can lead to significant financial losses. The event organiser may have already made commitments for staffing, equipment rental/booking of entertainment, marketing, and ticket sales. Depending on the type of event, the cancellation could result in lost revenue and potentially damage the reputation of the organiser

6.2 Legal Implications

- 6.2.1 Local authorities can only object to a TEN on specific, legally defined grounds, as outlined in the Licensing Act 2003. The grounds for objection are limited to:
 - **Public Nuisance:** The event could result in noise, disturbance, or other impacts that affect local residents or businesses.
 - **Public Safety:** The event may pose a risk to the safety of attendees, staff, or the general public.
 - **Protection of Children from Harm:** The event may involve activities that are unsuitable for children or that could put them at risk.
 - **Prevention of Crime and Disorder:** There may be concerns about the event facilitating illegal activities or public order issues.
- 6.2.2 A local authority must demonstrate that it has a reasonable belief that one or more of these criteria will be violated if the event proceeds as applied for. The council's objection must be evidence-based, not simply subjective or arbitrary. If the objection is not based on these legal grounds, it could be legally challenged.
- 6.2.3 The Licensing Act 2003 states that only the licensing authority can impose conditions to a TEN from the existing conditions on the premises licence or club premises certificate at the venue. The licensing authority can only do so:
 - if the police or Environmental Health have objected to the TEN;
 - if that objection has not been withdrawn;
 - if there is a licence or certificate in relation to at least a part of the premises in respect of which the TEN is given;
 - and if the licensing authority considers it appropriate for the promotion of the licensing objectives to impose one or more conditions. The conditions must be notified to the premises user on the form prescribed by regulations.
- 6.2.5 Should the Committee decide that the event should not go ahead, a counter notice must be issued

- 6.2.6 The committee must under Section 106A (3) notify the premises user and provide a notice to each relevant party.
- 6.2.7 An applicant has the right to appeal the decision of the Licensing Committee should they issue a counter notice in response to an objection from police or environmental health.

6.3 Policy Implications

There are no policy implications.

6.4 Equalities and Diversity Implications

- 6.4.1 Any decision by the Committee is based on evidence before it at the meeting; there are no equalities and diversity implications.

7 BACKGROUND DOCUMENTS

BD1 [Licensing Act 2003](#) (Section 100 – 106)

BD2 [Revised guidance issued under section 182 of the Licensing Act 2003 \(November 2025\) \(accessible version\) - GOV.UK](#) (Section 7)

BD3 <https://www.stevenage.gov.uk/documents/licensing/statement-of-licensing-policy-2025-2030.pdf>

8 APPENDICES

- 1 Premises Licence and Plan
- 2 Temporary Event Notice for 31st December
- 3 Location Map
- 4. Environmental Health Representation 16.12.2025
- 5. Environmental Health Supporting Evidence Pack including:
 - A. *Environmental Health Officer Investigation Summary Apr-May 2023*
 - B. *Noise Abatement Notice to Occupier 10.01.24*
 - C. *Noise Abatement Notice to Named Person 10.01.24*
 - D. *Noise Abatement Order to Tenant at a different Venue 26.09.17*
 - E. *Anti-Social Behaviour Log 20th, 27th Nov and 1st Dec*
- 6. Decision Notice 10.12.25
- 7. Supplementary Information from the Applicant

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WALKERN ROAD





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LICENSING ACT 2003 PREMISES LICENCE

SBCL0076

LICENSING AUTHORITY



Daneshill House
Danestrete
Stevenage
Herts
SG1 1HN

Part 1 – Premises Details

Royal Oak PH
24 Walkern Road
Stevenage
Herts
SG1 3RA
Telephone Number:

Where the Licence is time limited the dates: - 31 December 9999

Licensable Activities authorised by the licence:

B - Exhibition of Films
C - Indoor Sporting Events
E - Performance of Live Music
F - Playing Recorded Music
G - Performance of Dance
H - Anything Similar falling within E,F or G
I - Late Night Refreshment
J - Sale of Alcohol

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

B - Exhibition of Films (Indoors)

	From:	To:
Sunday-Thursday	10:00	00:00
Friday-Saturday	10:00	01:00

C - Indoor Sporting Events

	From:	To:
Sunday-Thursday	10:00	00:00
Friday-Saturday	10:00	01:00

E - Performance of Live Music (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
F - Playing Recorded Music (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
G - Performance of Dance (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
H - Anything Similar falling within E,F or G (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
I - Late Night Refreshment (Indoors)			
	From:	To:	
Sunday-Thursday	23:00	00:00	
Friday-Saturday	23:00	01:00	
New Years Eve	23:00	05:00	
New Years Day	23:00	00:00	To 01:00 If On Friday Or Saturday
J - Sale of Alcohol (Alcohol is supplied for consumption both on and off the Premises)			
	From:	To:	
Sunday-Thursday	10:00	23:30	
Friday-Saturday	10:00	00:30	
New Years Eve	10:00	00:00	
New Years Day	00:01	23:30	To 00:30 If On Friday Or Saturday
The opening hours of the premises: From: To:			
Monday - Sunday	10:00	23:00	
Sunday-Thursday	10:00	00:00	
Friday-Saturday	10:00	01:00	
New Years Eve	10:00	00:00	
New Years Day	00:01	00:00	
New Years Eve	10.00	00.00	
New Years Day (NYD)	00.01	00.00	to 01:00 if on Friday or Saturday
Patio/Outside seating area (See Annex 2 Condition 10)			

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

Alcohol is supplied for consumption both on and off the Premises

Part 2

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

McMullen & Sons Ltd
26 Old Cross, Hertford, Hertfordshire, SG14 1RD,

01992 584911
sgill@mcmullens.co.uk

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

McMullen & Sons Ltd

51456

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



Personal Licence number and issuing authority of Personal Licence held by Designated Premises Supervisor (where the premises authorises for the supply of alcohol):

Personal Licence Number: [REDACTED]
Licensing Authority: Horsham

ANNEX 1 – MANDATORY CONDITIONS

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

(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—
 - (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 in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, 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;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) 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 either—
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
6. The responsible person must 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;

- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

7. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

For the purposes of this condition -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula –

$$P = D + (D \times V)$$

where -

- (i) P is the permitted price,
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
 - (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

8. Where the permitted price would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

9. (1) Sub-paragraph (2) applies where the permitted price on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

10. Exhibition of Films –

The admission of children under 18 to any film exhibition must be restricted in accordance with any recommendation made by the film classification body specified in Section 4. Video Recordings Act 1984 unless the licensing authority notifies the holder of his premises licence that recommendations made by the licensing authority must be followed instead.

ANNEX 2 – CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

- 1) When the licensed premises are being used for the purpose of public dancing, music and other public entertainment of the like kind:
 - a) the maximum number of persons to be allowed at any one time in the premises shall not exceed 130 persons;
 - b) During Public Entertainments, both the front entrance and car park elevation entrance inner lobby door, shall remain closed but unlocked and usable as a fire escape.
 - c) During Public Entertainments, both the external exit/entrance doors to the front entrance and car park elevation entrances, shall be allowed to return to the fully closed position when not being used.
 - d) The rear fire escape route, (via the female toilets) doors shall be maintained in a closed position but not locked and shall not be held back or fastened in an open position.
 - e) Noise or vibration shall not emanate from the premises so as to cause a public nuisance.
 - f) All musical equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated and clearly marked stage power sockets. The sound limiter device shall be set to a level which will not cause a public noise nuisance to the noise sensitive receptors.
 - g) The maximum internal sound pressure level permitted by the sound limiter device must be agreed with Stevenage Borough Council's Environmental Health Officers and set with their supervision by the operating tenant/manager.
 - h) The setting of the sound limiter device must be followed by a sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound pressure along with maximum sound pressure at low frequencies in the range between 63Hz and 250Hz.
 - i) The sound limiter device calibration certificate must be approved by the Licensing Authority and the sound limiter device must operate according to the approved certificate at all times.
 - j) the operational panel of the noise limiter device shall be secured to the satisfaction of the Environmental Health Officer or Licensing Officer of Stevenage Borough Council. The keys or the password securing the access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of the Licensing Authority.
 - k) The noise limiter control sockets must be clearly visible from the adjacent bar area and not be obstructed in any way.
 - l) The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 5th February 2024.
 - m) During Public Entertainment the management of the premises shall ensure that the windows in the lounge bar area and the windows in the toilets accessible via the stage area remain closed, ventilation is to be provided via the extract ventilation system.
 - n) Where patrons congregate outside after 21:00hrs, a member of staff shall be situated outside until the area is empty of patrons and maintain order and control noise at all times.
- 2) Disruptive customers, known drug users/dealers entering the premises will be refused service and will be asked to leave.
- 3) There will be no serving of drunks.
- 4) The premises will always have a range of soft drinks on sale.
- 5) The premises licence holder will ensure all bar staff are trained in relation to the legislation relating to the sale of alcohol to drunken persons.
- 6) The pub will be a member of local Pubwatch scheme.
- 7) The DPS or his/her deputies will ensure that tables are cleared of glassware regularly and will monitor customers to ensure glasses/bottles are not taken from the premises.

8) No music shall be played in or transmitted to any outside area.

9) Children under 18 years will not be allowed into the premises after 22:00hrs.

10) Except for patrons leaving the premises temporarily to smoke, the external areas shall close at 22:00hrs. Patrons leaving the premises temporarily to smoke after 22:00hrs shall not be permitted to take drinks outside with them, and shall only be permitted to smoke in the 'Seating Area' or 'Smoking Area' on plan 543_L02 C. Adequate notices shall be displayed in appropriate locations to ensure that this information is brought to the attention of patrons.

11) Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs of local residents and use the area quietly.

12) No collections of waste or recycling materials (including bottles) from the premises shall take place between 23.00 and 07.00 hours on the following day.

ANNEX 3 – CONDITIONS ATTACHED AFTER A HEARING

1) Between Sundays and Thursdays (inclusive) the following hours shall apply:

- live and recorded music to cease at 23.00 hours
- supply of alcohol to cease at 23.30 hours
- premises to close at midnight

2) Fridays and Saturdays the following hours shall apply:

- live and recorded music to cease at midnight
- supply of alcohol to cease at 00.30 hours
- premises to close at 01.00 hours

3) The Designated Premises Supervisor shall post notices at all exits reminding customers to respect the neighbours and leave the premises promptly and quietly.

4) The Designated Premises Supervisor shall encourage patrons to leave the car park within 15 minutes of closing time.

5) The patio/outside seating area will be closed to customers at 22.00 hours every night.

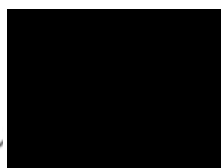
6) Records of any complaints, incidents and meetings in relation to the four licensing objectives made by local residents/neighbours shall be kept by the applicant for a period of 6 years, and shall be made available at all times for inspection by Licensing Officers.

ANNEX 4 – AUTHORISED PLANS

One Plan attached:

DWG No: 543_L02 Revision: C

Dated: August 2023



Alex Robinson
Assistant Director, Planning & Regulation

Date: 17th November 2025



Daneshill House
Danestrete
Stevenage
Herts
SG1 1HN

Part 1 – Premises Details

Royal Oak PH
24 Walkern Road
Stevenage
Herts
SG1 3RA

Telephone Number:

Where the Licence is time limited the dates: - 31 December 9999

Licensable Activities authorised by the licence:

B - Exhibition of Films
C - Indoor Sporting Events
E - Performance of Live Music
F - Playing Recorded Music
G - Performance of Dance
H - Anything Similar falling within E,F or G
I - Late Night Refreshment
J - Sale of Alcohol

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

B - Exhibition of Films (Indoors)

	From:	To:
Sunday-Thursday	10:00	00:00
Friday-Saturday	10:00	01:00

C - Indoor Sporting Events

	From:	To:
Sunday-Thursday	10:00	00:00
Friday-Saturday	10:00	01:00

E - Performance of Live Music (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
F - Playing Recorded Music (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
G - Performance of Dance (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
H - Anything Similar falling within E,F or G (Indoors)			
	From:	To:	
Sunday-Thursday	10:00	23:00	
Friday-Saturday	10:00	00:00	
I - Late Night Refreshment (Indoors)			
	From:	To:	
Sunday-Thursday	23:00	00:00	
Friday-Saturday	23:00	01:00	
New Years Eve	23:00	05:00	
New Years Day	23:00	00:00	To 01:00 If On Friday Or Saturday
J - Sale of Alcohol (Alcohol is supplied for consumption both on and off the Premises)			
	From:	To:	
Sunday-Thursday	10:00	23:30	
Friday-Saturday	10:00	00:30	
New Years Eve	10:00	00:00	
New Years Day	00:01	23:30	To 00:30 If On Friday Or Saturday
The opening hours of the premises: From: To:			
Monday - Sunday	10:00	23:00	
Sunday-Thursday	10:00	00:00	
Friday-Saturday	10:00	01:00	
New Years Eve	10:00	00:00	
New Years Day	00:01	00:00	
New Years Eve	10.00	00.00	
New Years Day (NYD)	00.01	00.00	to 01:00 if on Friday or Saturday
Patio/Outside seating area (See Annex 2 Condition 10)			

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

Alcohol is supplied for consumption both on and off the Premises

Part 2

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

McMullen & Sons Ltd
26 Old Cross, Hertford, Hertfordshire, SG14 1RD,

01992 584911
sgill@mcmullens.co.uk

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

McMullen & Sons Ltd

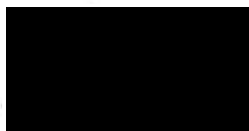
51456

Name of designated premises supervisor where the premises licence authorises the supply of alcohol:

Paul Gould

State whether access to the premises by children is restricted or prohibited:

Restricted by virtue of the Licensing Act 2003



Alex Robinson
Assistant Director, Planning & Regulation

Date: 17th November 2025

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* required information

Section 1 of 9

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference This is the unique reference for this application generated by the system.

Your reference You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

☐ Yes ☒ No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

* Family name

* E-mail

Main telephone number Include country code.

Other telephone number

☐ Indicate here if you would prefer not to be contacted by telephone

Are you:

☒ Applying as a business or organisation, including as a sole trader

☐ Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is your business registered in the UK with Companies House? ☒ Yes ☐ No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name If your business is registered, use its registered name.

VAT number Put "none" if you are not registered for VAT.

Legal status

Continued from previous page...

Your position in the business

Licensee

Home country

United Kingdom

The country where the headquarters of your business is located.

Registered Address

Address registered with Companies House.

Building number or name

THE PEAR TREE

Street

VALLEY WAY

District

City or town

STEVENAGE

County or administrative area

HERTS

Postcode

SG29DG

Country

United Kingdom

Section 2 of 9

APPLICATION DETAILS (See also guidance on completing the form, general notes and note 1)

Have you had any previous or maiden names?

☐ Yes

☒ No

* Your date of birth

01 / 01 / 1969
dd mm yyyy

Applicant must be 18 years of age or older

National Insurance number

NR 67 87 09 B

This box need not be completed if you are an individual not liable to pay UK national insurance.

Place of birth

STOKE NEWINGTON

Correspondence Address

Is the address the same as (or similar to) the address given in section one?

☐ Yes

☒ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Building number or name

THE ROYAL OAK

Street

WALKERN ROAD

District

City or town

STEVENAGE

County or administrative area

HERTS

Postcode

SG13RA

Country

United Kingdom

Continued from previous page...

Additional Contact Details

Are the contact details the same as (or similar to) those given in section one?

☒ Yes ☐ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

E-mail

Telephone number

Other telephone number

Section 3 of 9

THE PREMISES

I, the proposed user, hereby give notice under section 100 of the Licensing Act 2003 of my proposal to carry out a temporary activity at the premises described below.

Give the address of the premises where you intend to carry on the licensable activities or if it has no address give a detailed description (including the Ordnance Survey references). [\(See also guidance on completing the form, note 2\)](#)

* Does the premises have an address?

☒ Yes ☐ No

Address

Is the address the same as (or similar to) the address given in section one?

☐ Yes ☒ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

* Building number or name

* Street

District

* City or town

County or administrative area

* Postcode

* Country

* Does a premises licence or club premises certificate have effect in relation to the premises (or any part of the premises)?

☐ Neither ☒ Premises licence ☐ Club premises certificate

* Premises licence number

Location Details

* Provide further details about the location of the event

MAIN BAR OF THE PREMISES & SPORTS BAR

Continued from previous page...

If you intend to use only part of the premises at this address or intend to restrict the area to which this notice applies, give a description and details below (see also guidance on completing the form, note 3)

Describe the nature of the premises below (see also guidance on completing the form, note 4)

PUBLIC HOUSE

Describe the nature of the event below (see also guidance on completing the form, note 5)

DJ in main bar of the premises and to extend our licensing hours to 01:30

All licensing conditions outlined within the premises license will be adopted for this event including the following; Annex 2)

1) When the licenses premises are being used for the purpose of public dancing, music and other public entertainment of the like kind:

a) The maximum number of persons to be allowed at any one time shall now exceed 130 persons;

b) During public entertainments, both the front entrance and car park elevation entrance inner lobby door, shall remain closed but unlocked and usable as a fire escape.

c) During public entertainments, both external exit/entrance doors to the front entrance and car park elevation entrances, shall be allowed to return to the fully closed position when not being used.

d) The rear fire escape route (via the female toilets) doors shall be maintained in a closed position but not locked and shall not be held back or fastened in an open position.

e) Noise or vibration shall not emanate from the premises so as to cause a public nuisance.

f) All musical equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated and clearly marked stage power sockets. The sound limiter device shall be set to a level which will not cause a public nuisance to the noise sensitive receptors.

g) The maximum internal sound pressure level by the sound limiter device must be agreed with Stevenage Borough Council's Environmental Health Officers and set with their supervision by the operating tenant/manager.

h) The setting of the sound limiter device must be followed by a sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound pressure along with maximum sound pressure at low frequencies in the range between 63Hz and 250Hz

i) The sound limiter device calibration certificate must be approved by the Licensing Authority and the sound limiter device must operate according to the approved certificate at all times.

j) the operational panel of the noise limiter device shall be secured to the satisfaction of the Environmental Health Officer or Licensing Officer of Stevenage Borough Council. The keys or the password securing access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of the Licensing Authority.

k) The noise limiter control sockets must be clearly visible from the adjacent bar area and not be obstructed in any way.

l) The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 5th February 2024

m) During Public Entertainment the management of the premises shall ensure that the windows in the lounge bar area and the windows in the toilets accessible via the stage area remain closed. ventilation is to be provided via the extract ventilation system.

n) Where patrons congregate outside after 21:00hrs, a member of staff shall be situated outside until the area is empty of patrons and maintain order and control noise at all times.

2) Disruptive customers, known drug users/dealers entering the premises will be refused service and will be asked to leave.

3) There will be no serving of drunks.

4) The premises will always have a range of soft drinks on sale.

Continued from previous page...

- 5) The premises license holder will ensure all bar staff are trained in relation to the legislation relating to the sale of alcohol to drunken persons
- 6) The pub will be a member of local Pubwatch scheme
- 7) The DPS or his/her deputies will ensure that tables are cleared of glassware regularly and will monitor customers to ensure glasses/bottles are not taken from the premises.
- 8) no music shall be played in or transmitted to any outside area.
- 9) Children under 18 will not be allowed into the premises after 22:00hrs.
- 10) Except for patrons leaving the premises temporarily to smoke, the external areas shall close at 22:00hrs. Patrons leaving the premises temporarily to smoke after 22:00hrs will not be permitted to take drinks outside with them, and shall only be permitted to smoke in the 'Seating Area' or 'Smoking Area' on plan 543_L02 C. Adequate notices shall be displayed in appropriate locations to ensure that this information is brought to the attention of patrons.
- 11) Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs of local residents and use the area quietly.
- 12) No collections of waste or recycling materials (including bottles) from the premises shall take place between 23:00 and 07:00 hours on the following day.

ANNEX3

- 1) Between Sundays and Thursdays (inclusive) the following hours shall apply:

Live and recorded music to cease at 23:00hrs

Supply of alcohol to cease at 23:30 hours

Premises to close at midnight

- 2) Fridays and Saturdays the following hours shall apply:

Live and recorded music to cease at midnight

Supply of alcohol to cease at 00:30 hours

Premises to close at 01:00 hours

- 3) The designated premises supervisor shall post notices at all exits reminding customers to respect the neighbours and leave the premises promptly and quietly.

- 4) The Designated premises supervisor shall encourage patrons to leave the car park within 15 minutes of closing time

- 5) The patio/outside seating area will be closed to customers at 22:00 hours every night

- 6) Records of any complaints, incidents and meetings in relation to the four licensing objectives made by local residents/ neighbours shall be kept by the applicant for a period of 6 years, and shall be made available at all times for inspection by Licensing Officers.

Section 4 of 9

LICENSABLE ACTIVITIES

State the licensable activities that you intend to carry on at the premises

(see also [guidance on completing the form note 6](#)):

- ☒ The sale by retail of alcohol
- ☐ The supply of alcohol by or on behalf of a club to, or to the order of, a member of the club
- ☒ The provision of regulated entertainment
- ☒ The provision of late night refreshment
- ☐ The giving of a late temporary event notice

(See also [guidance on completing the form note 7](#)).

Late notices can be given no later than 5 working days but no earlier than 9 working days before the event.

(See also [guidance on completing the form note 8](#)).

Event Dates

There must be a period of at least 10 working days between the date you submit this form and the date of the earliest event when you will be using these premises for licensable activities.

State the dates on which you intend to use these premises for licensable activities

Continued from previous page...

(see also guidance on completing the form, note 9)

Event start date

/ /
dd mm yyyy

The maximum period for using premises for licensable activities under the authority of a temporary event notice is 168 hours or seven days.

Event end date

/ /
dd mm yyyy

State the times during the event period that you propose to carry on licensable activities (give times in 24 hour clock)

(see also guidance on completing the form, note 10)

State the maximum number of people at any one time that you intend to allow to be present at the premises during the times when you intend to carry on licensable activities, including any staff, organisers or performers

Note that the maximum number of people cannot exceed 499.

(see also guidance on completing the form, note 11)

If the licensable activities will include the supply of alcohol, state whether the supplies will be for consumption on or off the premises, or both

(see also guidance on completing the form, note 12):

- ☐ On the premises only
☐ Off the premises only
☒ Both

Section 5 of 9

RELEVANT ENTERTAINMENT (See also guidance on completing the form, note 13)

State if the licensable activities will include the provision of relevant entertainment. If so, state the times during the event period that you propose to provide relevant entertainment

Section 6 of 9

PERSONAL LICENCE HOLDERS (See also guidance on completing the form, note 14)

Do you currently hold a valid personal licence?

☒ Yes ☐ No

Provide the details of your personal licence below.

Continued from previous page... Issuing licensing authority

HORSHAM

Licence number

176/05/0499/PERS

Date of issue

/ /

dd

mm

yyyy

Any further relevant details

Section 7 of 9

PREVIOUS TEMPORARY EVENT NOTICES (See also guidance on completing the form, note 15)

Have you previously given a temporary event notice in respect of any premises for events falling in the same calendar year as the event for which you are now giving this temporary event notice?

☒ Yes

☐ No

State the number of temporary event notices (including the number of late temporary event notices, if any) you have given for events in that same calendar year

Have you already given a temporary event notice for the same premises in which the event period:

a) Ends 24 hours or less before; or ☐ Yes

☒ No

b) Begins 24 hours or less after the event period proposed in this notice?

Section 8 of 9

ASSOCIATES AND BUSINESS COLLEAGUES (See also guidance on completing the form, note 16)

Has any associate of yours given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice?

☐ Yes

☒ No

Continued from previous page...

Has any associate of yours already given a temporary event notice for the same premises in which the event period:

- ☐ Yes
- ☒ No
- a) Ends 24 hours or less before; or
b) Begins 24 hours or less after the event period proposed in this notice?

Has any person with whom you are in business carrying on licensable activities given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice?

☐ Yes ☒ No

Has any person with whom you are in business carrying on licensable activities already given a temporary event notice for the same premises in which the event period:

☐ Yes ☒ No

- a) Ends 24 hours or less before; or
b) Begins 24 hours or less after the event period proposed in this notice?

Section 9 of 9

CONDITION (See also guidance on completing the form, note 18)

It is a condition of this temporary event notice that where the relevant licensable activities described in Sections 4 and 5 above include the supply of alcohol that all such supplies are made by or under the authority of the premises user.

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

This formality requires a fixed fee of £21

ATTACHMENTS

AUTHORITY POSTAL ADDRESS

Continued from previous page...

Address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

DECLARATION (See also guidance on completing the form, note 19)

* The information contained in this form is correct to the best of my knowledge and belief

* I understand that it is an offence:

* (i) to knowingly or recklessly make a false statement in connection with this temporary event notice and that a person is liable on conviction for such an offence to a fine up to level 5 on the standard scale; and

* (ii) to permit an unauthorised licensable activity to be carried on at any place and that a person is liable on conviction for any such offence to a fine not exceeding £20,000, or to imprisonment for a term not exceeding six months, or to both

☐ Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

* Capacity

Date (dd/mm/yyyy)

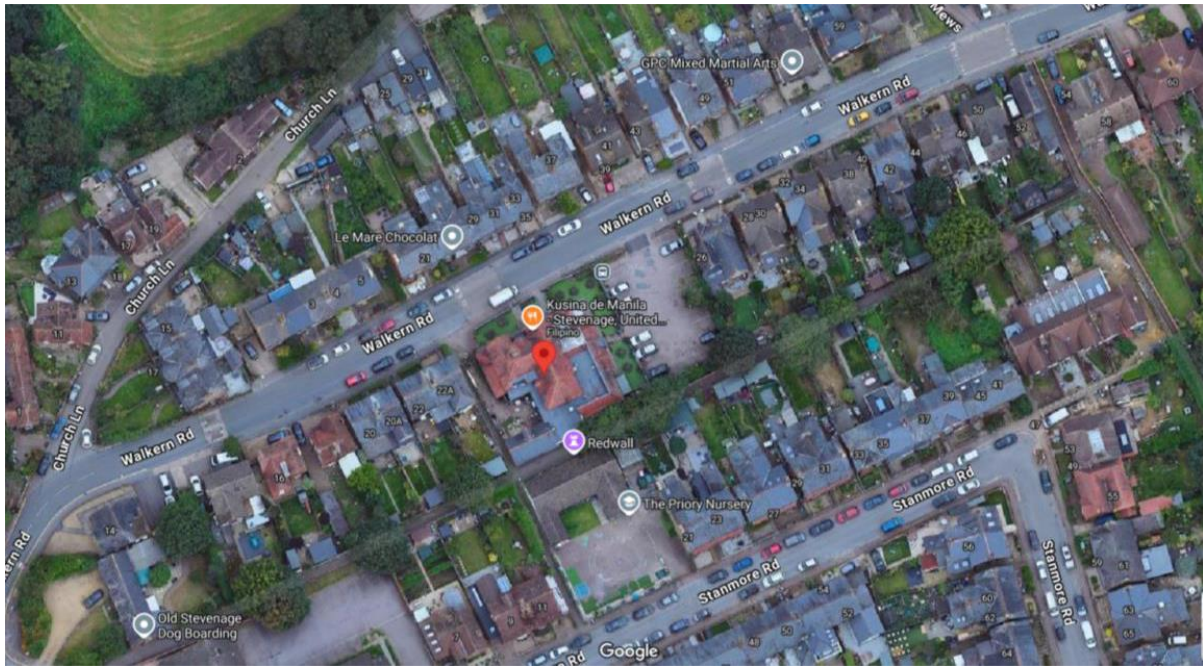
Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...

2. Go back to <https://www.gov.uk/apply-for-a-licence/temporary-event-notice/stevenage/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.



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Licensing Act 2003

OBJECTION NOTICE FROM RESPONSIBLE AUTHORITIES
Stevenage Borough Council LICENSING AUTHORITY

Section 104 Licensing Act 2003 (as amended)

Responsible Authority: Environmental Health

Relevant person:

Your Name	[REDACTED]
Job Title	Environmental Health Officer
Postal address	Stevenage Borough Council Daneshill House Danestrete Stevenage Herts, SG1 1HN
Email Address	[REDACTED] Stevenage.gov.uk
Contact telephone number	[REDACTED]

Name of the premises you are making an objection about	The Royal Oak PH
Address of the premises you are making an objection about	24 Walkern Road Stevenage Hertfordshire SG1 3RA
Date and time of proposed event	31st December 2025 23:00 – 01:30 1st January 2026
Applicant	Valley Way Pub Company
Date TEN Received	11 th December 2025


Environmental Health, being a nominated Responsible Authority under the Licensing Act 2003, wish to make an objection to this Temporary Event Notice (TEN) pursuant of Section 104 of the Licensing Act 2003.

Our objection(s) are made in consideration to the below licensing objectives, as we believe the proposed event will undermine the cited objective(s):

Licensing Objections

<i>Which of the four licensing Objectives does your representation relate to?</i>	<i>Yes Or No</i>	<i>Nature of objection Please use continuation sheet as required</i>
To prevent crime and disorder	No	N/A
Public safety	Yes	The proposed event is to take place at a venue that is already subject to regulatory control via a Premises Licence (reference SBCL0076). However, the controls set out in the Operating Schedule to this licence won't automatically apply to the proposed event and therefore there is a significant risk that it will undermine the public safety licensing objective, with particular regard to fire safety.
To prevent public nuisance	Yes	The proposed event is to take place at a venue that is already subject to regulatory control via a Premises Licence (reference SBCL0076). However, the controls set out in the Operating Schedule relating to the prevention of public nuisance licensing objective won't automatically apply and therefore there is a significant risk that the event will undermine the objective.
To protect children from harm	No	N/A

Should you require clarification on any matter being made, please contact the named officer to discuss further.

Signed: 

Date: 16th December 2025

This form must be returned to Licensing Team at Stevenage Borough Council within the statutory period (3 working days).

The objector must also serve copies on the applicant and the police.



**THE ROYAL OAK PUBLIC HOUSE
24 WALKERN ROAD
STEVENAGE**

**TEMPORARY EVENT NOTICES
FOR**

31ST DECEMBER 2025 23:00 – 01:00 1ST JANUARY 2026

**OBJECTION NOTICE EVIDENCE REPORT
BY THE
RESPONSIBLE AUTHORITY
FOR POLLUTION CONTROL**

16TH DECEMBER 2025

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 - 1.2 Role as Responsible Authority
 - 1.3 Grounds for Review
 - 1.4 The author's relevant qualifications and experience
 - 1.5 Description of The Royal Oak public house
 - 1.6 Complaint history of The Royal Oak public house regarding noise
 - 1.7 The current licensing of The Royal Oak public house
 - 1.8 Definition of public nuisance
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 - 2.1 Regulatory risk assessment
 - 2.2 Investigations 23/02032/NOIMUS and 23/02344/NOIMUS
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 - 2.4 Changes to the venue's Premises Licence as a consequence of a minor variation application granted on 17/11/2025
 3. Conclusion and Recommendations
 - 3.1 Review of the evidence base and its relationship with the Licensing Objectives
 - 3.2 Temporary Event Notices (TENs) – 12th, 19th, 26th, and 31st December 2025
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 - 3.4 Recommendations to the SBC Licensing Committee
- APPENDIX A: OFFICER NOTES ON CASES 23/02032/NOIMUS AND 23/02344/NOIMUS
- APPENDIX B: SBC NOISE ABATEMENT NOTICE #1
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- APPENDIX D: EPDC NOISE ABATEMENT NOTICE
- APPENDIX E: WITNESS STATEMENT OF LOCAL RESIDENT

Executive Summary

This document provides an evidence base and rationale for the Objection Notice given in connection with a Temporary Event Notices (TEN) received by the Stevenage Borough Council Licensing Authority on 11th December 2025 as regards The Royal Oak PH.

The Royal Oak PH has a long regulatory history concerning noise from a number of activities undertaken at the venue and in connection with it. During the course of 2025 complaints from nearby residents were (and remain to be) received by the Council in connection with noise from entertainment, patrons, and more recently early morning waste collections. The investigation prompted by these complaints upheld the first two and resulted in extensive discussions with the Premises Licence holder during the course of the summer and autumn; this resulted in a revised Premises Licence which unfortunately was not complied with.

This TEN would, if unchallenged, result in a significant weakening of the regulation of the venue as regards the Licensing Act 2003 and would likely expose local residents to excessive noise disturbance and its customers to elevated health & safety risk.

Should the Licensing Authority deem that a Counter Notice be appropriate in respect of these TEN the venue may still operate, albeit for slightly less hours, as permitted by its current Premises Licence.

1. Introduction and Background

- 1.1 The author of this objection is [REDACTED], an *Authorised Person* of the Council as defined by Section 69(2)(d) of the Licensing Act 2003: '*...an officer of a local authority, in whose area the premises are situated, who is authorised by that authority for the purpose of exercising one or more of its statutory functions in relation to minimising or preventing the risk of pollution of the environment or of harm to human health.*'
- 1.2 This objection is made in pursuant to Section 104 of the Licensing Act 2003 by the Council acting as a *Responsible Authority* as defined by Section 69(4)(e) of the Licensing Act 2003: '*... the local authority by which statutory functions are exercisable in any area in which the premises are situated in relation to minimising or preventing the risk of pollution of the environment or of harm to human health.*'
- 1.3 I formally objected to a Temporary Event Notices (TEN) received by the Licensing Authority on 11th December 2025 having regard to the *prevention of public nuisance* licensing objective as set out in Section 4(2)(c) of the Licensing Act 2003 and the public safety objective contained within Section 4(2)(b).
- 1.4 I am a Chartered Environmental Health Practitioner and have performed pollution control regulatory duties for local authorities since 1992. I hold a BSc. (Hons) in Environmental Health and a Post Graduate Diploma in Acoustics and Noise Control. I was a guest lecturer at Kings College London (KCL) between 2004 and 2012 where I taught acoustics and noise control on its undergraduate and post-graduate degree programmes. I am a corporate member of both the Chartered Institute of Environmental Health and the Institute of Acoustics. I also provide advice on risk management matters to the Chief Constable and Police and Crime Commissioner of Hertfordshire.

1.5 Description of premises

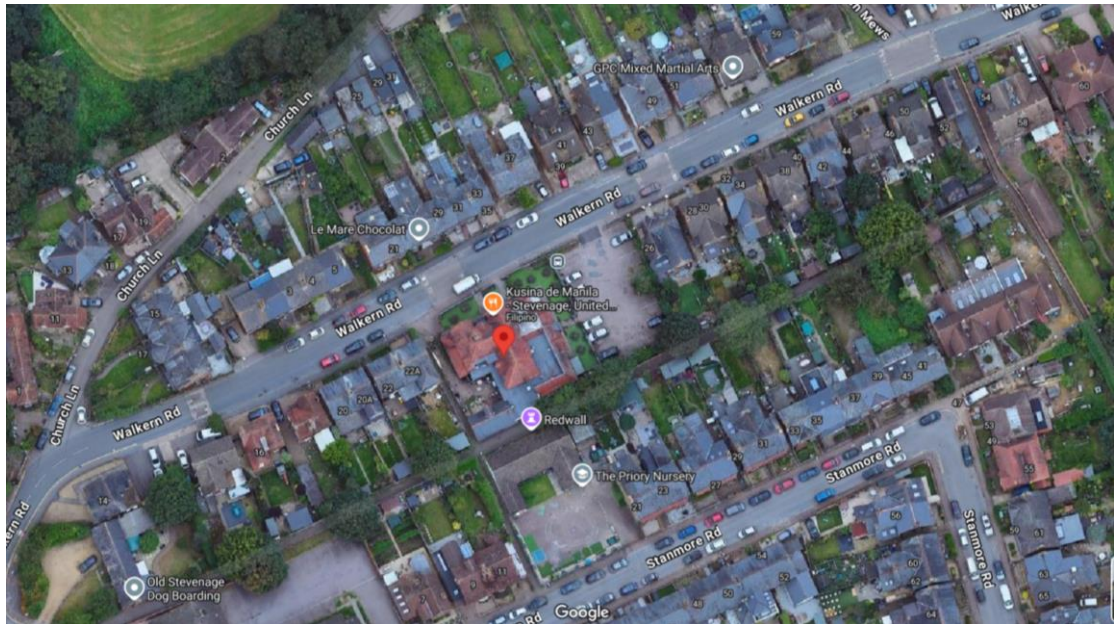
The Royal Oak public house is a detached building situated off Walkern Road in north-east Stevenage (please see plans below). It is understood that the main structure of the pub was erected around 1899 with subsequent alternations taking place, such as regards the northeastern façade. There are no development control applications or decisions recorded on the Council's public access system for the site.



Royal Oak, 1932

1.5.1 Location plan

The satellite image below shows the location of The Royal Oak PH (see red pin) in the context of other development in area



1.5.2 Land boundaries

The red line on the plan, below, shows the demise of land parcel (Title reference HD416261) on which The Royal Oak PH is situated (source: HM Land Registry, 2025)



1.5.3 Spatial arrangement of the premises

The Geographic Information System (GIS) plan, below, sets out distances between The Royal Oak PH and nearby dwelling houses:



1.5.3 Photographs of the premises

The images below and over page were captured this year and illustrate the positioning of the Royal Oak PH in the context of other buildings in its vicinity.



(1) The Royal Oak PH
taken from Walkern
Road facing east



(2) The Royal Oak PH
taken from Walkern
Road facing west



(3) Dwellings off
Walkern Road as
taken from front of
The Royal Oak PH



(4) Alleyway to west of
The Royal Oak PH as
taken from Walker Road



(5) The Royal Oak car park facing northeast



(6) The northeast elevation of The Royal Oak PH and beer garden / smoking area (far end)



(7) Beer garden and dwelling (far side of car park) as taken from The Royal Oak PH



(8) The windows
on northeast
elevation of The
Royal Oak PH



(9) Dance floor /
elevated
performer area
within The Royal
Oak PH



(10) Noise limiter serving dancefloor/performer area of the main bar within The Royal Oak PH

1.6 Noise complaint history of The Royal Oak PH

The Council maintains computer records of all complaints made to it concerning noise and other nuisances since around the year 2000. Table 1, below, summarises the complaints received in connection this premises up to the date of this report:

Date	EH Reference
17/10/2007	07/04642/NOIPUB
12/02/2008	08/00544/NOIMUS
14/10/2008	08/03984/ZCOMPS
15/10/2008	08/04000/LPRCPT
04/07/2011	11/01959/NOIMUS
03/10/2011	11/02702/LCBCPT
20/10/2011	11/02873/NOIMUS
10/04/2012	12/00879/NOIMUS
26/06/2012	12/01769/NOIMUS
20/08/2012	12/02373/NOIMUS
04/09/2012	12/02534/NOIMUS
04/04/2013	13/00850/NOIMUS
06/06/2013	13/01529/NOIMUS
19/07/2013	13/02494/NOIMUS
13/01/2014	14/00086/NOIMUS
10/02/2014	14/00387/NOIMUS
26/08/2014	14/02726/NOIMUS
05/05/2015	15/01242/NOIMUS
08/06/2015	15/01562/NOIMUS
06/06/2016	16/01399/NOIMUS
23/11/2016	16/03170/NOIOTH*
06/12/2016	16/03282/NOIMUS
19/12/2016	16/03403/NOIMUS
18/04/2017	17/00888/NOIOTH

With the exception of those cases marked with an asterisk (*), all the complaints made reference to evening entertainment noise and noise from patrons associated with The Royal Oak PH.

In totality, the Council has received 57 separate complaints from 21 complainants in connection with 15 dwellings in two roads in the vicinity of The Royal Oak PH.

* these complaints related to noise from early morning waste collections

^ this case relates to complaints concerning entertainment noise, patron noise, and early morning waste collections

18/04/2017	17/00890/NOIOTH
18/04/2017	18/00965/NOIMUS
02/06/2017	17/01351/NOIOTH*
21/07/2017	17/01923/NOIVEH*
09/10/2017	17/02595/NOIMUS
04/04/2018	18/00820/NOIMUS
15/05/2018	18/01182/NOIMUS
29/07/2019	19/01621/NOIMUS
17/09/2019	19/02044/NOIMUS
11/10/2019	19/02263/NOIMUS
21/01/2020	20/00167/NOIMUS
28/09/2020	20/02251/LIGHTC
17/05/2021	12/01263/NOIMUS
02/08/2021	21/01907/NOIMUS
19/08/2021	21/02066/NOIPEO
05/11/2021	21/02692/NOIOTH
15/11/2021	21/02763/NOIMUS
24/02/2022	22/00419/YOURSA
17/05/2022	22/01020/NOIMUS
06/12/2022	22/02421/NOIMUS
21/02/2023	23/00332/NOIMUS
12/04/2023	23/00645/NOIMUS
09/08/2023	23/01582/NOIMUS
10/10/2023	23/02032/NOIMUS
27/11/2023	23/02344/NOIMUS
27/11/2023	23/02345/NOIMUS
27/11/2023	23/02341/NOIMUS
03/01/2024	24/00012/NOIMUS
29/01/2024	24/00197/NOIMUS
07/06/2024	24/01093/NOIMUS
01/07/2024	24/01277/NOIMUS
23/09/2024	24/01862/NOIMUS
03/01/2025 – 27/11/2025	25/00014/NOIMUS^

1.7 Current licensing arrangements for The Royal Oak PH

- 1.7.1 The venue is subject to a Premises Licence (reference SBCL0076) which was last amended in November 2025 - is set out elsewhere within the report to the Licensing Committee.

1.8 Definition of public nuisance

This objection relates to the *prevention of public nuisance* licensing objective as set out in Section 4(2)(c) of the Licensing Act 2003. Whilst public nuisance is given a statutory meaning in many pieces of legislation, it is however not narrowly defined in the Licensing Act 2003 and retains its broad common law meaning (Secretary of State, Section 182 guidance November 2025). Nevertheless, it has been defined as follows:

‘.....if the effect of the act or omission is to endanger the life, health, property or comfort of the public, or to obstruct the public in the exercise or enjoyment of rights common to all Her Majesty’s subjects.’

P J Richardson (ed), Archbold: Criminal Pleading, Evidence and Practice (2015)

‘It typically consists either of an environmental nuisance, such as carrying on works producing excessive noise or smells, or of offensive or dangerous behaviour in public, such as noisy parties’

The Law Commission, Law Com No 358 (2015)

In this case I have been guided by the Attorney-General v PYA Quarries 1957 judgement and, in particular, the comments of Lord Denning in that case on the scope of the interference:

“I prefer to look to the reason of the thing and to say that a public nuisance is a nuisance which is so widespread in its range or so indiscriminate in its effect that it would not be reasonable to expect one person to take proceedings on his own responsibility to put a stop to it, but that it should be taken on the responsibility of the community at large.”

In terms of the material impact of the interference the Secretary of State has advised:

‘It is important to remember that the prevention of public nuisance could therefore include low level nuisance, perhaps affecting a few people living locally, as well as major disturbance affecting the whole community. It may also include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises.’

Paragraph 2.19 s.182 guidance June 2014

Common law nuisance was recently considered by the Supreme Court in 2023: *Fearn and others (Appellants) v Board of Trustees of the Tate Gallery (Respondent)* UKSC/2020/0056. The court held that the Court of Appeal was wrong to suggest in its earlier judgement that it was reasonable to expect those subject to the nuisance to take any measure to preserve their own amenity.

2. Key elements of investigation

2.1 Regulatory risk assessment

The current *Environmental Health & Licensing General Enforcement Policy* sets out the key principles that officers should follow when undertaking their investigative and enforcement duties. In particular, it makes reference to The Legislative and Regulatory Reform Act 2006, Part 2, and the Principles of Good Regulation which emphasise the importance of targeting regulatory resources based on risk.

Council's *Statement of Licensing Policy 2025-2030*, in paragraph 6.13.14, also prescribes the assessment of compliance risk (in the context of the prevention of public nuisance licensing objective):

The proximity of entertainment venues to residential and other premises is an issue requiring detailed assessment in order to minimise the potential for nuisances to people living, working or sleeping the vicinity of the premises.

As part of its preparation for the publication of its guidance on noise management in connection with entertainment venues the Institute of Acoustics (IOA) proposed a basic risk assessment model to inform regulatory interventions. The model is based on a risk trading process as summarised below:

Criteria	Risk Rating
Number of Events	
• <30 per year and no more than 1 event per week	0
• > 30 and < 51 events per year and no more than 2 per week	3
• Weekly, or more frequently	6
Time of Event	
• Up to 21:00 hrs	0
• Up to 23:00 hrs	3
• After 23:00 hrs	6
Noise Sensitive Receptors	
• None in close proximity	0
• One, or more, in close proximity (e.g. up to 50 metres)	3
• Structurally adjoining	6
Venue Sound Insulation performance	
• Purpose built - robust sound insulation	0
• Average – not purpose built but with moderate sound insulation	3
• Poor – weak sound insulation	6
Confidence in Management	
• High – well-prepared NMP, no or very few noise complaints	0
• Moderate - informal controls in place, few complaints	3
• Low - no controls, poor compliance history, history of complaints	6
TOTAL	
RISK RATING	
LOW	<10
MEDIUM	10-20
HIGH	20+

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Paragraphs 1.5.1 to 1.5.3 of this report illustrate the location of The Royal Oak PH in terms of its proximity to residential properties. Essentially, it is surrounded on all sides by dwellings, one of which is less than 5m distant. Therefore, the provision contained within paragraph 6.13.14. of the Council's licensing policy is relevant.

A review of complaint records held by the Environmental Health & Licensing Service, the music and other entertainment provisions of the current Premises Licence for The Royal Oak PH, the TEN submitted in December 2025, and an assessment of the venue's structure were used to inform an initial risk assessment based on the IOA model:

Criteria	Score
Number of events	3
Time of events	6
Noise sensitive receptors	3
Venue sound insulation performance	3
Confidence in management	6
Total	21

This illustrates that The Royal Oak PH is a **High Risk** premises in the context of the Licensing Act 2003 prevention of public nuisance licensing objective.

The extensive noise complaint history of The Royal Oak PH is summarised in section 1.6 of this report. However, of particular relevance are the two most recent investigations that were mandated by Part III of the Environmental Protection Act 1990:

2.2 Investigations 23/02032/NOIMUS and 23/02344/NOIMUS (Investigating Officer: Ela Adamczyk)

Appendix A contains a summary of these investigation into allegations of noise nuisance from the Royal Oak PH by the Council's Commercial Environmental Health Manager.

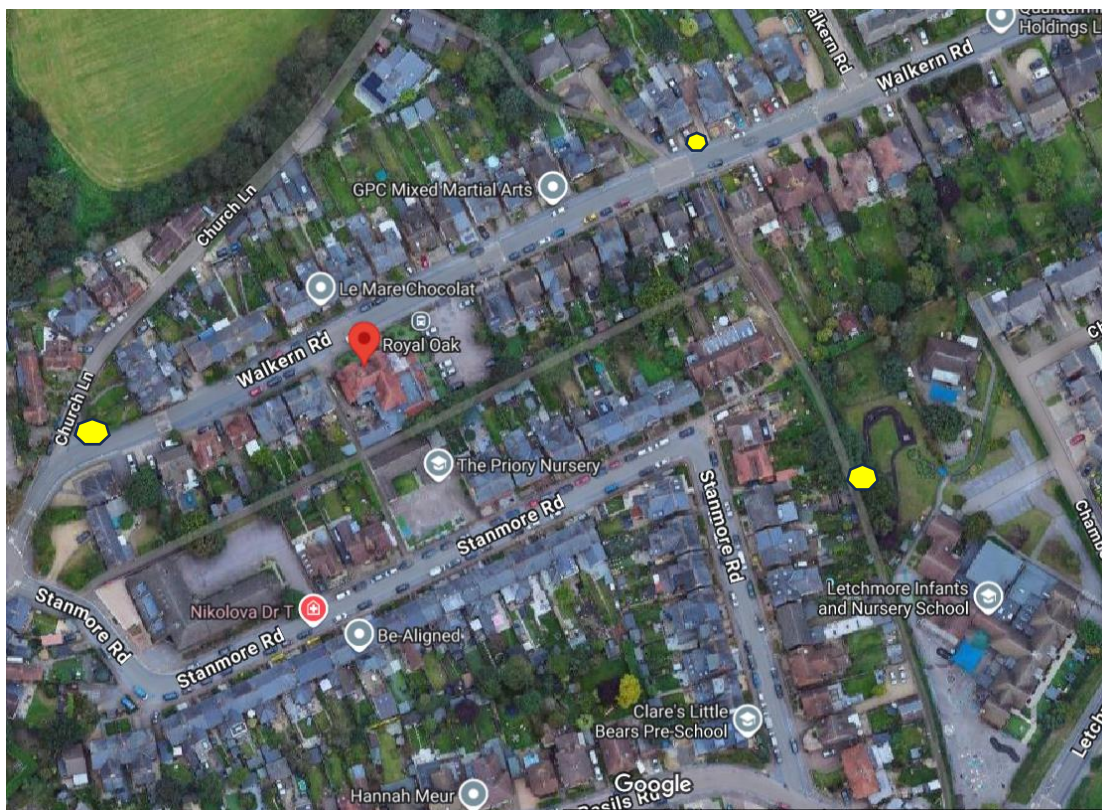
Collectively, they spanned the period 10th October 2023 to 1st December 2024 and resulted in the service of noise abatement notices under Part III of the Environmental Protection Act 1990 – see Appendix B and C. Neither of these notices were appealed.

2.3 Case 25/00014/NOIMUS (Investigating Officer: Andrew Godman)

This investigation commenced on 3rd of January 2025 and is currently ongoing.

Evidence was gathered during a number of night-time site visits (including assessments within a dwelling), analysis of Noise App recordings submitted by local residents, and discussions with the holder of Premises Licence for the venue (McMullen & Sons Limited).

The visits established there were two main sources of environmental noise – a) musical entertainment within the structure of the venue at night, and b) noise from patrons whilst situated outside the structure of the public house but within its boundaries at night. The noise, spatially, affected a material number of dwellings; for example, on the night of 28th February 2025 noise that would have disturbed sleep was witnessed as far as the yellow markers on the plan below:



On 31st January and 28th February 2025 I entered the venue whilst regulated musical entertainment was taking place and noted the noise limiter was either not being used or it failed to operate as intended. My enquiries also identified that the Designated Premises Supervisor (DPS) for the Royal Oak PH, [REDACTED], had been the subject to regulatory action as regards excessive noise from a licenced venue in another council area – see Appendix D. Discussions with the issuing authority, Epping Forrest District Council, revealed that this notice had not been appealed.

In accordance with the principals set out in the Council's *Environmental Health & Licensing General Enforcement Policy*, I commenced dialogue with the licence holder with view to securing improvements in the noise control arrangements at the Royal Oak PH. This dialogue was undertaken in the context of the power available to the Responsible Authority to seek a Review of the Premises Licence as provided for by Section 51 of the Licensing Act 2003.

On the 19th of May 2025 an additional complaint concerning noise from early morning waste collections from the venue was submitted to the Council.

Following extensive discussions spanning the period 16th May to 20th October 2025 (including a number of site visits, over 55 email exchanges, and telephone discussions) McMullen & Sons Limited submitted a minor variation application to tighten controls relating to noise from musical entertainment, patrons, and early morning waste collections – please see Section 2.4 below.

A revised Premises Licence reflecting these new Operating Schedule conditions was issued on 17th of November 2025. Following further complaints alleging that the terms of this new licence were not being complied (see Appendix E) I visited the premises on 25th of November 2025 and noted that the signage required by condition Annex 2 (10.) and (11.) was not evident. I spoke to the new manager (the DPS was not in the country, which I understand is a common occurrence) and was informed that external monitoring of patrons after 9pm was not being undertaken as required by condition Annex 2 (1.) (n), *et al.* I explained the key new components of the Operating Schedule associated the prevention of public nuisance licensing objective, the poor compliance record of the venue, and that it was very disappointing to note that the measures agreed by the licence holder after months of discussion (and aimed at avoiding a Review of the Premises Licence) had not been implemented. I also explained that it was disappointing, too, that I was made aware of this by a local resident, not the DPS or licence holder.

I returned on the evening of 28th of November 2025 and some external monitoring associated with conditions Annex 2 (1.) (n), 2 (10.), and Annex 3 (5.) was being undertaken albeit inconsistently.

I will provide a verbal update to the Committee on compliance matters.

2.4 Changes to the venue's Premises Licence as a consequence of a minor variation application granted on 17/11/2025

After extensive discussions with the Premises Licence holder and their legal representatives the following conditions were added, via a minor variation application, to the Royal Oak's Operating Schedule:

Entertainment noise:

- *During Public Entertainments, both the front entrance and car park elevation entrance inner lobby door, shall remain closed but unlocked and usable as a fire escape.*
- *During Public Entertainments, both the external exit/entrance doors to the front entrance and car park elevation entrances, shall be allowed to return to the fully closed position when not being used.*
- *The rear fire escape route, (via the female toilets) doors shall be maintained in a closed position but not locked and shall not be held back or fastened in an open position.*
- *Noise or vibration shall not emanate from the premises so as to cause a public nuisance.*
- *All musical equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated and clearly marked stage power sockets. The sound limiter device shall be set to a level which will not cause a public noise nuisance to the noise sensitive receptors.*

- *The maximum internal sound pressure level permitted by the sound limiter device must be agreed with the EH officers and set with their supervision by the operating tenant/manager.*
- *The setting of the sound limiter device must be followed by a sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound pressure along with maximum sound pressure at low frequencies in the range between 63Hz to 250 Hz.*
- *The sound limiter device calibration certificate must be approved by the Licensing Authority and the sound limiter device must operate according to the approved certificate at all times.*
- *The operational panel of the noise limiter device shall be secured to the satisfaction of the EH officer or Licensing Officer of SBC. The keys or the password securing the access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the Licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of the Licensing Authority.*
- *The noise limiter control sockets must be clearly visible from the adjacent bar area and not be obstructed in anyway.*
- *The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 05/02/2024.*
- *During Public Entertainments the management of the premises shall ensure that the windows in the lounge bar area and the windows in the toilets accessible via the stage area remain closed, ventilation is to be provided via the extract ventilation system.*

Patron noise:

- No music shall be played in or transmitted to any outside area
- Except for patrons leaving the premises temporarily to smoke, the external areas marked 'Seating Area' and 'Smoking Area' on plan reference 543_L02 C shall close at 22:00. Patrons leaving the premises temporarily to smoke after 22:00 shall not be permitted to take drinks outside with them and shall only be permitted to smoke in the 'Seating Area' or 'Smoking Area' on plan reference 543_L02 C.
- Adequate notices shall be displayed in appropriate locations to ensure that this information is brought to the attention of patrons.
- Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs to local residents and use the area quietly.

Early morning waste collection noise

- No collections of waste or recycling materials (including bottles) from the premises shall take place between 23.00 and 07.00 hours on the following day.

3. Conclusion and Recommendations

3.1 Review of the evidence base and its relationship with the Licensing Objectives

Investigation 25/00014/NOIMUS has identified that noise from The Royal Oak PH, on the balance of probability, comfortably meets the threshold of public nuisance having regard to the collective definition set out in paragraph 1.8 above. Accordingly, this has a direct bearing on the promotion of the *prevention of public nuisance* licensing objective as stated in Section 4(2)(c) of the Licensing Act 2003.

The key conclusions of this investigation are summarised below:

- The venue is a high-risk premises as regards the liberation of noise and in order to prevent public nuisance(s) careful management of the main noise sources – a) musical entertainment, b) patrons whilst outside at night, and c) early morning waste collections – is necessary.
- The Premises Licence holder, McMullen & Sons Ltd., in the summer of 2025 accepted that the Premises Licence Operating Schedule, at that time, did not contain adequate controls as regards the prevention of public nuisance licensing objective and therefore elected to submit a minor variation application to introduce additional mitigation measures (see above). These controls, if implemented, would promote the relevant licensing objective in the opinion of the Responsible Authority and therefore it did not object to these changes.
- No changes relating to public safety Operating Schedule controls were proposed.
- The compliance record of the venue is poor as regards the Licensing Act 2003 and Part III (statutory nuisance provisions) of the Environmental Protection Act 1990 – complaints concerning noise have been received every year for the past 14 years. Premises Licence Operating Schedule conditions have been breached on multiple occasions, as witnessed by either the Licensing Authority and/or a Responsible Authority, particularly as regards the use of the noise limiter (i.e. its circumvention or non-use). Non-compliance concerning signage and external supervision of patrons was identified on the 25th of November 2025.

3.2 Temporary Event Notices (TENs) – 12th, 19th, 26th, and 31st December 2025

Five TENs were submitted to the Licensing Authority on 26th November 2025 for the following dates/times:

- 1) 12th December 2025 19:00 – 01:00 13th December 2025
- 2) 19th December 2025 19:00 – 01:00 20th December 2025
- 3) 26th December 19:00 – 01:00 27th December 2025
- 4) 31st December 2025 19:00 – 01:00 1st January 2026

These were considered at a public hearing of the Licensing Committee on 9th of December 2025 where it decided that Counter Notices should be served in respect of all of the aforementioned TENs. The Committee's reasoning was clearly set out in Paragraphs 32 – 50 of a Decision Notice issued on the 10th of December 2025

3.3 Temporary Event Notice (TEN) – 31st December 2025 (submitted 11th December 2025)

This TEN was submitted *after* the Licensing Committee had considered a similar TEN as regards 31st December 2025/1st January 2026. It relates to the following licensable activity: later into the night than previously notified.

- The sale by retail of alcohol
- The provision of regulated entertainment
- The provision of late-night refreshment

The proposed event is to finish later into the night than the event notified earlier.

The latest TEN cites the location of the events as being the “MAIN BAR OF THE PREMISES & SPORTS BAR” of the Royal Oak PH. NB: there is only one noise limiter at the venue and that is located in the bar illustrated in Photograph 10 contained with paragraph 1.5.3 of this report. Therefore, there is no realistic prospect that the Operating Schedule requirement of only having regulated music entertainment when it is controlled by the limiter, being complied with if both bars are used for that purpose.

Again, this notification was submitted by Valley Way Pub Company – this company is not the Premises Licence holder as regards the Royal Oak PH. The notification was submitted, on behalf of this company, by [REDACTED] (the DPS for the Royal Oak PH); the sole company officer for Valley Way Pub Company is [REDACTED] (a recipient of a noise abatement notice in respect of the Royal Oak PH – see Appendix C).

As I understand it, the Operating Schedule conditions attached to SBCL0076 will not automatically apply to the TEN for the proposed event commencing on 31st December 2025. Therefore the controls necessary to safeguard local residents from public nuisance(s) will not exist at a time when they are likely to be most needed, i.e. late at night. Also, conditions relating to public safety, such as the capacity limit set out in condition ANNEX 2 (1.)(a), will not apply either unless the Licensing Authority resolves to impose them.

In light of the complaint history of the premises and the importance of the recently amended Premises Licence Operating Schedule conditions concerning the management of noise, I consider that the event proposed in the above TEN without any of the mitigation measures set out in Premises Licence SBCL0076 would clearly have the potential to undermine the prevention of public nuisance licensing objective. Also, having no enforceable condition on maximum patron numbers, *et al*, would undermine the public safety licensing in my opinion. Accordingly, pursuant of Section

104 of the Licensing Act 2003, I submit an objection to this TEN in the context of these licensing objectives.

3.4 Recommendations to the Licensing Committee

The determination of this case is clearly and rightly a matter for the Licensing Committee. I have nonetheless set out my advice and supporting rationale as they may be of some value to the Committee in its deliberations.

As I understand it, the decision making of the Licensing Authority in these circumstances is set out in Sections 105 and 106A of the Licensing Act 2003, namely it may determine that:

- The event may proceed without any change or condition; or
- The event may proceed but subject to some, or all, of the conditions which already exist in respect of the prevailing Premises Licence for that venue; or
- Neither of the above options is appropriate and issue a counter notice stating that the event proposed in the TEN shall not proceed (if it is only authorised by that TEN).

This Responsible Authority does not recommend that the events proceed as set out in the respective TEN as:

Allowing the events to take place without conditions to control noise from the venue would leave the local community vulnerable to nuisance levels of noise particularly after 11pm (when national/international noise guidance, such as BS8233 and recommendations of World Health Organisation state that people should be able to have uninterrupted sleep after that time). Moreover, many of these conditions were very recently brought forward by the Premises Licence holder in recognition of their necessity.

The lack of a control on patron numbers at the premises is inappropriate given the views of the Responsible Authority associated with fire safety matters.

However, the imposition of the Operating Schedule conditions relating to noise control at the venue, as currently contained within the Premises Licence for the Royal Oak PH, would offer *some* protection to local residents. These are:

- | | |
|------------------|--------------|
| Annex 2 (1.) (b) | Annex 3 (3.) |
| Annex 2 (1.) (c) | Annex 3 (4.) |
| Annex 2 (1.) (e) | Annex 3 (5.) |
| Annex 2 (1.) (f) | |
| Annex 2 (1.) (g) | |
| Annex 2 (1.) (h) | |
| Annex 2 (1.) (i) | |
| Annex 2 (1.) (j) | |

Annex 2 (1.) (l)
Annex 2 (1.) (m)
Annex 2 (1.) (n)
Annex 2 (8.)
Annex 2 (10.)
Annex 2 (11.)
Annex 2 (12.)

It should be noted that the conditions relating to live/recorded music reflected that this entertainment would cease at midnight and so the extended duration proposed in the TEN before the Committee would materially escalate the risk of noise disturbance(s).

The Council's *Statement of Licensing Policy 2025 – 2030* contains the following provision which is of particular relevance in this case:

6.10.5 *The Licensing Authority will deal with the issue of licensing hours having due regard to the individual merits of each application. However, consideration will be given to imposing stricter conditions in respect of noise control where premises are situated in mainly residential areas and representations have been made to the Licensing Authority.*

The imposition of conditions ANNEX 2 (1.)(a) and 2 (1.)(d) of the current Operating Schedule as regards patron numbers and fire escape routes would be reasonable solution as regards public safety licensing objective.

This Responsible Authority has concerns that any condition that may be imposed by the Licensing Authority would not be complied with in practice given the venue's compliance history (see above). I believe that this opinion was shared by the Licensing Authority when considering a similar proposed event for the 31st of December 2025 and therefore I believe that a Counter Notice is warranted in this instance too.

DECISION NOTICE
LICENSING ACT 2003
DECISION ON APPLICATION TO VARY PREMISES LICENSE BY STEVENAGE
BOROUGH COUNCIL LICENSING COMMITTEE
LICENSE HOLDER: McMullen & Sons Ltd
DATE OF HEARING: 9 December 2025
DATE OF DECISION NOTICE: 10 December 2025
DECISION: To direct service of Counter Notices

Present:

Councillors:


 Chair)

Council Officers:

 – Licensing

 – Democratic Services


Responsible Authority:

 – Environmental Health


Premises– The Royal Oak

 – representative for 

Background

1. The Royal Oak ('the Premises') is a public house located at 24 Walkern Road, Stevenage. It has a Premises License in place which authorises licensable activities including: the performance of live music, playing recorded music, late night refreshment and the sale of alcohol.
2. The Premises License Holder is McMullen & Sons. The tenant and Designated Premises Supervisor at the Premises is Mr .

The matter for determination

3. The Licensing Committee convened following the service of four Temporary Event Notices ('TENs') by , the Designated Premises Supervisor for the Premises. The TENs related to events commencing on 12 December, 19 December, 26 December and 31 December 2025.
4. The TENs would allow for live music in the main and sports bar area of the Premises on each of the relevant dates. The TENs provided for the authorisation of the sale of alcohol on and off the premises, regulated entertainment in the form

of live music and late night refreshment. The TENs were accepted as validly notified on 26 November 2025.

5. The Council received objections from Environmental Health in relation to all four TENs. In summary the concern of Environmental health was that permitting the TENs to proceed would disapply the conditions of the Premises License thereby removing terms which had only recently been agreed with the Premises License Holder. This would weaken and/or remove protections in the Premises License aimed at preventing public nuisance and ensuring public safety. This would not promote the Licensing Objectives.
6. While there was provision for the TENs to be modified through negotiations between the Environmental Health Officer and [REDACTED], as the person serving the notices, this did not result in a resolution. The matter thereby fell to be determined by the Licensing Committee.

The Hearing

7. The Licensing Committee heard a report from the Licensing Officer setting out the need for the hearing, the objections received to the TENs and the matters to be determined.
8. There were no questions to the Licensing Officer from the Committee or the parties.
9. The Committee heard from [REDACTED] on behalf of Environmental Health who had objected to the TENs and provided information and evidence to support that objection.
10. [REDACTED] referred the Committee to key points of his evidence. [REDACTED] noted that the Premises is one with a long history of complaints. He stated that there has been at least one complaint in each of the preceding 14 years. Mr [REDACTED] noted that this was a "high risk" premises due to its location close to residential premises and it being an old building which was never designed for amplified music and entertainment.
11. Mr [REDACTED] noted that his involvement commenced from January 2025 so matters prior to that period could only be dealt with on the Council's records. [REDACTED] stated that he believed this was a premises that could support licensable activities but only with restrictions on hours and control measures in place. [REDACTED] advised the Committee that he had been in negotiations with the Premises License Holder, McMullen & Sons Ltd, which went on for approximately 5 months and resulted in the application by the Premises License Holder for a variation to the Premises License which added tighter controls. Those conditions were designed to address issues of noise which had been repeatedly reported by residents.
12. It was noted by [REDACTED] that arriving at the variation application had involved a lot of time and engagement. The varied Premises License was issued on 17 November 2025. It did not feature all of the conditions that [REDACTED] might have liked but was all the Premises License Holder were prepared to agree. It was considered to be a pragmatic resolution and an indication that matters were

moving in the right direction.

13. Mr [REDACTED] advised that he subsequently received complaints from a resident that the conditions were not being honoured. He visited the premises on 25 November 2025 and spoke to who he believed to be the manager, [REDACTED]. He stated that [REDACTED] was oblivious to the terms of the new license and unaware of the grant. He noted that by the Friday evening some efforts were made to give effect to the conditions. [REDACTED] stated that he then received notice of the TENs which would effectively “decouple” the Premises License controls. It was noted that if a TEN was in place any authorised activities would take place under the terms of the TEN and not the Premises License. Effectively the Premises License conditions, including those just agreed with the Premises License Holder, would be disapplied.
14. [REDACTED] noted that the first TEN was late and gave permission for things already permitted under the terms of the Premises License, not additional activities. [REDACTED] view was this had been done deliberately to disapply the new license conditions. He made objections as he felt that was necessary to be consistent in his approach to the Premises. In his view the conditions should always apply, particularly given the history of the Premises.
15. The Committee heard that the grounds of the objection were public nuisance and public safety. It was noted that the Premises License limited the permitted number of people in the Premises to 130, which would not apply under the TENs. It would have the effect of potentially allowing the Premises to exceed the capacity deemed appropriate by the Fire Safety Officer.
16. In response to questions from the Committee [REDACTED] confirmed:
 - 1) The fact that the TENs disapplied the Premises License conditions was simply the way the legislation worked. A TEN is designed to be a “light touch” to licensing and intended more for one off events, such as in a village hall.
 - 2) That the number stated on the TENs for the number of people attending the event is indicative rather than an enforceable figure.
 - 3) That the limit on the TEN applied to the licensed area which was stated to be inside the Premises and did not include outside space.
 - 4) That if patrons spilled out of the Premises into outside areas there would be nothing to control that as the Premises License conditions would not apply.
 - 5) Noises limiters can be useful but are not a solution in themselves. The purpose of a noise limiter is to try and control noise but only on electronically amplified sound, it would not affect a drum. He had visited when bands hadn’t plugged into the limiter, if not plugged in it does not work. A limiter can be circumvented in a number of ways. A noise limiter can be a useful control measure but, if not used or not used properly, does no good. In September he was told it wasn’t in use because it was broken, but it worked when tested. The limiter is in a control unit, and has been calibrated and set, so that he was satisfied that if used in conjunction with other controls the Premises could maintain regulated entertainment. He expressed a concern for “manager override”, in other words that the Premises would choose not to use the limiter.

- 6) That in normal circumstances the Premises would be unlikely to approach the limit on attendance imposed by the Fire Service but for a live music event more people would be attracted.
 - 7) That the Committee had the power to apply the Premises License conditions to the TENs but that would rely on the Premises actually complying.
 - 8) That the TENs as served actually provided for the event to commence at 7pm, well within the current license terms, and he questioned why that was necessary. It appeared that the TENs could easily just have provided for an extension of time on the licensable activities.
 - 9) That a discussion had been had with [REDACTED] suggesting that he withdrew the TENs and resubmitted them with conditions, but this option was declined.
 - 10) That a seasonal variation to the license could have been sought in the usual manner.
17. [REDACTED] declined to ask questions of the Environment Health Officer.
18. The Committee then heard from [REDACTED] on behalf of the Applicant.
19. [REDACTED] stated that over the last fifteen years they had not had any trouble with TENs being submitted. He noted that they were originally unaware of how TENs worked and had understood that they only overrode specific parts of the license, not the license as a whole, during the period of the TEN. Initially they would just be used to extend hours on a short term basis. It was only in the last six months that they had noticed an influx of objections to TENs.
20. [REDACTED] advised that they had never had an issue with the sound limiter. He noted it had been set up by a previous SBC Officer [REDACTED]. He stated that Mr [REDACTED] and [REDACTED], another Council Officer, had gone into neighbouring houses to test volumes. They advised that if the music stayed below 60db it wouldn't be considered nuisance. That position had been reiterated to the Premises over the years, but they are now being told it is not accurate. [REDACTED] requested videos be sent in to show the level of noise recorded with a decibel meter. Figures were usually in the forty to fifty decibel range which they did not believe was a nuisance.
21. [REDACTED] stated that they have had differing viewpoints from different Environmental Health and Licensing Officers over the years. He stated the Premises License conditions were open to interpretation. Compliance or breach was a matter of opinion and it was hard to say what constituted a nuisance. Mr [REDACTED] and [REDACTED] thought their actions were enough to stop nuisance, other officers took a different view. The Premises had "taken it on the chin" and dealt with it. The Premises did not want to upset its neighbours. He noted that in just over 12 years they had around 13 different officers dealing with them. Everyone has a different view and they've ended up confused.
22. [REDACTED] stated that some Environmental Health Officers have stated they are doing a good job, only for them to receive a warning letter the following week despite nothing being done differently. The conditions are enforced to the best of their ability. He stated that every time they have a meeting new benchmarks are applied. The smoking shelter has been moved three times to mitigate noise. They cannot close the outside area or customers won't return and it will end up another

pub that becomes a house.

23. [REDACTED] noted that an application for a minor variation had been made after a long process of getting DJ equipment in and setting a new noise limiter. Though they believed everything was agreed the Environmental Health Officer objected.

24. It was noted the Premises has received a noise abatement notice for something which occurred at 9:45pm. The advice they have received suggests this should not have been done before 11pm.

25. In response to questions from the Committee [REDACTED] stated:

- 1) That [REDACTED] had left the Premises, but nothing had really changed. [REDACTED] was managing the pub currently until [REDACTED] returns next Thursday. There is stable management in place.
- 2) [REDACTED] described his role as Operations Manager for [REDACTED] group of pubs.
- 3) [REDACTED] confirmed that all of the pubs in the group have their own managers. They are very experienced and they do not expect there to be issues over the festive period.
- 4) That until [REDACTED] return he was the day to day manager at the Premises. It was noted that [REDACTED] was a tenant at this particular Premises.
- 5) That the Premises benefits from the same level of management as it had prior to [REDACTED] leaving. [REDACTED] has 12 years of experience whereas [REDACTED] had 4. He advised he had been through a lot with the company. He advised that he understands the conditions more than she did, has been in a lot of the meetings about them, and has read them multiple times to ensure understanding and compliance.

26. In response to questions from Environmental Health [REDACTED] stated:

- 1) He had attended the meeting in the capacity of [REDACTED] representative, both for him personally and for the company.
- 2) That [REDACTED] was currently on holiday in Thailand and is regularly out of the country.
- 3) That in his chronology [REDACTED] was stating that the Premises License Holder has made the application for a minor variation without consulting him. [REDACTED] indicated that he was aware the application was being made but not sure of specific terms.

27. In the course of questions put to [REDACTED] additional information was provided by the Licensing Officer who advised:

- 1) Mr [REDACTED] is the DPS for the Royal Oak. He is the tenant of McMullen & Sons Ltd who is the Premises License Holder.
- 2) [REDACTED] company is responsible for the other pubs in the group but they have their own Designated Premises Supervisors.
- 3) That the TENs had been served by [REDACTED].
- 4) That [REDACTED] had submitted another TEN, which was void, offering to apply all of the conditions of the Premises License with the exception of 'f' and 'n' in annex 2. Condition 'f' relates to use of the sound limiter, condition 'n' relates to a member of staff supervising the outdoor area.

Summing up

28. Opportunity was given for the parties to sum up their case.
29. Environmental Health noted that a detailed history and evidence base had been provided. The Premises was in a difficult location due to the proximity of residential accommodation and it being an old structure. The Premises required comprehensive management. It was suggested that there was not a coherent management chain. It was submitted that the Premises License is a legal document which is supposed to be applied proactively to promote the Licensing Objectives, not ignored. It needs to be thoroughly understood by those in management. It was reiterated that the apparent manager of the Premises had not been aware of amended conditions some days after they had been agreed and she was therefore not working to them.
30. [REDACTED] noted that the Committee had options on how to deal with this. The Committee could allow the TENs to stand even knowing there would be a disconnect from the Premises License, disapplying terms to prevent public nuisance and promote public safety in the case of the venue limits. [REDACTED] stated he would discourage this. The Committee could also impose some or all of the existing conditions, including those negotiated and agreed by the Premises License Holder. He suggested for those conditions to be imposed the Committee should be satisfied that there was the wherewithal to manage them. He questioned whether the Committee could be satisfied of this, that the Premises would be properly managed, and whether that would be the case during a period of what he stated was elevated risk. [REDACTED] submitted that in his view a refusal seemed most appropriate.
31. [REDACTED] declined to provide a summary.

Decision

32. In reaching its decision the Committee took account of all of the material before it, including the written representations received and oral representations made. The Committee had regard to the Licensing Objectives set out in the Licensing Act 2003, the Council's statement of Licensing Policy and the Guidance issued under s.182 of the Licensing Act 2003.
33. The Committee noted the concerns of Environmental Health in their role as a relevant person. The Committee noted particularly the long history of complaints in relation to the Premises, including complaints which were sufficiently serious and well evidenced for service of an abatement notice.
34. The Committee noted [REDACTED] submissions that the Premises had, on more than one occasion, not utilised the noise limiter. This included occasions where the band had not plugged into it and another where it was stated, erroneously, to not be working. The Committee was also concerned that the Premises manager was apparently unaware of changes to the license conditions and was not operating in accordance with them.
35. The Committee noted the concern that the disapplication of the Premises License would remove the attendance limit placed on the Premises by the Fire Safety Officer.

36. The Committee noted an apparent disconnection between the Premises License Holder on the one hand and [REDACTED] on the other. It appeared to the Committee that the Premises License Holder had entered into detailed and lengthy negotiations with Environmental Health to adopt conditions for the Premises which would promote the licensing objectives and prevent public nuisance. It appeared that had potentially not been done in consultation with [REDACTED] as the tenant of the Premises and the Designated Premises Supervisor. It appeared to the Committee that [REDACTED] disagreed with additional conditions imposed, at the very least when it came to the provision of live music events.
37. The Committee also noted the comments of [REDACTED] that the licensing conditions were not clear and were open to interpretation. The Committee noted that the new conditions, agreed in November of this year, were clearer and would hopefully remove any ambiguity to the benefit of the Premises.
38. The Committee went on to consider the powers available to it in regard to this matter, bearing in mind its objective to ensure the promotion of the Licensing Objectives.
39. The Committee considered whether the events should be allowed to proceed as provided for in the TENs. The Committee was satisfied that such inaction would not be appropriate for the promotion of the Licensing Objectives in this case. It was clear to the Committee that the Premises is subject to a long history of complaints in relation to noise nuisance, as such it would not be appropriate for live music events to be allowed to proceed in the absence of safeguards to protect the public from nuisance. The TENs as served, with no real restrictions, did not provide the appropriate level of protection.
40. The Panel were also concerned that the venue could, potentially, exceed what a Fire Safety Officer had deemed a safe capacity.
41. The Committee went on to consider whether it was appropriate for the promotion of the Licensing Objectives that the events be allowed to proceed but only with the imposition of conditions from the Premises License.
42. The Committee considered that applying conditions would alleviate the main concerns expressed in the objection from Environmental Health. The conditions agreed with the Premises License Holder are clearly positive and designed to mitigate to a considerable extent any concerns relating to noise nuisance. This was a key concern expressed in the objection, and one shared by the Committee given the evidence of complaints against the Premises over a prolonged period.
43. The Committee agreed with the submission made by Environmental Health that applying the conditions on the Premises License to the TENs would only be effective in promoting the Licensing Objectives if they would be observed. It was accepted that if the Committee were not satisfied the conditions would be observed nothing would be gained by applying them.
44. The Committee noted evidence provided by Environmental Health that the noise limiters had been circumvented previously during performances. It was noted that on an occasion persons at the Premises had represented to [REDACTED] that the noise limiter was not being used as it wasn't working, only for [REDACTED] to test it and find it was. It was considered relevant that the apparent manager at the

Premises, [REDACTED], was not aware of and was not operating by the amended conditions when [REDACTED] visited shortly after they were approved. While not a criticism of [REDACTED] who made efforts to comply once aware of the conditions, it was concerning to the Committee that she was not aware of the conditions. It is unclear, on the information provided to the Committee, whether this was an issue with communication or management.

45. The Committee also considered that the TENS had been submitted by [REDACTED] a person experienced in running licensed premises, with some level of responsibility for multiple venues. The Committee was willing to give [REDACTED] the benefit of the doubt that, as stated by [REDACTED] they were not initially aware that a TEN would disapply the Premises License conditions for its duration. In such circumstances the Committee could be willing to accept that the apparent avoidance of the Premises License conditions was inadvertent. However, the Committee noted that [REDACTED] had served a further TEN in which he offered to observe the conditions of the Premises License with the express exception of conditions 'f' and 'n'. Those are conditions particularly designed to avoid noise nuisance relating to the use of the noise limiter and the supervision of outside areas.
46. While the Committee might accept a lack of understanding in relation to the TENS subject to its determination it was clear that [REDACTED] had then made a decision to try and avoid the effect of conditions in the Premises License, designed to reduce or avoid noise nuisance, which he apparently does not agree with.
47. Taking all of these matters into consideration the Committee was not satisfied that allowing the events to proceed and applying conditions was appropriate for the promotion of the Licensing Objectives. The Committee was concerned that the Premises had avoided using the noise limiter previously and were not satisfied that would not occur again. The Committee considered that the void TEN submitted indicated that [REDACTED] did not want to be subject to the conditions regarding the noise limiter. Taking those matters into account the Committee was not satisfied the conditions would be complied with if imposed.
48. The Committee had in mind when reaching its decision that there are pressures and difficulties within the hospitality sector currently, particularly for venues similar in nature to the Premises. While the Committee were sympathetic and would wish to promote such businesses, it did not feel it appropriate in the present case given its concerns that the Licensing Objectives would not be promoted and conditions not complied with.
49. In the circumstances the Committee determined to direct Licensing to serve a counternotice, preventing the TENS proceeding.
50. The Committee considered whether some allowance could be made to permit some of the events to proceed, even if that were with conditions applied, but reached the conclusion that there was no justification for such inconsistency. Its concerns applied equally across all of the proposed events. For that reason counter notices would be served in relation to all of the TENS.

Right of Appeal.

51. The premises user in relation to a TENs may appeal against the Licensing Authority's decision to issue a counter notice.
52. An appeal against the Committee's decision must be made to a Magistrates' court within 21 days beginning with the day on which the appellant was notified by the Licensing Authority of the decision appealed against.
53. No appeal may be brought later than five working days before the day on which the event period specified in the TEN begins.
54. Any person wishing to appeal is advised to seek their own independent legal advice. Should an appeal be brought against the decision of the Licensing Authority, and that appeal is unsuccessful, the Licensing Authority will ask the court to order the appellant to pay its costs of defending the proceedings.

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Description Noise arising from the Royal Oak Public House – Walkern Road, Stevenage

Date 26 September 2018

Issued by [REDACTED] BSc (Hons) MIOA
Senior Consultant

Issued to McMullen & Sons Limited

Ref No RK2581/18230

1. INTRODUCTION

The Royal Oak Public House host amplified events at their premises located at 24 Walkern Road in Stevenage. Recently there have been a number of complaints from a nearby resident made to the Local Authority regarding noise levels from these events.

McMullen & Sons Limited have attempted to mitigate the levels of noise emanating from the premises by installing secondary glazing, monitoring noise levels and employing security to manage patrons entering and leaving, as well as patrons in the external smoking area. The Local Authority have subsequently visited the nearby resident's property whilst music events have been taking place. The Local Authority have advised the levels of noise emanating from the premises are not necessarily significant, but should be investigated so that any further mitigation measures may be incorporated where practicable.

Accordingly, McMullen & Sons Limited have instructed Spectrum Acoustic Consultants to measure noise levels whilst a music event takes place and provide outline mitigation advice. This technical note details the results and observations taken from a noise measurement survey carried out on Friday 14 September 2018.

2. SITE DESCRIPTION

The Royal Oak is located off Walkern Road in Stevenage. The Public House is a long established business which has operated for many years. The general area surrounding the Public House primarily consists of residential properties. Walkern Road runs along the northern boundary of the site. The site consists of a two-storey high building which has two bar areas. The largest of the bar areas hosts music events on Friday and Saturday evenings. Entrance to the main bar is gained via a lobby off the car park on the east side of the building. A small smoking area is located in the vicinity of the main entrance next to the car park. Entrance to the smaller sports bar is gained via Walkern Road

The premises operates between 12:00 and 23:00, Sunday to Thursday, and between 12:00 and 00:00 on Fridays and Saturdays. Amplified music events take place between 21:00 and 00:00 on Fridays, and between 20:00 and 00:00 on Saturdays. The events currently taking place at the premises include DJs and live bands. Acts generally utilise the in-house amplification system. There is a noise limiter installed at the premises in which all acts must use. It was advised that this has previously been calibrated by a suitably qualified person.

It is understood the complainant resides at No. 35 Walkern Road (Glenhurst). This property has direct line of sight to the smoking area and eastern façade of the Public House where the music events take place. The eastern façade of the Public House consists of large areas of glazing. However, secondary glazing was incorporated earlier in 2018 following a renovation to the premises.

Figure 1 below shows the site location plan.



Figure 1: Site location plan

3. NOISE CRITERIA

There are no directly applicable standards that relate to the assessment of noise from amplified music in pubs and clubs. However, guidance given by the Institute of Acoustics¹ on amplified music advises:

For premises where entertainment takes place on a regular basis, music and associated sources should not be audible inside noise-sensitive properties at any time.

When noise disturbance is occurring from existing premises, Section 7 of the same document¹ suggests the following measures should be considered:

- *The provision of well-sealed acoustic doors on emergency exits;*
- *The provision of sound insulated windows;*
- *The installation of visual or audible alarms to alert staff that doors or windows that should be kept close, are open. Alternatively, a manual checking system may be adopted;*
- *The control of music noise at source, either by reducing the overall sound level of the music, or by reducing the sound level at individual frequencies which are causing, or have the potential to cause disturbance;*
- *The playing of more calming types of music towards the end of an event;*

¹ Good Practice Guide on the Control of Noise from Pubs and Clubs, Institute of Acoustics, March 2003

- *The installation of sound level regulatory devices (noise limiters), connected to all permanent music and public address equipment and all available mains power sockets within the area around a stage, within a performance area, or near to a control desk. However, in very noise-sensitive situations, it may be found that such devices have to be set so low that music events are not viable;*
- *Alterations to the number, location and mounting of loudspeakers so that internal music levels can be kept as low as possible and the transmission of structure-borne noise is minimised.*

The Noise Act 1996 as amended by the Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005 provides guidance to Local Authorities in England on the powers available to them to deal with night noise emanating from dwellings and licensed premises which exceed the "permitted level" of noise. Most Local Authorities do not need to adopt this guidance, though it may be useful here.

The document states that the permitted level is determined by reference to the underlying level of noise. The underlying level of noise is indicative of the level of noise that would otherwise be present in the absence of the noise causing complaint. The measurement of the noise must be made from within the complainant's dwelling using an approved measuring device.

The permitted level is set at 34dB(A) if the underlying level of noise is no more than 24dB(A), or 10dB(A) above the underlying level of noise where this exceeds 24dB(A). If the permitted level exceeds this criteria, the Local Authority have the right to enforce a fixed penalty notice.

The document also states that "The permitted level for the night noise offence should not be taken as an indicator of whether or not the noise may also constitute a statutory nuisance. It is possible that a noise which is not an offence under the Noise Act 1996 may nevertheless be a Statutory Nuisance. It is also possible that noise which is an offence under the Noise Act 1996 may not be a statutory nuisance."

There is no published guidance which details the objective measures which do or do not constitute a noise nuisance. Normally, the level, duration, frequency, character and time of day are all factors that help establish whether statutory noise nuisance exists.

4. SITE NOISE MEASUREMENT SURVEY

Noise levels were not able to be measured inside the complainant's property. However, attended measurements were carried out in front of the residential property (35 Walkem Road). Measurements consisted of ambient noise levels whilst a DJ led event was taking place at the premises during the evening on Friday 14 September 2018. The event focused on soul music, which is one of the most popular monthly events held at the Royal Oak. Throughout the survey, the Public House was very busy, with a number of patrons outside in the smoking area at any given time.

In order to determine noise levels specifically attributable to the Public House activities, road traffic movements, aircraft movements and other spurious events were paused out from the measurements. Reverberant noise measurements at a number of locations inside the Public House were also carried out for reference.

To provide a baseline for the assessment, measurements of ambient noise levels in the absence of amplified music and noise from patrons during the evening of Monday 17 September were also carried out.

The following instrumentation was used to measure noise levels during the survey:

- Bruel & Kjaer Type 2260 Sound Level Meter s/n 2027587
- Bruel & Kjaer Type 4189 Microphone s/n 2906873
- Bruel & Kjaer Type 4231 Acoustic Calibrator s/n 2229825
- Bruel & Kjaer Type ZC 0026 Preamplifier s/n 4130

Before and after the survey, the sound level meter was field-calibrated in accordance with the manufacturer's guidelines, and no significant drift was observed. The meter, microphone and field calibrator are laboratory calibrated biennially in accordance with UKAS procedures or to traceable National Standards.

Environmental noise record sheets detailing the full breakdown of results from the attended noise measurements are included in Appendix A.

5. NOISE SURVEY RESULTS AND ANALYSIS

Measured ambient noise levels in the absence of amplified music and patron noise at the premises, as well as whilst music was being played and patrons were in the smoking area, at the nearby residential receptor location, are summarised in Table 1.

Location	Period	Amplified Music & Patron Noise L_{Aeq} (dB)	Ambient noise levels in the Absence of Amplified Music & Patron Noise L_{Aeq} (dB)
<u>Outside</u> No. 35 Walkern Road	22:00-22:30	50	-
	22:30-23:00	50	55
	23:00-23:30	50	50
	23:30-00:00	49	48

Table 1: Summary of measured external ambient noise levels

Subsequent analysis of the noise measurement results was undertaken. The Guidelines for Community Noise – World Health Organization, 1999 (WHO) provides absolute noise limits for outside and inside bedrooms during the night time. A difference of 15dB(A) is stated by WHO between external and internal noise levels for partially open windows. Therefore based on the measured external noise levels outside of the nearby complainant's property, internal noise levels may be estimated. Table 2 below shows the estimated noise levels inside the nearest residential property.

Location	Period	Amplified Music & Patron Noise L_{Aeq} (dB)	Ambient noise levels in the Absence of Amplified Music & Patron Noise L_{Aeq} (dB)
<u>Inside</u> No. 35 Walkern Road	22:00-22:30	35	-
	22:30-23:00	35	40
	23:00-23:30	35	35
	23:30-00:00	34	33

Table 2: Summary of estimated internal ambient noise levels

Internal noise levels in the absence of music events are higher than the lowest underlying noise level of 24dB(A) given by the Noise Act 1996. Therefore, in line with the Noise Act 1996 guidance, the permitted level from music events should be no more than 10dB(A) above the underlying noise level. Table 3 below compares the estimated underlying noise level with the estimated noise levels from each of the music events likely to occur inside the nearest residential property.

Location	Period	Amplified Music & Patron Noise L_{Aeq} (dB)	Estimated Underlying L_{Aeq} Noise Level dB(A)	Excess dB(A)
Inside No. 35 Walkern Road	22:30-23:00	35	40	-5
	23:00-23:30	35	35	-
	23:30-00:00	34	33	+1

Table 3: Comparison of estimated amplified music & patron noise with the underlying noise level likely to occur inside of the nearest residential property.

For much of the time, noise levels associated with amplified music and patrons in the smoking area are lower than the underlying ambient noise levels inside No. 35 Walkern Road. Between 23:30 and 00:00, noise levels from the Royal Oak marginally exceed the underlying level by 1dB. However, throughout the monitoring period, noise levels were comfortably lower than the permitted level, as defined by the Noise Act 1996. Therefore, the noise impact is low. It should also be noted that the Public House is a long established business, which has operated at this location for many years.

Observations during the survey suggest noise associated with patrons is more audible than the amplified music emanating from the main bar outside of No. 35 Walkern Road. Low frequency noise associated with the music is generally low, nor does it have any other significant characteristics. In order to reduce noise levels from patrons when entering and leaving, as well as in the external smoking area, door security has recently been employed during the weekend periods when music events take place. Furthermore, after 22:00, patrons are not permitted to congregate externally at the front of the premises along Walkern Road.

6. CONCLUSIONS

The assessment has shown that noise levels from the Royal Oak are comfortably lower than the permitted level, as defined by the Noise Act 1996, inside the nearby complainant's property whilst a music event is taking place. Therefore, the overall noise impact is low and no further mitigation measures are required.

ENVIRONMENTAL NOISE RECORD SHEET

Location: Main Dancefloor	Project: The Royal Oak, Stevenage
Date: 14 September 2018	Instrumentation: Bruel & Kjaer 2260/2
Calibration Times: 21:35, 01:00	Plant Operating Condition: n/a

Date	Time		Weather		Cloud (%)	Noise Level dB(A)					L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise)).
	Start	Dur'n (Min)	Wind Speed m/s	Wind Dir'n		L ₁₀	L ₅₀	L ₉₀	L _{MAX}	L _{MIN}		
14/09/18	21:47	00:42	n/a	n/a	n/a	98	94	92	103	88	95	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	21:48	00:34	n/a	n/a	n/a	96	94	91	101	83	94	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	21:49	00:50	n/a	n/a	n/a	97	94	91	102	86	95	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	22:47	00:33	n/a	n/a	n/a	98	96	93	101	87	96	Music from DJ dominant, patrons on dancefloor, patrons at bar.

Date	Time	LAeq dB(A)	Leq Octave Band Pressure Level									Comments
			31	63	125	250	500	1k	2k	4k	8k	
14/09/18	21:47	95	63	92	95	87	90	93	85	79	68	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	21:48	94	62	88	92	90	93	90	86	82	73	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	21:49	95	68	89	94	91	91	91	86	81	76	Music from DJ dominant, patrons on dancefloor, patrons at bar.
14/09/18	22:47	96	73	89	92	90	93	93	87	82	75	Music from DJ dominant, patrons on dancefloor, patrons at bar. Stayed more towards the back and middle sections of the dancefloor away from speakers.

ENVIRONMENTAL NOISE RECORD SHEET

Sheet 2 of 9
RN5/18230

Location: Main Dancefloor
Date: 14 September 2018
Calibration Times: 21:35 01:00

Project: The Royal Oak, Stevenage
Instrumentation: Bruel & Kjaer 2260/2
Plant Operating Condition: n/a

Date	Time Start	Time Dur'n (Min)	Wind Speed m/s	Weather Wind Dir'n	Cloud (%)	Noise Level dB(A)					L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise))
						L ₁₀	L ₅₀	L ₉₀	L _{MAX}	L _{MIN}		
14/09/18	22:50	00:38	n/a	n/a	n/a	103	99	93	108	83	100	Measurement taken while moving around busy dancefloor while music was playing, more towards the front of the dancefloor, by the speakers.
14/09/18	22:51	01:00	n/a	n/a	n/a	100	97	93	106	89	98	Measurement taken while moving around busy dancefloor while music was playing, more into the middle of the dancefloor.
14/09/18	22:54	00:51	n/a	n/a	n/a	98	94	90	100	83	94	By large windows next to dancefloor.

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level								8k	Comments
			31	63	125	250	500	1k	2k	4k		
14/09/18	22:50	100	74	92	93	98	98	96	91	87	78	Measurement taken while moving around busy dancefloor while music was playing, more towards the front of the dancefloor, by the speakers.
14/09/18	22:51	98	65	91	93	93	95	93	91	87	77	Measurement taken while moving around busy dancefloor while music was playing, more into the middle of the dancefloor.
14/09/18	22:54	94	70	96	98	94	91	89	86	83	76	By large windows next to dancefloor.

ENVIRONMENTAL NOISE RECORD SHEET

Location: Top end of bar, by north facing window looking onto Walkem Rd
Date: 14 September 2018
Calibration Times: 21:35, 01:00

Project: The Royal Oak, Stevenage
Instrumentation: Bruel & Kjaer 2280/2
Plant Operating Condition: n/a

Date	Time Start	Time Dur'n (Min)	Wind Speed m/s	Weather Wind Dir'n	Cloud (%)	Noise Level dB(A)				L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise))
						L ₁₀	L ₅₀	L ₉₀	L _{MAX}		
14/09/18	21:52	00:38	n/a	n/a	n/a	90	86	83	103	88	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	21:55	00:46	n/a	n/a	n/a	88	85	83	92	86	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	21:57	00:18	n/a	n/a	n/a	93	87	84	98	89	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	22:59	01:12	n/a	n/a	n/a	88	85	82	94	86	Music from dancefloor dominant, patrons at bar, patrons seated around position.

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level								Comments
			31	63	125	250	500	1k	2k	4k	
14/09/18	21:52	88	62	81	86	81	86	84	80	62	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	21:55	86	60	82	82	79	84	82	77	56	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	21:57	89	67	82	79	82	86	86	82	60	Music from dancefloor dominant, patrons at bar, patrons seated around position.
14/09/18	22:59	86	69	84	86	85	84	81	76	62	Music from dancefloor dominant, patrons at bar, patrons seated around position.

ENVIRONMENTAL NOISE RECORD SHEET

Sheet 4 of 9
RNS/18230

Location: Top end of bar, by east facing window looking onto car park

Date: 14 September 2018

Calibration Times: 21:35 01:00

Project: The Royal Oak, Stevenage

Instrumentation: Bruel & Kjaer 2260/2

Plant Operating Condition: n/a

Date	Time Start	Time Dur'n (Min)	Wind Speed m/s	Weather Wind Dir'n	Cloud (%)	Noise Level dB(A)					L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise))
						L ₁₀	L ₅₀	L ₅₀	L _{MAX}	L _{MIN}		
14/09/18	23:02	00:40	n/a	n/a	n/a	88	85	82	93	79	86	Music from dancefloor dominant, patrons at bar, patrons seated around position.

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level								Comments	
			31	63	125	250	500	1k	2k	4k	8k	
14/09/18	23:02	86	68	80	80	79	83	82	78	70	59	Music from dancefloor dominant, patrons at bar, patrons seated around position.

ENVIRONMENTAL NOISE RECORD SHEET

Location: Car Park, 10m from public house entrance, 18m from Walkern Rd
Date: 14 September 2018
Calibration Times: 21:35, 01:00

Project: The Royal Oak, Stevenage
Instrumentation: Bruel & Kjaer 2260/2
Plant Operating Condition: n/a

Date	Time Start	Time Dur'n (Min)	Weather		Cloud (%)	Noise Level dB(A)					L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise).
			Wind Dir'n	Wind m/s		L ₁₀	L ₅₀	L ₉₀	L _{MAX}	L _{MIN}		
14/09/18	22:03	00:58	-	0-1	20	64	58	51	70	47	60	Patrons outside smoking and talking, music from inside.

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level									Comments
			31	63	125	250	500	1k	2k	4k	8k	
14/09/18	22:03	60	61	69	61	54	60	55	51	42	-	Patrons outside smoking and talking, music from inside.

ENVIRONMENTAL NOISE RECORD SHEET

Sheet 6 of 9
RN5/18230

Location: Outside No. 35 Walkern Road (Glenhurst)

Date: 14 September 2018

Calibration Times: 21:35, 01:00

Project: The Royal Oak, Stevenage

Instrumentation: Bruel & Kjaer 2260/2

Plant Operating Condition: n/a

Date	Time		Weather		Cloud (%)		Noise Level dB(A)					L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise))
	Start	Dur'n (Min)	Wind Speed m/s	Wind Dir'n			L ₁₀	L ₅₀	L ₉₀	L _{MAX}	L _{MIN}		
14/09/18	22:07	04:12	0-1	-	20		53	49	45	61	43	50	Noise from patrons outside, music from inside.
14/09/18	22:27	03:05	0-1	-	20		52	48	45	69	43	50	Noise from patrons outside, music from inside.
14/09/18	22:43	00:13	0-1	-	20		51	47	44	52	43	48	Noise from patrons outside, music from inside.
14/09/18	23:22	08:04	0-1	-	20		54	48	45	62	41	50	Noise from patrons outside, music from inside.
14/09/18	23:37	07:23	0-1	-	20		51	47	45	63	42	49	Noise from patrons outside, music from inside.
14/09/18	23:59	05:31	0-1	-	20		50	46	43	64	40	48	Noise from patrons outside, music from inside.
15/09/18	00:09	06:09	0-1	-	20		56	50	45	67	40	52	Noise from patrons leaving.
15/09/18	00:23	30:00	0-1	-	20		56	45	42	91	39	62	6 patrons still outside public house until 00:48.

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level								8k	Comments
			31	63	125	250	500	1k	2k	4k		
14/09/18	22:07	50	55	55	52	46	47	47	41	34	21	Noise from patrons outside, music from inside.
14/09/18	22:27	50	62	60	55	46	48	46	41	34	25	Noise from patrons outside, music from inside.
14/09/18	22:43	48	50	53	54	44	46	45	37	25	-	Noise from patrons outside, music from inside.
14/09/18	23:22	50	58	58	56	49	48	46	41	34	24	Noise from patrons outside, music from inside.
14/09/18	23:37	49	51	58	54	42	46	45	40	32	23	Noise from patrons outside, music from inside.
14/09/18	23:59	48	53	51	48	41	46	45	40	31	23	Noise from patrons outside, music from inside.
15/09/18	00:09	52	59	54	48	44	51	48	44	37	27	Noise from patrons leaving.
15/09/18	00:23	62	59	64	57	54	57	55	53	48	40	6 patrons still outside public house until 00:48.

ENVIRONMENTAL NOISE RECORD SHEET

Location: Outside No. 26 Walkem Road	Project: The Royal Oak, Stevenage
Date: 14 September 2018	Instrumentation: Bruel & Kjaer 2260/2
Calibration Times: 21:35, 01:00	Plant Operating Condition: n/a

Date	Time		Weather		Cloud (%)	Noise Level dB(A)						L _{Aeq}	Comments (Including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise).
	Start	Dur'n (Min)	Wind Speed m/s	Wind Dir'n		L ₁₀	L ₅₀	L ₉₀	L _{MAX}	L _{MIN}			
14/09/18	23:06	03:09	0-1	-	20	51	48	46	58	43	49	Noise from patrons outside, music from inside.	

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Date	Time	L _{Aeq} dB(A)	L _{eq} Octave Band Pressure Level								Comments	
			31	63	125	250	500	1k	2k	4k	8k	
14/08/18	23:06	49	53	57	55	48	47	45	39	32	22	Noise from patrons outside, music from inside.

ENVIRONMENTAL NOISE RECORD SHEET

Sheet 8 of 9
RN5/18230

Location: Outside No. 35 Walkern Road (Glenhurst)

Date: 17 September 2018

Calibration Times: 22:40 00:20

Project: The Royal Oak, Stevenage

Instrumentation: Bruel & Kjaer 2260/2

Plant Operating Condition: n/a

Date	Time		Wind Speed m/s	Weather Wind Dir'n	Cloud (%)	Noise Level dB(A)				L _{MIN}	L _{Aeq}	Comments (including description of noise (eg whine, hiss, rumble, impact, vehicle rain, vegetation, or animal noise)).
	Start	Dur'n (Min)				L ₁₀	L ₅₀	L ₉₀	L _{MAX}			
17/09/2018	22:42:30	5	Low	W	10	47	44	42	70	41	51	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	22:48:57	5	Low	W	10	45	44	42	67	41	48	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	22:55:27	5	Low	W	10	58	47	43	81	42	58	Occasional car on Walkern Rd, occasional plane, distant road traffic, motorbike.
17/09/2018	23:00:27	5	Low	W	10	50	44	42	68	40	49	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:05:58	5	Low	W	10	48	44	42	70	40	50	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:11:49	5	Low	W	10	46	43	41	67	40	47	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:16:49	5	Low	W	10	50	43	41	72	39	52	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:21:49	5	Low	W	10	45	42	41	69	39	49	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:26:49	5	Low	W	10	43	42	41	56	39	42	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:31:49	5	Low	W	10	45	43	41	48	40	43	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:36:49	5	Low	W	10	46	42	41	63	39	46	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:41:49	5	Low	W	10	45	43	42	49	39	44	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:46:49	5	Low	W	10	51	44	42	71	40	52	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:51:49	5	Low	W	10	44	43	42	51	40	43	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:56:49	5	Low	W	10	52	43	41	65	39	50	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:01:49	5	Low	W	10	44	42	41	48	39	43	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:06:49	5	Low	W	10	46	42	41	67	39	48	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:11:49	5	Low	W	10	62	44	42	71	39	56	Occasional car on Walkern Rd, occasional plane, distant road traffic.

ENVIRONMENTAL NOISE RECORD SHEET

Location:	Outside No. 35 Walkern Road (Glenhurst)	Project:	The Royal Oak, Stevenage
Date:	17 September 2018	Instrumentation:	Brüel & Kjær 2260/2
Calibration Times:	22:40, 00:20	Plant Operating Condition:	n/a

Date	Time	L _{Aeq} dB(A)	Leq Octave Band Pressure Level								Comments		
			31	63	125	250	500	1k	2k	4k		8k	
17/09/2018	22:42:30	51	55	54	47	47	47	47	48	42	34	26	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	22:48:57	48	54	53	47	46	44	44	45	40	30	23	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	22:55:27	58	54	58	56	58	57	53	53	50	46	44	Occasional car on Walkern Rd, occasional plane, distant road traffic, motorbike.
17/09/2018	23:00:27	49	58	55	49	49	45	46	46	41	30	20	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:05:58	50	61	61	53	48	45	47	47	44	34	27	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:11:49	47	54	59	47	45	43	44	44	39	32	24	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:16:49	52	52	54	48	47	47	49	49	46	35	26	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:21:49	49	48	53	46	45	45	47	47	40	31	24	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:26:49	42	45	48	43	40	39	39	39	31	20	16	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:31:49	43	47	50	46	42	41	41	41	30	19	15	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:36:49	46	50	50	46	44	42	43	43	38	30	23	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:41:49	44	46	49	45	42	41	41	41	30	22	18	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:46:49	52	52	57	49	47	47	49	49	45	36	28	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:51:49	43	46	48	44	42	41	40	40	29	20	15	Occasional car on Walkern Rd, occasional plane, distant road traffic.
17/09/2018	23:56:49	50	49	51	49	51	48	46	46	36	22	17	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:01:49	43	45	49	45	41	41	40	40	28	18	14	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:06:49	48	51	54	52	51	47	42	42	30	18	14	Occasional car on Walkern Rd, occasional plane, distant road traffic.
18/09/2018	00:11:49	56	60	63	59	60	55	51	51	43	34	28	Occasional car on Walkern Rd, occasional plane, distant road traffic.



RE: [External] Re: Complaint re noise

From [REDACTED]
Date Thu 26/08/2021 11:53
To [REDACTED]
Cc [REDACTED]

[REDACTED]
Midday is good for me. I'll see you there.
[REDACTED]

From: [REDACTED]
Sent: 26 August 2021 08:35
To: [REDACTED]
Subject: [External] Re: Complaint re noise

Good afternoon,

Nice to speak to you, it will be good to put a face to the name.

I have had a complaint myself reference ref noise but not a complaint of music, infact they were at pains to say, "well done, you have sorted the music situation". Equally, all the pre Covid agreements are in place that where laid out with [REDACTED] and the various EHO officers. As well as our own checks, to date not once have we gone above the accepted government guidelines and our own licence stating it should not go beyond our boundary edges.

I am sure you would have read the files and noted that even with noise recording equipment being put in place, to date we have not been in violation of breaking any sound requirements as laid out in law.

I understand from [REDACTED] (number 26), that the issue is people outside at 1 - 1.30am in the morning. We have been at pains to say historically that unfortunately Walkern Road is a walk through for many people who finish on the high street and use the road to walk home.

We are aware our outside area is only licenced until 9pm and continually make our customers aware of that. There is a smoking shelter to the front of the building, which we obviously can not stop people using.

I have spoken to my management team on site and discussed what we can do further to help the situation.

We have come up with the following points:

- 1) Moving the smoking shelter to the rear of the car park
- 2) Putting stackable chairs and tables at the front of the premises, which can be removed to the existing smoking shelter at 9pm.
- 3) We have tried in vain to get door security since the start of the Euros, however having spoken to several security companies, they are not taking on any new venues at this point due to a severe shortage of staff since the start of the pandemic/Brexit, meaning many people have returned to main land Europe. We are placing a member of our own management team on the door and

patrolling the perimeter through out this weekend.

I would like to point however that we are not responsible for the general public once they have left our premises. Equally we can not be held responsible for noise levels at 12.30/1.30 in the morning, which is being suggested, which makes up part of the complaint made to my management team. People are asked to move on repeatedly and have general notices up to that effect.

I am free to discuss these points and any others brought up from the complaints that have been made on Friday, can I suggest midday? I have meetings in the morning.

Many Thanks, [REDACTED]

On Aug 25, 2021 5:06 PM, [REDACTED] wrote:

Dear [REDACTED]

I'm one of the Licensing Officers at Stevenage Council. I've had a couple of complaints about loud music and other nuisance from the Royal Oak. I've tried phoning but haven't been able to get through to you. I'd like to meet you at the pub on Friday afternoon to discuss the matter. When would be a suitable time to meet?

Yours sincerely,

[REDACTED]

Licensing Officer, Stevenage Council.

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[REDACTED]

Via email - [REDACTED]

Our Ref: 240425

Contact: [REDACTED]

Direct

Line: [REDACTED]

Email: [REDACTED]

Date: 25 April 2024

Dear [REDACTED]

YOURSAY COMPLAINT – Interventions at the Royal Oak

I refer to your complaint dated 27 February 2024 regarding environmental health intervention at The Royal Oak, Walkern Road, Stevenage. I also met with you on this date to discuss the issues.

I have raised this complaint as a Stage 1 complaint against the Service. You will receive a confirmation of this shortly under separate cover.

I have identified the following comments and questions.

1. You consider the abatement notice unjust.
2. Multiple events over various nights, one complaint
3. Previous interactions with Environmental Health Officers
4. Lack of historic evidence
5. TENS Notices
6. Officer on site monitoring visits
7. Bullying complaint
8. Measures introduced at premises cost
9. Video Evidence

I write to answer your queries and questions in order numbered above.

The service of an abatement notice

An abatement notice in accordance with Section 79 of the Environmental Protection Act 1990 (EPA) has been served as the investigating officer has grounds to suspect that a statutory noise nuisance is likely to recur.

The investigating officer is duty-bound to serve a notice should their investigation reveal that there is the probability of a statutory nuisance being caused.



The notice requires that a statutory nuisance is not allowed to occur or recur.

An abatement notice must be served whenever there is a statutory nuisance witnessed or where there is a likely recurrence. The requirement to serve does not have regard for previous compliance or where historical nuisances are not established to be statutory as the regime does not take into account any previous actions or inactions which may have resulted in no nuisance arising.

In the period leading to the service of the abatement notice, the Council received numerous complaints from five different households. This included sound recordings submitted by two different households. The investigating officer gathered witness statements indicating that a long-standing nuisance was caused by loud music emanating from the premises. Further investigations were undertaken at the premises, which identified that the noise limiting device was faulty and not operating as required. The officer considered that the premises was likely to cause a nuisance to recur and as such, was required to serve an abatement notice.

In determining the likelihood of a statutory nuisance, the officer takes into account

- the time that the noise occurs
- how long it goes on for
- how often it happens
- how loud it is.

There is no fixed level of noise which the law says is a statutory nuisance; it is an assessment by an objective, competent person.

You have quoted your premises licence condition; 'The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public House, [REDACTED] Walkern Road, Stevenage'. The licence condition has no bearing on the decision to serve an abatement notice. The noise limiting device was identified as faulty enabling a nuisance likely to recur as the device was not capable of stopping the volume of sound escaping and affecting residential neighbours.

Whilst I appreciate that you are aggrieved that the Officer served the notice, the Officer was undertaking her duty fully and in accordance with the legislation that the Council enforces.

In the meeting on 27 February 2024, you stated that you wanted the Notice withdrawn. I advised that the Notice remains and can only be withdrawn for specific reasons; the Notice was served in error, the Notice is defective or there is no evidence to service the Notice. I am unable to state that any of these issues are in play to enable the Council to withdraw the Notice.

Multiple events over various nights, one complaint

There are factors as to why the same complaint investigated throughout a long period of time produces different outcomes. Historically, residents complaining did not fully co-operate with the Council; the level of music emanating from the venue varied at different events, especially the events involving a live band. Furthermore, there have been new

complainants voicing the same complaint about the same event, which was linked to the Royal Oak. Please see the recent complaints received regarding the Royal Oak; the complaints have intensified since September 2023.

Complainant 1	Complainant 2	Complainant 3	Complainant 4	Complainant 5
15/12/23 at 22:40 23/12/23 at 21:46 05/01/24 at 21:23 06/01/24 at 19:28 25/01/24 at 23:07 22/02/24 at 22:39 23/02/23 at 21:40, 21:58, 22:14 09/03/24 at 15:34	29/09/23 at 22:57 06/10/23 at 23:43 07/10/23 at 22:59 25/11/23 at 22:17 25/11/23 at 23:21 01/12/23 at 23:35 23/12/23 at 22:08 01/01/24 at 00:46	23/12/2023 at 22:12	23/12/23 at 22:42	26/11/23 at 21:43

The multiple complaint from 23 December 2023 was investigated on 8 January 2024 and following this investigation, the Officer considered that this incident was likely to recur and served the Abatement Notice. During the investigation, it was established that the noise limiting device was not operating correctly which permitted excessive sound to be played within the premises. It has not been established how long the noise limiting device was faulty.

Previous interactions with Environmental Health Officers

Previous interactions with officers have been informal. As such, the advice they have provided was to attempt to assist you in preventing a recurrence of complaints. They were suggested with the best of intent.

In regard to the fire exit facing Walkern Road, I am unable to identify when you were advised to lock this door. In the application for a licence in 2005, the licence holder required that this door remain closed but unlocked and this advice meets the minimum legal standards for fire safety in commercial premises.

You have commented that you were unaware of the need to vary the licence once the stage had been fitted. I am aware that the licensing officer has raised this with the licensee and this will be addressed by way of a minor variation.

I am unable to provide evidence to support a previous Abatement Notice or Licence Review. This is because the Service has not served an Abatement Notice prior or launched a review of the Licence. Monitoring, using the Council's noise monitoring equipment has not

provided evidence of a statutory nuisance; the alleged manipulation by a resident using the equipment did not assist any resident's motives to obtain an outcome of their preference.

The monitoring undertaken by officers on 20 May 2022 until 6 June 2022 is held by this Service. However, I am unable to provide you with this data as the data is interpreted using individualised software which the Council uses under a software licence. You will be unable to access this data and draw any meaningful conclusions. This monitoring was undertaken to fulfil the Service's duty to investigate a complaint in accordance with the Environmental Protection Act 1990.

You have commented in regard to [REDACTED] intervention being fabricated when the 'band was too loud' ('Zero evidence in 12 years' paragraph). I have investigated and established that the officers did not go inside the premise to establish how the noise was generated, whether a live band or a DJ. Notwithstanding the source of the sound, the sound was escaping from the premises and as such was not fabricated.

Temporary Event Notices (TENs)

As a tenant, you are able to request a maximum number of temporary event notices each year. As part of the Licensing Act 2003, a TEN is automatically granted unless there is an objection from a relevant responsible authority.

When a TEN is granted, the premise's licence conditions are not applied during the period the TEN is operational and the Notice does not have conditions attached to it. I am unable, therefore to provide evidence of your premises breaking the terms of a TEN. I do not doubt that you adhere to your licensing hours strictly.

Officer on-site monitoring visits

Over the timeframe of an on-going complaint regarding the Royal Oak, there have been numerous monitoring visits to investigate the complaint.

Officers have been clear and transparent in providing feedback to house staff regarding the outcome of monitoring, particularly where a statutory nuisance was not determined at the time of monitoring. Your team have been approachable and engaged during visits by officers enabling discussion regarding the management of nuisance.

You have requested that I determine whether there was an acoustician employed by the premises before. In working through the case file, I have identified that a contractor was employed from January 2017 to provide advice. I cannot determine who engaged the contractor. I am restricted in providing this information to you as you were not the recipient. I would be able to send this to you, following a Freedom of Information request submitted to the Council, outlining the information wanted.

Bullying complaints

I have discussed this concern raised by you with the officer.

In response to [REDACTED] statement, the officer does not recall being rude and dismissive to [REDACTED]. The officer recalls advising that the cut-out threshold on the limiter

could be increased as the measured level was 3dB lower and this would assist the business.

The officer remembers that the intervention to recalibrate the sound limiting device on 21 February 2024 was challenging. From both accounts (the officer and [REDACTED] statement), I suspect that actions and comments were misinterpreted inadvertently from both individuals.

In reading [REDACTED] resignation, I am unable to ascertain that his resignation is due to the sole actions of the Service. I wish [REDACTED] the best in his wellbeing and future positions. Should your staff suffer harassment from complainants, I strongly recommend that these instances are reported to the Police, in the first instance. I understand that [REDACTED] has also recommended a similar course of action by making a complaint in accordance with the Anti-Social Behaviour Act.

Measures Introduced at premises cost

Whilst the upkeep of the premises has been maintained, you have advised that measures were introduced. One of the measures you have referred to was put forward as a licence condition when the licence was adopted by the current Licensing Act regime in 2005;

- The licence holder required that windows and doors remain closed and ventilation be provided via an extract system.

The premises licence holder has a responsibility to ensure that the premises meets the four licensing objectives; I would presume that the fencing to the rear of the premises perimeter was made good to manage the risk of public nuisance. I am unable to identify that changes to the fencing were required by this Service.

In working through the case file, I am unable to ascertain whether external sound curtains were required to be fitted by this Service.

Video Evidence

You have queried the measurements taken by the officer for calibration of the new noise limiting device. In discussion with the Officer, I understand that the test was conducted with the sound level meter being at least 1.5 m away from the floor, walls or a ceiling using a 'spatial average' method. This means that the measurement is taken at more than one point in space to obtain the average reading. Therefore, being at some point during one measurement period (30 seconds) closer to the speaker has no significant influence on the average reading as there were multiple readings. These multiple readings create one average reading over a period of 30 seconds. Taking into account that the measurement was taken from an enclosed space with several reflective surfaces suggests that even when taking the measurement further away (for example more in the middle or at the back of the area marked in red (Acoustic certificate, figure 1, page no 2) using the spatial average method, the margin of error (if any) would be insignificant as the sound would be reflected from multiple reflective surfaces in the room, providing representative level of amplification throughout the whole area.

Report of Intervention

Please see the Report of Intervention from [REDACTED] following her visit on 8 January 2024. The report identifies her actions in investigating the complaints from the residential neighbours regarding the escape of noise. I acknowledge that this report does not identify next actions from the Service. As a result, I have advised the officer to ensure that next actions are clearly identified on reports left to recipients.

Appealing the Abatement Notice

The Notice served provided all the details to appeal a Notice at the Magistrate's Court. The Notes provided all the relevant and necessary information to launch an appeal within a 21-day period from date of service.

Working with the Council in future

I am unable to meet your expectations regarding future work with [REDACTED] and she remains the case officer dealing with noise complaints from the Royal Oak. The case officer can change with varying operational priorities in the Service however, there are no immediate changes anticipated.

Following the calibration of the new sound limiting device, complaints were received on 22 and 23 February 2024. The case officer assessed recordings made and did not consider the complaints as a breach of the Abatement Notice. These are the most recent complaints. The case officer has received initial positive feedback from complainants subsequently that they are undisturbed. I, and the case officer would like to take the opportunity to thank you for your efforts in preventing sound escapes.

I trust I have explained [REDACTED] actions and the duties she is required to fulfil.

I trust this letter addresses your questions. If you are dissatisfied with my response, you may ask for your complaint to be considered at Stage Two of our process. If you decide to do this, please contact the Customer Insight Team at [REDACTED] or on [REDACTED], within fifteen working days of receipt of this letter, quoting the above reference number. You must explain why you remain dissatisfied and what you want from Stage Two of the process that has not already been provided or provide any new information that you would like considered. You can find more information about the procedure at <https://www.stevenage.gov.uk/have-your-say/compliments-and-complaints>

Yours sincerely

[REDACTED]
[REDACTED]

Commercial & Licensing Manager



Re: Royal Oak noise complaints

From [REDACTED]**Date** Sat 21/05/2022 16:02**To** [REDACTED]

Good Afternoon [REDACTED]

I hope this finds you well?

This is a follow up email regarding the points I made and questions I raised in my emails dated the 13th May and 20th April, I am still waiting on a response.

Following on from your last email my door staff during their routine perimeter checks noted our neighbors at number 26 with what looked like a black box pointed at the pub yesterday evening. It's my understanding that if indeed you have supplied people with noise recording equipment that they are used inside their premises and not over the wall inside our car park area?

Can you please tell me how these noise monitors are used and what are the legal requirements when using them to record noise levels?

Many Thanks,
[REDACTED]

On 13 May 2022 2:05 pm, [REDACTED] wrote:

Dear [REDACTED] [REDACTED]

Please find attached letter confirming two complaints have been made to Environmental Health regarding noise issues.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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RE: Royal Oak Noise Complaints

From [REDACTED]

Date Wed 31/01/2024 12:55

To [REDACTED]

Good afternoon [REDACTED]

Thank you for your email.

I am available next week on the following days – Tuesday and Thursday afternoon and Wednesday morning.

Please advise of your preferred day and time; shall I come to you?

In regard to your Freedom of Information request, you submit your request to <https://www.stevenage.gov.uk/about-the-council/access-to-information/freedom-of-information/freedom-of-information-act>

I look forward to hearing from you with a date, time and preferred venue.

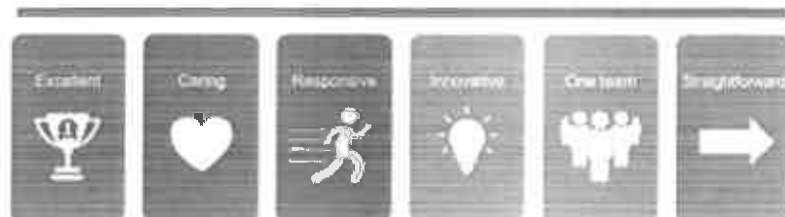
With kind regards,

[REDACTED] | Commercial and Licensing Manager | Environmental Health and Licensing |
Stevenage Borough Council | Daneshill House, Danestrete, Stevenage, Herts., SG1 1HN
Tel: 01438 242247 | 07702916912 | Email: [REDACTED] Web:
www.stevenage.gov.uk



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From: [redacted]
Sent: 31 January 2024 11:06
To: [redacted]
Subject: [External] Royal Oak Noise Complaints

Good morning [redacted]

I hope this finds you well?

I am writing to you concerning the ongoing issue at the Royal Oak, Walkern Road. I would like to have a meeting with yourself at your convenience next week.

I am not interested at this point in discussing this matter any further with [redacted] to say that I am annoyed and disappointed at the recent action taken by her regarding the noise abatement order is an understatement.

To date she has failed to provide any evidence other than the series of complaints that justify her actions. I would have thought with everything that we are currently doing and have done over the last 12 years with various EHO and licencing officers including yourself that this course of action will only alienate the two parties further, We have organised a meeting with a legal team to take this further as I have now had a second resignation from the house manager within 8 months - both stating that they feel like they are being bullied and harassed by your department (essentially during [redacted] tenure)

McMullen's are also telling me that the required actions that are currently being requested are over and above anything they've dealt with in their 200 Years of history. (such as pictures of screws on the sound limiting device)

We are currently formulating a full schedule of events to include all correspondence between your department and ourselves for our legal team. [redacted] advised us that on a previous occasion that we could have full access as per freedom of information to any follow up visits regarding any investigation carried out by your department regarding The Royal Oak. Please can you forward this to us at your convenience as our legal team will require it.

I look forward to meeting you next week.

Many thanks

[redacted]

From: [redacted]
Sent: 31 January 2024 11:05
To: [redacted]
Subject: Royal Oak Noise Complaints

Good morning [redacted]

I hope this finds you well?

I am writing to you concerning the ongoing issue at the Royal Oak, Walkern Road. I would like to have a meeting with yourself at your convenience next week.

I am not interested at this point in discussing this matter any further with [REDACTED] o say that I am annoyed and disappointed at the recent action taken by her regarding the noise abatement order is an understatement.

To date she has failed to provide any evidence other than the series of complaints that justify her actions. I would have thought with everything that we are currently doing and have done over the last 12 years with various EHO and licencing officers including yourself that this course of action will only alienate the two parties further, We have organised a meeting with a legal team to take this further as I have now had a second resignation from the house manager within 8 months - both stating that they feel like they are being bullied and harassed by your department (essentially during [REDACTED] tenure)

McMullen's are also telling me that the required actions that are currently being requested are over and above anything they've dealt with in their 200 Years of history. (such as pictures of screws on the sound limiting device)

We are currently formulating a full schedule of events to include all correspondence between your department and ourselves for our legal team. [REDACTED] advised us that on a previous occasion that we could have full access as per freedom of information to any follow up visits regarding any investigation carried out by your department regarding The Royal Oak. Please can you forward this to us at your convenience as our legal team will require it.

I look forward to meeting you next week.

Many thanks

[REDACTED]

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Planning And Regulation

Assistant Director, Planning & Regulation



Daneshill House, Danestrete, Stevenage SG1 1HN • Tel: 01438 242242 • Textphone: 01438 242555 • Fax: 01438 242566 • stevenage.gov.uk

McMullen & Sons Ltd,
26 Old Cross
Hertford
SG14 1RD

Our Ref:
Contact:
Direct Line:
Email:

012662

Via email - contact@mcmullens.co.uk

Date: 19 November 2021

Dear Sirs

Licensing Act 2003

The Royal Oak, 24 Walkern Road, Stevenage. SG1 3RA

I write in regard to the above premises and recent complaints to the Council regarding the non-adherence to the Licensing conditions as stated on the premises licence SBCL0076.

The licensing conditions applied to the licence are in place to ensure the premises maintains the four licensing objectives of the Licensing Act 2003.

As a result of complaints received, Officers have investigated the alleged issues and witnessed licence conditions not being met on 3 September and 29 October. An inspection was carried out of the premises on 16 & 17 November in accordance with the above Act. Identified below are the following conditions that are not being met;

- Annex 2, 1(b); the front entrance door is unable to be used as fire escape as this door is blocked by furniture to prevent its use, during public entertainments
- Annex 2, 1(e); the sound level from amplified public entertainments is audible beyond the boundary of the premises
- Annex 2, 1(g); the management of the premises are unable to demonstrate that the permitted occupancy is being monitored and not exceeded

This was communicated to the management team of Oak Pioneer Pub Company on 17 November 2021.

Other concerns have been raised by complainants regarding further licence conditions, however these have yet to be determined;

- Annex 2, 8; Music being played in or transmitted to the outside drinking area
- Annex 2, 9; Children under 18 years of age on the premises after 22:00hrs

As the licence holder, you have a duty to ensure the licensing objectives are upheld through the licensing conditions. The conditions listed above are clear and unequivocal.



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The premises is a tenanted house, operated by Oak Pioneer Pub Company; you must introduce measures and undertake monitoring that allow you to be confident that the licence conditions are consistently operational as required.

I anticipate that you will strengthen your management/monitoring of this premises to satisfy McMullen & Sons Limited obligations to meet the licence conditions as required and as necessary on a day to day basis.

The Licensing Authority will also be assessing compliance with the licence conditions during events .

Where the tenants are unable to meet the licence conditions, the Licensing Authority will consider taking action in the form of a criminal prosecution under the Licensing Act 2003 or instigate a review of the licence.

Yours faithfully,

[Redacted signature]

[Redacted name]

[Redacted title]

[Redacted address line]



E-H-O & Licensing Officer Visit

From Royal Oak [REDACTED]

Date Tue 04/02/2025 12:53

To [REDACTED]

Cc [REDACTED]

Around 10:15pm on Friday 31st January 2025, we had a visit from [REDACTED] {E-H-O} & [REDACTED] {Licensing Officer}

I first spoke with [REDACTED] as did not see [REDACTED] [REDACTED] said they were in the area and thought they would pop in to see how things are going due to the noise complaints we have had at the Royal Oak.

[REDACTED] came over and introduced himself & asked if there was somewhere quieter we could go to talk, at this point we had no one in our sports bar so i took them through to that bar, They stated they were here to check everything's going ok, & that we are doing whats expected of us in regards to the sound levels.

They noticed the meter level was on red, and i explained they were plugged in to the sound monitoring system because they had cut it off earlier on in the evening, [REDACTED] then spoke about how bands dont like to plug in to the monitoring system as when it trips them out it can seriously damage thousands of pounds worth of equipment.

i did mention that on nights we have had people singing has before tripped the monitor.

I showed them our paperwork that has a breakdown of our monitoring, this includes Day, Date, Event, Time, Issues if any, Resolution if any, Where we monitored, Sound meter levels & Who did the monitoring. [REDACTED] asked if she could take some photos of the paperwork & i also showed her the sheet for the day we were on.

I showed them both where it is we monitor from - Dancefloor, Garden, Car park, Boundary {Entrance to the car park}

They went onto saying that the music levels seemed ok but there was a group of 5 people talking whilst having a smoke. that they thought was too loud for the neighbours, so i went and had a word with them asking them to keep it down a bit. they then went indoors.

[REDACTED] then stated the noise was fine as so was the music.

they were happy with what we are doing - Curtains, Sound foam & boards, Monitoring etc. i said we try to monitor through the night and visually monitor outside hourly for customer noise, but obviously cant be outside the whole time.

they said 1 of the sockets needs checking over as may not be linked up to the monitor. They took down my name and position in the company, said thanks & again stated it was just a flying in the area visit & not to worry but to keep doing what im doing.



Outlook

RE: [EXTERNAL] Royal Oak - Warning Letters

From

Date Thu 01/06/2023 09:28

To

Cc

Dear

Thank you for your email and apologies for responding so late, but I was on a sick leave and returned to a very busy schedule!

I appreciate all the efforts you have already made regarding sound proofing/noise control. However the noise is still escaping and from what I gather the main problem is with low frequencies (bass).

In regards to the sound proofing, i.e. the external curtains – I noted that they are not covering the entire windows and hence may not be that effective in insulating the noise. As you know the lobby door system was already identified as a possible leakage of sound. I do not know how this lobby door system operates, but you have to ensure that the first door (from inside the venue) are always fully shut before the second doors (leading to outside area) are open. They must also be acoustically constructed and sealed to prevent noise leak – do you know if that is the case? Do they have self-closing devices? Insulating against sound is a very difficult, technical task and its quality will depend on number of factors, such as design, type of materials used, construction and workmanship.

You advised that during the night of 29/04 your sound limiter device was in operation. I wanted to ask what tamper proof measures have you applied to ensure the sound limiter device is not bypassed? How certain you are that all amplification is always routed through this device? If this was the case, why on 29/04 I heard such a significant difference in music volume between 22:05 and 22:30 (when you had your DJ on). I also did not note anyone from the pub to monitor the external music levels at that time. However I would be interested to hear and see the recordings and noise levels measured by the staff. Would you mind emailing that through? Once I receive this data I will be able to comment on its relevancy.

You asked me if I recorded and/or measured the sound on 29/04 – the answer is no, as this would be completely irrelevant in the absence of other data such as prevailing background noise level.

Finally I am happy to read that you are in contact with acoustic company and I hope that by this time you will be able to provide further update regarding the sound insulation/recalibration and suitability of your sound limiter device and when we can all meet up to carry out the recalibration.

I am looking forward to hearing from you soon.

Best wishes





Good evening [REDACTED]

I have read over the attached and acknowledge the content in the letter.

The Royal Oak has been working under TENs notices throughout April/May, as have a large amount of other establishments in the hospitality industry due to the extra bank holiday. It provided an opportunity to generate some extra revenue against substantial losses pubs have and continue to make with rising energy prices, staff wages and supplier costs, driving severe cases of unsustainability proven by 12.6 permanent pub closures on average a day in 2022 (over 4,500 pubs gone!).

I have only been with McMullen for 10 months but I have been made aware that we have already substantially invested in the improvement of noise nuisance and sound proofing of The Royal Oak including installing noise monitoring equipment, secondary window glazing, sound proofing external curtains, relocation of smoking shelter and others. On top of this our tenant [REDACTED] and his team have a strict protocol/check sheet that must be completed every live music event which was presented at our recent meeting with licencing and the local councillor. These checks include recording noise from the boundary during events with a decibel reader to ensure excessive noise isn't present. [REDACTED] has sent these recordings through of the dates in question showing decibel readings of 40 and the majority of that is traffic noise.

In regards to the comments in your letter "Specifically, on Saturday 29/04/23 at approximately 22:05 and 22:30 hrs officers observed that live music was much louder than the recorded music." [REDACTED] didn't have any live music on that evening as it was cancelled but they did have a DJ who's equipment was linked into the noise monitoring equipment. Can you provide recordings for this date and time confirming the noise/decibels escaping over the boundary? This would be great for our records and further conversations with [REDACTED] our tenant.

We are waiting to hear back from an acoustician to organise a meeting between themselves and [REDACTED] (or his manager) on a suitable date to look to monitor what is in place and see where possible improvements can be made. You also noted "The music and bass breakout were most prominent when the side lobby door (facing the car park) was open to allow patrons ingress and egress." This is the main exit to allow customers in and out of the pub for a cigarette or fresh air during an event as this is where the smoking shelter is now located after EHO/licencing requested we move it from the front of the pub to this position. We are not allowed to keep these doors open permanently so they are closed unless access is required which means we cannot stop our customers walking in and out these doors, they will only be open for a second or two whilst a customer enters or exits and will never be a prolonged period of time.

[REDACTED] and his team continue to work hard trying to make The Royal Oak a friendly, welcoming, successful and sustainable business and it was agreed at our meeting that once we have had the equipment checked and an acoustician in, alternative avenues were to be explored. I hope to hear back from the acoustic company this week and we can organise a date for them to visit The Royal Oak team so we can plan appropriately moving forward.

Many thanks

[REDACTED] | Tenancy Operations Manager



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Please find the letters attached.

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RE: Meeting 27/02/24 11am Royal Oak

From [REDACTED]
Date Wed 13/03/2024 10:15
To [REDACTED]

Good morning [REDACTED]

I write to thank you for your time on 27 February.
Due to unexpected circumstances, I have not been at work last week; hence I have not yet confirmed our discussion nor answered your queries. Please accept my apologies.

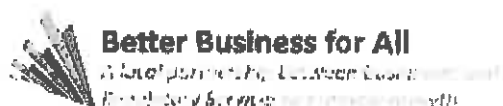
I will register your complaint as a formal complaint (Stage 1) and provide you with a response in the short term.

Many thanks and kind regards,
Christine

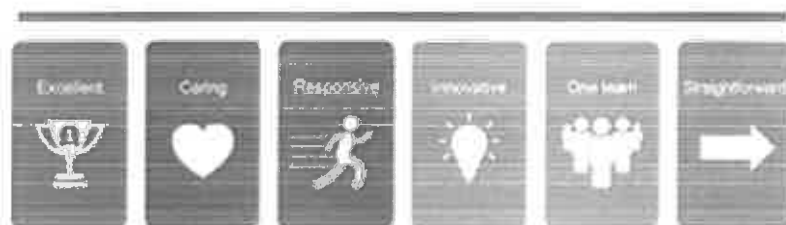
[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

Subject: [External] Meeting 27/02/24 11am Royal Oak

Good afternoon [REDACTED]

Outlined in this email are the failing of the EHO and licencing departments throughout the last 12 years. and my reasoning for no longer dealing or responding to [REDACTED]

Unjust abatement order

Can you please provide me with the evidence I've requested as to why the noise abatement order was served? It's my belief that you have had numerous complaints throughout my 13 year tenure, to date to my knowledge because no evidence has been produced otherwise has a EHO officer ever been able to produce evidence of us breaking the government guidelines regarding what is deemed to be a noise nuisance.

For the past 12 years prior to this EHO officer being involved it has always been the guidelines used by your department for us to adhere to which was laid out the las time we followed this process through, with [REDACTED], [REDACTED], and [REDACTED] where they set up the noise monitor. Only when this EHO officer gets involved has this single line come into question **'The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments is inaudible at any point beyond the boundary of the premises known as : 'The Royal Oak Public House, [REDACTED] Walkern Road, Stevenage'** all previous EHO officers have no deemed this to be a nuisance including [REDACTED] who still works in your department.

Every previously EHO officer, licencing officer from Stevenage Borough Council has stated zero noise would never be achievable and therefore have used those government guidelines.

I am sure you would be able to produce on numerous occasions where you've had multiple noise complaints for the Oak on the same night?

Do you think therefore when you're essentially sat down in peace talks to remedy the situation and somebody "drops the bomb" that all parties are not going to leave the table, because that's where we now stand. I will not deal with [REDACTED] again.

20 nights of music 1 complaint

During December we had 20 different music events running. However there was only one which ended getting a complaint against it. This event was the first live music event after [REDACTED] had informed the neighbours about her findings and that were had done nothing wrong, this is clearly retaliation against us, which we have stated will continue to happen until we 'Are a carpark'.

Multiple EHO offers all different stories

During our tenure we have dealt with at least 7 different people from your department all of which have there own "whims". For example; at our expense we were requested to get sound curtains installed. Only for this currently process to tell us that we've wasted our money we don't need them. Or [REDACTED] and [REDACTED] requesting we move the smoking shelter from its position that had been in place since the smoking ban in 2007 to the rear of the building. Only for [REDACTED] to request we move it AGAIN.

Another occasion was the fire exit in the main bar facing Walkern road, we were originally told by Licencing and EHO that the door must remain locked at all times during live music to prevent the

escape of sound only to be told its against the law and must remain open. Another example is the stage, it was originally asked for my EHO to absorb the bass coming from DJs yet, basic acoustics tell you that the stage would amplify bass resonance. Why can I ask then why the licencing officer and EHO officer did not advise us that we would need to put a variation in place because of the floor layout?

Zero evidence in 12 years

To date, neither EHO or licencing can provide any evidence to back up a noise abatement order or licence review, even though we have requested this multiple times through [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. The previous time "evidence" was attempted to be used against us it was from the noise measuring device in the neighbours house. This was found to be fabricated as staff witnessed him holding it up over his fence on a busy Friday night in an attempt to gain a higher reading. This device was installed by [REDACTED] to take internal readings only.

Please can you product as requested by us via several EHO officers, the results of all previous tests carried out by either EH or Licensing. Please see attached email to [REDACTED] for one example.

I would also like to bring to your attention the complaint we received last year regarding a band we booked in, we'd advertised all over social media however at the last minute the band cancelled and we had to replace with a DJ, [REDACTED] allegedly attended the site that evening and reported the 'band' was too loud and the bass drum was escaping the boundary, this is impossible as it was not a band but was our house DJ on the Saturday. Please see attached email highlighting this event. We have video which we will present in court to confirm no band was present, so this breach was fabricated.

TENS notices

At various points in 2023 we put in TEN notices for events we never intended to carry out, this was a ploy by us because we knew that our social media was being watched the neighbour, he took the bait and promptly complained to [REDACTED], the TEN in question was for Old Town Live. The complaint outlined that he could still hear music from us at 12.30am. Please see attached video Evidence showing the band packing up at 12.02am. knowing this, I am staggered that I am still receiving emails from [REDACTED] suggesting that she is going to oppose out latest TEN application. Please provide the evidence where we've used a tens notice previously and you are able to prove that we broke the terms of that TEN licence. Please note that we stay well within our licencing hours, in fact we stop service at 12am even though our licence deems we can go later.

Licencing officers come in on Friday night, no issues

To date that no one from your department has come in on a music event and been able to prove that we are causing a nuisance in any capacity with a profession noise measuring device over the last 13 years of our tenure. We have however had multiple EHO officers come in to the site on music events and say "I will let [REDACTED] know, you are doing nothing wrong" I can provide a statement from the management team at that time that Iain - [REDACTED] predecessor entered the premises after doing a Friday night scouting mission stated this quote.

Visits to neighbours no proof

Can you confirm that there is no record of the previous time that a acoustician was employed by us on [REDACTED], [REDACTED] and [REDACTED] request? As I have asked for the evidence on numerous occasions throughout the past 3 years.

Neighbour statements

We have collected ourselves statements from neighbouring houses which clearly state there is zero noise audible in neighbouring houses. Some neighbours didn't even know we had live music every week!

Neighbour abuse

As you can see from the resignation letter from the current house manager, the neighbour is abusive towards the pub. I have had this myself previously where I spoke with him on the phone and he used phrases such as "turn the fucking music off" bare in mind, this was at 5.30 on a bank holiday and the DJ had only just started. Another occasion was when he complained before the music had even started as we'd had technical issues and started an hour later.

Parking permits

During our tenure SBC implemented a parking permit system along Walkern road which obviously affected us with the only 'Free' car park nearby.

We had multiple neighbours parking in the car park until we had to introduce parking controls ourselves (ANPR) this affected one neighbour in particular, [REDACTED]. He had three vehicles which we refused permits for which started this who complaint process off. We have signed statements, which give evidence that nick would not stop complaining until "the pub is a car park"

2 x Manager resignation

to be disclosed at the meeting.

Bully complaints

I am now in receipt of two managers resignation letters. Both highlighting as part of their resignation [REDACTED] attitude towards them.

Measures we've put in place at our expense.

Air con

This was installed To prevent the congregation of customers outside the premises it was recommended that we install air conditioning to keep the customers inside and prevent them from making noise outside due to being in a large crowd.

Fence

Back fence line put in place to prevent customers using it a throughfare and creating noise as they left the premises.

Sound curtains (Pointless)

Installed and used on every music event for the past 7 year until the meeting with EHO and the acoustician deemed them pointless. But requested by previous EHO officers.

Sound recording

Every time we have a music event, our protocol is that every few hours, a video is taken on the boundary edge along with our decibel meter. To provide evidence that we are controlling any noise that may escape the building. And to prove that cars and pedestrians completely drown out any escaped noise on all occasions. The same device that we used on the 22nd December

2023, and had used throughout December 2023 to record the noise levels generated from the pub, I highlight this date because your EHO officer has ignored our video evidence instead using a phone app. That can be easily manipulated. With this in mind, can I please request any and all certification regarding this app.

Moving smoking shelter

Previously mentioned

Removing extraction vents and sound proofing the cavities.

Please see [REDACTED] email for further listings.

Staff Expenditure

Due to the additional measures we've had to put in place upon the request of licencing and EHO our staff costs on every Friday and Saturday night have gone up due to the actions of the neighbour. Because the neighbour couldn't see the member of staff, we have patrolling the outside of the pub every Friday and Saturday night we had to require them to wear a Highvis jacket so it kept the neighbour happy. This is completely ridiculous. We also have to employ an extra member of staff so we can have someone leave the premises and gather the video recordings and sound measurements which is included in our extensive and 'overkill' weekend procedures.

Video evidence

Upon [REDACTED] request we employed a acoustician ([REDACTED], ScotchPartners) it was requested to put in place a certificate of calibration and conformance, that includes a diagram of the dance floor area which was agreed by all parties would be the measured area for the agreed upon limited of 98dB. Please see the video evidence of the CCTV taken on the day that clearly shows [REDACTED] neglected the entire dance floor area and elected to walk approximately 2m2 in front of the speaker, ignoring therefore the certified area on the relevant certificate that she requested at our expense. When prompted by the persons present that the noise levels would differ around the entire dance floor, she elected to ignore the advice and carry out her own test.

Her demeanour throughout this process was dismissive of any advice given she seemed as if she was on a mission to get this case off her desk by any means, including but not limited to reducing the limiter even further by not carrying out the tests in the agreed area.

This will be able to be viewed at the meeting, the file is too large to send.

All of this would have been over with by now as 9 people sat around a table to draw out the licence amendment, including [REDACTED], to which (with 2 days remaining on the public notice) decided to raise a complaint about it. what was the point in that meeting?

Can you confirm you have WhatsApp? as the video with [REDACTED] not following the guidelines on the calibration certificate is too large to send on here.

You stated we should have received a form when licencing and EHO came out to us, can you confirm what this form is and send us a copy?

You mentioned today there is a 21 day window for us to appeal the noise abatement order, please note the first email i sent to you was on the 31st Jan, to discuss this and the failings of your department, and why it should be lifted, however this is the first date that we could both attend.

All evidence will be provided at the meeting on Tuesday. to include, witness statements, neighbour statements, video evidence, CCTV evidence and anything else we deem relevant.

Many thanks



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RE: [EXTERNAL] Royal oak Stevenage

From [REDACTED]

Date Fri 23/02/2024 12:10

To [REDACTED]

Good morning [REDACTED]

I have been in the hospitality industry dealing with Leased and Tenanted pubs now for a decade and the experience I have seen at The Royal Oak in regards to noise complaints, procedures and restrictions is above anything I have seen before. The procedures and checklists you have in place with your staff are brilliant, which was acknowledged by the certified acoustician [REDACTED], that [REDACTED] demanded we hire for the meeting on 8th December, so much so he advised some of your protocol was overkill and could be removed from the extensive checklist.

As you know this has been going on for a considerable amount of time but I would just pass notes on the most recent situation since trying to make the appropriate licence amendment that was agreed and requested by [REDACTED] (Licensing Officer). It was requested that we change the wording in the licence as we all agreed including EHO and Licencing that the current wording was unfair, unreasonable and almost impossible to achieve if we are to be a sustainable pub. **'The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments is inaudible at any point beyond the boundary of the premises known as : 'The Royal Oak Public House, [REDACTED] Walkern Road, Stevenage'.** When we made the initial amendment request to change this wording with the support and guidance from licensing, [REDACTED] rejected it and wanted it replaced with 7 conditions.

1. All electronic equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated stage power sockets. The sound limiter device shall be set to a level which will not cause a public noise nuisance to the nearest noise sensitive receptors.
2. The maximum sound level must be agreed with the EH officers and set with their supervision by a suitably qualified acoustic consultant who is a member of the Institute of Acoustics or Association of Noise Consultants before regulated entertainment takes place on the premises.
3. The setting of the sound limiter device must be followed by the sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound level along with maximum sound levels at low frequencies in the range between 63Hz to 250 Hz.
4. The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 05/02/24.
5. The sound limiter calibration certificate must be approved by the EH Team and the sound limiter device must operate according to the approved certificate at all times.
6. The operational panel of the noise limiter device shall be secured to the satisfaction of the EH officer or Licensing Officer of SBC. The keys or the password securing the access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the Licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of an EHO from SBC.
7. The premises licence holder shall ensure that the sound limiter device is recalibrated annually to ensure its continual satisfactory operation. Environmental Health must be advised once completed and limits checked to ensure the parameters outlined in the

acoustic certificate are maintained.

You have videos and proof of every weekend showing that the Dbl level on the boundary was quieter than a conversation and cars passing by which would suggest the noise inside the neighbouring properties would be considerably lower, thus not being a nuisance.

When we attended the meeting on the morning of 8th December, we played music to the limit of the 2000W speakers capacity, which [REDACTED] stated was louder than a normal event. This means the noise externally on that day would be louder than on a live event as there were no customers in the pub to soak up some of the sound which would give us a good indication on what the levels were in the neighbouring properties at its worse possible position. That being said noise could escape when the doors open for customers to go in and out the pub during an event but you have strict protocol to stop that from happening regularly but it's not possible to stop customers leaving the premises completely. We took readings internally where [REDACTED] requested that you should purchase a state of the art noise monitor to the level of [REDACTED] as yours was reading 2 Dbls lower consistently, which he advised was unreasonable but to just ensure when you are taking your readings you always monitor 2 Dbls lower. As you will see from the noise certificate issued by [REDACTED], that once again [REDACTED] demanded was done, shows that the levels in both houses were minimal, so much so, in the closest house we had to ask him to turn his fridge off to hear anything. We moved out into the garden where you could hear the music slightly but birds cheeping would cover the noise of the music. After visiting the second property where no noise was detected, it was declared by [REDACTED] and [REDACTED] that the noise coming out of The Royal Oak was not a nuisance. What this shows is with or without a sound limiter in place, music being played at the maximum limit without blowing the equipment wasn't deemed a nuisance at the neighbouring properties, meaning if the sound limiter was working or not this shouldn't travel into neighbouring properties.

We were asked to replace the existing sound limiter to a more up to date model which we have now done, with tamper proof screws and set to the level requested by [REDACTED], but despite doing this we have had to provide further information and images. To provide images of the limiter, its tamper proof screws, serial numbers and for tamper proof stickers to be placed over a number of areas of the limiter which in my opinion seems a little overkill. During the most recent visit on 21st February the Dbl reading average taken by [REDACTED] wasn't inline with what was agreed on the 8th with [REDACTED] by taking an average around the entire dancefloor. Instead the reading was taken within a square meter directly in front of the speaker would provide a much higher Dbl reading than if the entirety of the dancefloor was measured. In my opinion this would mean her reading on the 21st February wasn't accurate or fair.

The disappointing thing for me was the noise abatement notice delivered to us early into the new year against your manager, yourself as the occupier and the pub itself. As you saw in the meeting on 21st February I questioned this again, why after everything we have done and planned for over the previous months, whilst working towards hard towards an imminent resolution she felt it was right to push an abatement notice. The response of there being a number of complaints on New Years eve didn't seem fair especially when provided with no facts or proof of it being a nuisance, this was solely going on neighbours' complaints who have expressed their dissatisfaction living next door to a pub historically. We have spent a lot of time and money working to a resolution and to be hit with this is unreasonable in my opinion, especially so close to the finish line.

Both you and McMullens have gone over and above in regards to these complaints and at great expense. Below is the list I have of things that have been done to prevent noise nuisance.

- Multiple onsite meetings
- Secondary glazing
- Sound proof curtains (since been removed under recommendation of Jason)
- Sound proof stage
- Filled in and covered vent to rear of stage
- Foam glazing inserts
- Relocation of smoking shelter
- Installation of air conditioning units
- Extensive 'Event Checklist' that includes regular boundary recordings (boundary recordings were

recommended to be removed by Jason and it just needed to be done internally)

- Sound limiter
- Acoustician

Likely to be some more and detail I have missed that you have done on top of this but all the above items have come at a costs, be it physical equipment, hiring acousticians or through staff costs having extra members for monitoring.

I feel the fair resolution here is to keep the above parameters in place to work with licensing and EHO to prevent the possibility of nuisance for our neighbours, but the abatement order should be removed and checks should be taken by EHO/Licencing in the neighbours housing during an event. If the Dbl levels measured in the neighbouring properties are above what is in the noise certificate and is deemed to be a nuisance then we set the limiter appropriately. We can't continue to be punished and bullied by complaints being made by neighbours who have been vocal about not stopping until the pub is no longer!

Please continue yours and your teams hard work to support the local community and preventing noise nuisance through your self-implemented extensive checklist and protocols. They are best in class and this is proven by external parties such as the police, acousticians and sound technicians acknowledging it.

If you have any questions on the above please do give me a call.

Many thanks



This email came from outside of the organisation. Take care when opening links and attachments

Good morning



I am currently carrying out an investigation into complaints from various suppliers and staff members including two house managers. (who have resigned in the last 6 months) all indicating that they are victims of an overzealous, bullying & confrontational EHO officer.

Can I take this opportunity to request a statement for how you felt we have been treated, and your own personal opinion as well as representing McMullen's on the actions of EHO Officer [REDACTED] throughout our recent licencing issues.

We are now at a point where we are going to seek legal advice can I ask you forward on phone numbers of both the engineers who installed the sound limited device as we as the acoustician.

Many thanks



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DRAFT

The Royal Oak ■ Walkern Road Stevenage SG1 3RA

Application for a new Premises Licence to replace existing Premises Licence reference ■

DPS: TBC

Premises Description

Existing Public House licensed under Premises Licence reference ■

The application follows consultation with Stevenage Environmental Health Officer. The applicant proposes a new updated Premises Licence to replace existing Premises Licence reference ■

The application proposes a new Premises Licence with new conditions to promote the Prevention of Public Nuisance Licensing Objective.

Proposed Licensable Activities

	Films Sporting Events LNR	Live Music Recorded Music Performance of Dance Anything Similar Making Music Facilities for Dancing Facilities for Entertainment	Alcohol (on & off)	Opening
Sun – Thu	10:00 – 00:00	10:00 – 23:00	10:00 – 23:30	10:00 – 00:00
Fri - Sat	10:00 – 01:00	10:00 – 00:00	10:00 – 12:30	10:00 – 01:00

Patio/Outside Seating: Mon – Sun: 10:00 – 23:00 [Supervised smokers only after 22:00 no drinks]

From the end of permitted hours on New Years' Eve to 05:00 on New Years' Day

Proposed Conditions

1. When the licensed premises are being used for the purpose of public dancing, music and other public entertainment of the like kind:
 - a. The maximum number of persons to be allowed at any one time in the premises shall not exceed 130 persons.
 - b. During Public Entertainment, both the front entrance and car park elevation entrance inner lobby door, shall remain closed but unlocked and usable as a fire escape.

- c. During Public Entertainments, both the external exit/entrance doors to the front entrance and car park elevation entrances, shall be allowed to return to the fully closed position when not being used.
 - d. The rear fire escape route, (via the female toilets) doors shall be maintained in a closed position but not locked and shall not be held back or fastened in an open position.
 - e. Noise or vibration shall not emanate from the premises so as to cause a public nuisance.
 - f. All electronic equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated stage power sockets. The sound limiter device shall be set to a level which will not cause a public noise nuisance to the noise sensitive receptors.
 - g. The maximum sound level must be agreed with the EH officers and set with their supervision by the operating tenant/manager before regulated entertainment takes place on the premises.
 - h. The setting of the sound limiter device must be followed by a sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound level along with maximum sound levels at low frequencies in the range between 63Hz to 250 Hz.
 - i. The sound limiter calibration certificate must be approved by the EH Team and the sound limiter device must operate according to the approved certificate at all times.
 - j. The operational panel of the noise limiter device shall be secured to the satisfaction of the EH officer or Licensing Officer of SBC. The keys or the password securing the access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the Licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of an EHO from SBC.
 - k. The noise limiter control sockets must be clearly visible from the adjacent bar area and not be obstructed in anyway.
 - l. The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 05/02/2024.
 - m. During Public Entertainments the management of the premises shall ensure that the windows in the lounge bar area remain closed, ventilation is to be provided via the extract ventilation system.
2. Disruptive customers, known drug users/dealer entering the premises will be refused service and will be asked to leave.
 3. There will be no serving to drunks.

4. The premises will always have a range of soft drinks on sale.
5. The premises licence holder will ensure all bar staff are trained in relation to the legislation relating to the sale of alcohol to drunken persons.
6. The pub will be a member of local Pubwatch scheme.
7. The DPS or his/her deputies will ensure that tables are cleared of glassware regularly and will monitor customers to ensure glasses/bottles are not taken from the premises.
8. No music shall be played in or transmitted to any outside area.
9. Children under 18 years will not be allowed into the premises after 22:00hrs.
- ~~10. All AWP's and cigarette machines will be sited in view of the bar, so that their usage can be monitored and controlled. Signs on the machines will indicate that children under the age of 18 years are forbidden to use them.~~
11. Between Sundays and Thursdays (Inclusive) the following hours shall apply:
 - a. live and recorded music to cease at 23.00 hours
 - b. supply of alcohol to cease at 23.30 hours
 - c. premises to close at midnight
12. The Designated Premises Supervisor shall post notices at all exits reminding customers to respect the neighbours and leave the premises promptly and quietly.
13. The Designated Premises Supervisor shall encourage patrons to leave the car park within 15 minutes of closing time.
14. Except for patrons leaving the premises temporarily to smoke, the external area shall close at 22:00. Patrons leaving the premises temporarily to smoke after 22:00 shall not be permitted to take drinks outside with them. Adequate notices shall be displayed in appropriate locations to ensure that this information is brought to the attention of patrons.
15. Records of any complaints, incidents and meetings in relation to the four licensing objectives made by local residents/neighbours shall be kept by the applicant for a period of 6 years, and shall be made available at all times for inspection by Licensing Officers.
16. Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs to local residents and use the area quietly.
17. Where patrons congregate outside after 21:00 a member of staff shall be situated outside until the premises is empty of patrons and maintain order and control noise at all times.



FW: The Royal Oak, Stevenage - Premises Licence

From**Date** Fri 19/11/2021 11:56**To**


 1 attachment (133 KB)

211118 The Royal Oak.pdf;

Good morning

Would you be able to provide me of evidence of the below points as this would be of concern to me. The only children on site I would hope would be that of the managers children who reside there.

- Annex 2, 1(b); the front entrance door is unable to be used as fire escape as this door is blocked by furniture to prevent its use, during public entertainments - This was done at the request of licencing to prevent multiple doors open at the same time.

We have previously been instructed to only use one door to limit noise escaping from the building (albeit we have set a sound monitor level with the EHO, used acoustic curtains and introduced air conditioning into the building, lobby exits to diffuse sound and a singular doorman to address customer talking volumes outside).

Yet to be determined:

- Annex 2, 8; Music being played in or transmitted to the outside drinking area
- Annex 2, 9; Children under 18 years of age on the premises after 22:00hrs

I would welcome a meeting on site to understand better how you can help us reach compliance on some of these points, bearing in mind some of them appear to be in contradiction with what we have previously been advised.

I look forward to hearing from you


Good morning 

Please find attached the letter I discussed with you on Thursday, sent to the premises licence holder, McMullens & Sons Ltd and copied to you.

The letter outlines findings from recent complaint investigations and an inspection regarding compliance with licence conditions.

Following your request for a copy of the licence, I am pleased that the company and its on-site management are fully aware of the licence conditions, as Jemma was not familiar with the conditions when I met her on 16 November.

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

With kind regards,



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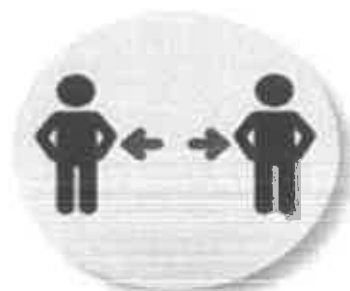
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Re: Complaint re The Royal Oak pub

From [REDACTED]
Date Wed 30/03/2022 04:30
To [REDACTED]

Good morning,

Thank you for your recent visit, I refer you to the reply that you was copied into to [REDACTED] yesterday.

In addition I can confirm what the member of staff has said that there is no external CCTV at the Oak is correct. Again never been a requirement of any conditions laid out in the licence, however to show continued full support we will have cameras installed.

We keep a video phone log of our nightly perimeter sound checks. Which we will use in the event that any further action was taken. These recordings will now include the external seating areas. Equally I have instructed staff that I will purchase body cams, that will further enforce our defence when and if required.

It's my belief that the calls are now coming from a single source. The house besides the Oaks car park.

Following discussions with yourself, your preddessors, EHO, we moved the smoking area to the rear of the building. All tables are removed from the front of the building. Equally we closed the entrance from the front of the building, allowing access from the car park at your departments request.

So the queues, smoking, access, are all along one side.

This also happens to be the neighbor that made the threats when we denied him access to the car park.

I hope you will see I am jumping through every hoop continually put in front of us and putting in further deterents that you have neither requested or are required as per our licence conditions.

Many thanks,
[REDACTED]

On 30 Mar 2022 12:09 am, [REDACTED] wrote:

Dear [REDACTED]

I visited The Royal Oak pub, Stevenage, this afternoon to investigate a complaint made against the pub. Please see the attached letter, addressed to yourself, which I believe is self-explanatory.

Yours sincerely,

[REDACTED]

Licensing Enforcement Officer,

Stevenage Borough Council.

From: [REDACTED]

Sent: 29 March 2022 18:00

To: [REDACTED]

Subject: Your scanned document

The document scanned by [REDACTED] on 2022-03-29 is attached in this e-mail.

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Re: The Royal Oak, Stevenage - Premises Licence

From [REDACTED]

Date Sat 20/11/2021 11:31

To [REDACTED]
[REDACTED]

Good Morning [REDACTED]

Thank you for taking time out to talk to me during your visit to The Royal Oak on the 17th November.

I note things have developed since this email and I am extremely happy that [REDACTED], (Licensing Officer) visited the site on the 19th during a live performance. Leaving vindicating my observation on the situation and left pleased that we was indeed following the protocols outlined in the licence.

Further adding that "[REDACTED] should be happy and confident that I am happy that you are doing as you should." "Having spent 3 hours in your car park, on your premises, around the boundaries, his ([REDACTED]) words have been vindicated".

This of course underlines the previous visits carried out by EHO and licensing officers prior to your time in your current role. As well as the previous two times sound recording equipment has been put in place to check our limits.

Can I thank you for acknowledging the fact [REDACTED] is now fully understanding of the licence restrictions. As you aware I am in fact the DPS of the site and I am more than aware of our licence restrictions. I am currently away on annual leave and happy [REDACTED] has been brought up to speed as the house manager and future licensee.

I find your email to be very contradicting of previous visits to the site by your predecessors.

Example: Annex 2, 1(b): We was asked by your Predecessors [REDACTED], [REDACTED] and [REDACTED] to in fact isolate the front door. You state in your email that it's a "fire escape". It's not a Fire escape and no where is it marked up as such. For this reason the previous team requested we block it off during live performances. We checked with the Fire officer and he is happy that there are 3 other actual fire escapes from the building and therefore sufficient exits not to alter our licenced numbers.

Annex 2, 1(e) Your predecessors set up the sound level box, not us. They took the time to then visit the site on numerous occasions during live performances and were happy that not only could it not be heard in the neighbours homes but also not beyond the boundary edges. Which I am Happy to hear that [REDACTED] visit has further confirmed their findings.

Annex 2, 1(g) Head counts are carried out throughout our weekends. We are not at liberty to have door security but on nights we know are busier we make them ticketed events to control the numbers. It's my understanding you was shown the spreadsheets permitting no more than 120 people. Licensed for 130 however we have to consider staff numbers. There is a current shortage of licensed Doormen nationally, however when we know we require one to control the numbers, the doormen would have a counter in place.

In the event however the head count reaches numbers exceeding 100 a member of staff would be and has always been placed on the door to hold numbers. In 10 licensed years at the premises your predecessors have indicated this is sufficient. So [REDACTED] did demonstrate the permitted numbers are being monitored.

Up on your request the maximum head count numbers are now being placed in the diary.

Annex 2, 8: Can you please confirm to me that you did indeed have the opportunity to confirm if the music was being transmitted externally, as you had our music system maxed out? It's my understanding therefore you

would know that there are not external speakers being used?

Annex2, 9: Children under the age of 18 - I believe this complaint stems from a pre Uni leaving party being held on 28th August of this year. Whilst a number of the patrons that night looked younger, we did in fact have doormen on that night and NO ONE was deemed to be under the age of 18. The only other time would be when my own children or grandchildren are on site.

As you can see by my responses as the license holder I am fully aware of the licensing conditions. The conditions listed in your letter are clear as per your predecessors understanding of the licence and as such mine also. Maybe not however unequivocal as demonstrated by the points outlined above?

I am hoping now finally that yet a further visit by a licensed officer where we have been vindicated in our words, that like your predecessors you can see why I get aggrieved by this "band of vigilantes" can continue to harass us.

The resident of number 26 made his feelings very clear after we recently had installed the parking solution stating "You have no idea what problems this is going to cause you now". Please note it has not gone unnoted that the car parking solution was in place and live from the 23rd October. Two days prior to him making the threats. My guess is it was him that made the complaint on the 29th that you was investigating.

I am sorry that you have picked up this poisoned chalice, but I hope now it has gone some way in showing you why I voiced my concerns so vehemently in our conversation.

I am tired of continuously jumping through hoops, addressing issues before we are even requested to by your team. Like the parking solution, after a complaint that people were loitering in their cars long after we closed. This allows them a 3 minute turn around. Extinguishing the issues.

Or People congregating in the rear alleyway (not on our premises), Macs have elected to put up a fence at the rear of the car park.

Or moving the smoking solution away from the front the building and to the rear of the car park. Or putting in place stackable chairs at the front the building, discouraging people from staying there after licensed hours. Or the numerous blackboards and posters asking patrons to leave quietly, respecting our neighbours. This after McMullens put in Sound Curtains, Double glazing, Air conditioning units, Sound Mats, Annual checks of sound equipment, all at considerable costs.

I look forward to speaking to you further and would request that when meeting with a representative of McMullens that I am included via telephone facetime link, as the current licence holder and Managing Director of the tenanted company at The Royal Oak?

Many thanks

From: [REDACTED]
Sent: 19 November 2021 10:58
To: [REDACTED]
Subject: The Royal Oak, Stevenage - Premises Licence

Good morning [REDACTED].

Please find attached the letter I discussed with you on Thursday, sent to the premises licence holder, McMullens & Sons Ltd and copied to you.

The letter outlines findings from recent complaint investigations and an inspection regarding compliance with licence conditions.

Following your request for a copy of the licence, I am pleased that the company and its on-site management are fully aware of the licence conditions, as Jemma was not familiar with the conditions when I met her on 16 November.

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

With kind regards,



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HANDS



FACE



SPACE

Stay positive, test negative

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Planning And Regulation

Assistant Director, Planning & Regulation - [REDACTED]

Stevenage
BOROUGH COUNCIL

Daneshill House, Danestrete, Stevenage SG1 1HN • Tel: 01438 242242 • Textphone: 01438 242555 • Fax: 01438 242566 • stevenage.gov.uk

The Licensee
McMullens & Sons Ltd
26 Old Cross,
Hertford,
Hertfordshire,
SG14 1RD

Our Ref: 23/00332/NOIMUS
Contact: [REDACTED]
Direct Line: [REDACTED]
Email: [REDACTED]

Date: 22/05/2023

Dear Sir/Madam,

ENVIRONMENTAL PROTECTION ACT 1990, S79 – NOISE NUISANCE
LICENSING ACT 2003 – PREVENTION OF PUBLIC NUISANCE
ADDRESS: Royal Oak, 24 Walkern Road, Stevenage, SG1 3RA.

I am writing to advise that the Environmental Health Team at Stevenage Borough Council continues to receive multiple complaints alleging a noise nuisance from loud music and loud patrons emanating from the above premises.

These complaints were received regarding the following dates: 29/04 (multiple complaint regarding loud, thumping music and patrons' noise), 06/05 (noise from drunken customers' fight).

Officers monitored the external areas on Friday 28/04, Saturday 29/04 and Friday 5/05. On all occasions the music and the bass could have been clearly heard on the street level and at the facades of the nearest noise sensitive premises. Specifically, on Saturday 29/04/23 at approximately 22:05 and 22:30 hrs officers observed that live music was much louder than the recorded music. Officers could clearly hear the lyrics of the song and patrons singing along. The music and bass breakout were most prominent when the side lobby door (facing the car park) was open to allow patrons ingress and egress. The music break out was also prominent via the glazing at the front façade which is facing several residential premises.

You as the Licensee have been informed about the complaints and the noise break out many times. Your tenant has met with the officers of this Team and agreed several actions that could help alleviate the problem. You have been informed about these actions in the email dated: 23/03/23. I reiterate these actions below:

1. That your tenant will continue to monitor for entertainment-noise at the boundary of your property to ensure that it will not disturb residents; It was agreed that staff will ensure that music-noise cannot be heard at this position. This applies to all events.
2. That you will arrange for an acoustician to visit the premises to re-set the settings on the noise limiter to prevent music noise being audible beyond the boundary, and to survey the premises to identify any 'weak spots' which could lead to noise break-out.
3. The lobby door system was identified as a possible cause of noise break-out which will also be looked at by the acoustician, as was the ventilation unit and grille behind the stage area.

4. Your tenant's on-site staff will also ensure that close supervision of the outside areas takes place, and action is taken immediately if customers' behaviour is likely to disturb local residents.

Officers' observations indicate that the above agreement is not being implemented and that you are in breach of your premises' licence condition Annex 2, 1 e):

"The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments, is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public House', 24 Walkern Road, Stevenage".

I expect your soonest response as to when you going to implement the actions agreed and how you plan to fix the lobby door system and insulate the ventilation unit and the grill behind the stage.

I am also disappointed that there has been no further development on your side as to recalibration of the sound limiting device which as identified by your engineer, currently operates at 98dB. In the email dated 29/03/23, you advised that the site have had complaints from neighbours about the noise levels and that you wanted to set the cut off limit down to a lower dB level with an EHO present. However, I am yet to receive a response from you as to the date of the recalibration. Despite this the tenant continues with the usual regulated entertainment and live music events.

If, within 7 days from the date of this letter, I have not received a response from you as to the arrangements for the qualified acoustician to carry out the works as agreed above, I will have no alternative but to consider formal action. This may involve a service of an Abatement Notice under the Environmental Protection Act 1990, Section 80. The Abatement Notice can be served for **likely occurrence, recurrence or existence of a noise nuisance**.

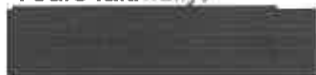
The Notice will require that the noise nuisance be abated immediately, and not recur. Failure to comply with the Notice may result in prosecution and an unlimited fine imposed by the Magistrate's Court upon conviction.

As your premises is licensed you may also be failing to comply with one of the objectives of the Licensing Act 2003, i.e., Prevention of Public Nuisance.

You are warned that if the problem persists and enforcement action for statutory nuisance is taken, Officers will object to any future Temporary Event Notices and may seek to bring a Review of the premises licence which may result in a revocation.

I look forward to your co-operation and trust that further action will not be necessary. If you have any questions, please do not hesitate to contact me.

Yours faithfully,



Environmental Health Officer

Planning And Regulation

Assistant Director, Planning & Regulation - [REDACTED]



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Yours faithfully,



Environmental Health Officer

Introduction

Scotch Partners attended The Royal Oak pub in Stevenage on 8th December 2023 to undertake noise level measurements within the pub when amplified music was playing. Additional measurements were taken just outside the pub as well as in two nearby residential properties.

The purpose of the site visit was to provide baseline noise levels that the pub can check their operational noise levels against, as well as set down the noise mitigation strategy being employed. This note can be used to verify future operations, should concerns be raised over noise emitted by the pub owing to amplified music.

This note should be read alongside the latest Licensing requirements applicable to the pub.

Description of Current Operations

The pub presents music events every week, which comprises mostly a DJ playing amplified music, but with live bands playing occasionally. The pub uses an in-house sound system for DJ events; live bands would usually bring their sound reproduction equipment. So, the majority of music is played via an amplified system, with bands often including a live drummer to compliment their own amplified music.

The pub management currently use a Curconsa SL720 sound level meter to review sound levels in and outside the pub during music events. This is a relatively simple sound level meter without a formal Class rating (to IEC 61672 or BS EN 61672-1) and is intended to be used by event managers rather than acoustic practitioners. It comprises a condenser microphone and has a measurement range of 30 – 130 dB with an accuracy of ± 2 dB. It presents the Fast (125ms) or Slow (1000ms) measurements visually on screen, and is not able to report the time-averaged ambient ($L_{Aeq,T}$) or statistical noise levels (e.g. $L_{A90,T}$).

A sound limiter is installed and set by the manufacturer to 98 dBA. The limiter has an in-built microphone that monitors noise levels in real time. Occasional peaks are permitted but should sustained noise levels go above 98 dBA for a period of time, then the limiter will activate. The limiter is connected to the power sockets that are used for the music equipment (both DJ and live band equipment). During a limiter activation, power is cut from the sockets and so any equipment connected will be turned off.

The pub management are unable to automatically control the live drummer. During a limiter activation, all other equipment of a live band will turn off and so the drummer would tend to stop playing. The pub management also intervenes at this point and ensures the drummer stops playing.

The limiter has a VDU meter that is clearly visible to the management, DJ and live band. This is a simple green, amber, red VDU which provides clear and quick feedback of how close music is to activating the limiter. The limiter is locked with the only key being stored off-site; therefore management, staff, DJs or live bands are unable to tamper with the limiter during an event.

A significant amount of noise control measures are currently being applied by the pub management, and these are discussed further in a later section of this note. Some of the current measures are considered unnecessary.

Measurements

Two sets of measurements were conducted on the main floor area just in front of the DJ / stage area of the pub. These were conducted using a “spatial average” method, whereby the sound level meter was slowly walked around the space for a duration of 30 seconds each. A particularly energetic and heavy ska song was selected for the tests, which contained energy at all frequencies, including a heavy bass element. The area of the pub measured is shown below; this was selected as being the noisiest area within the pub during music events.

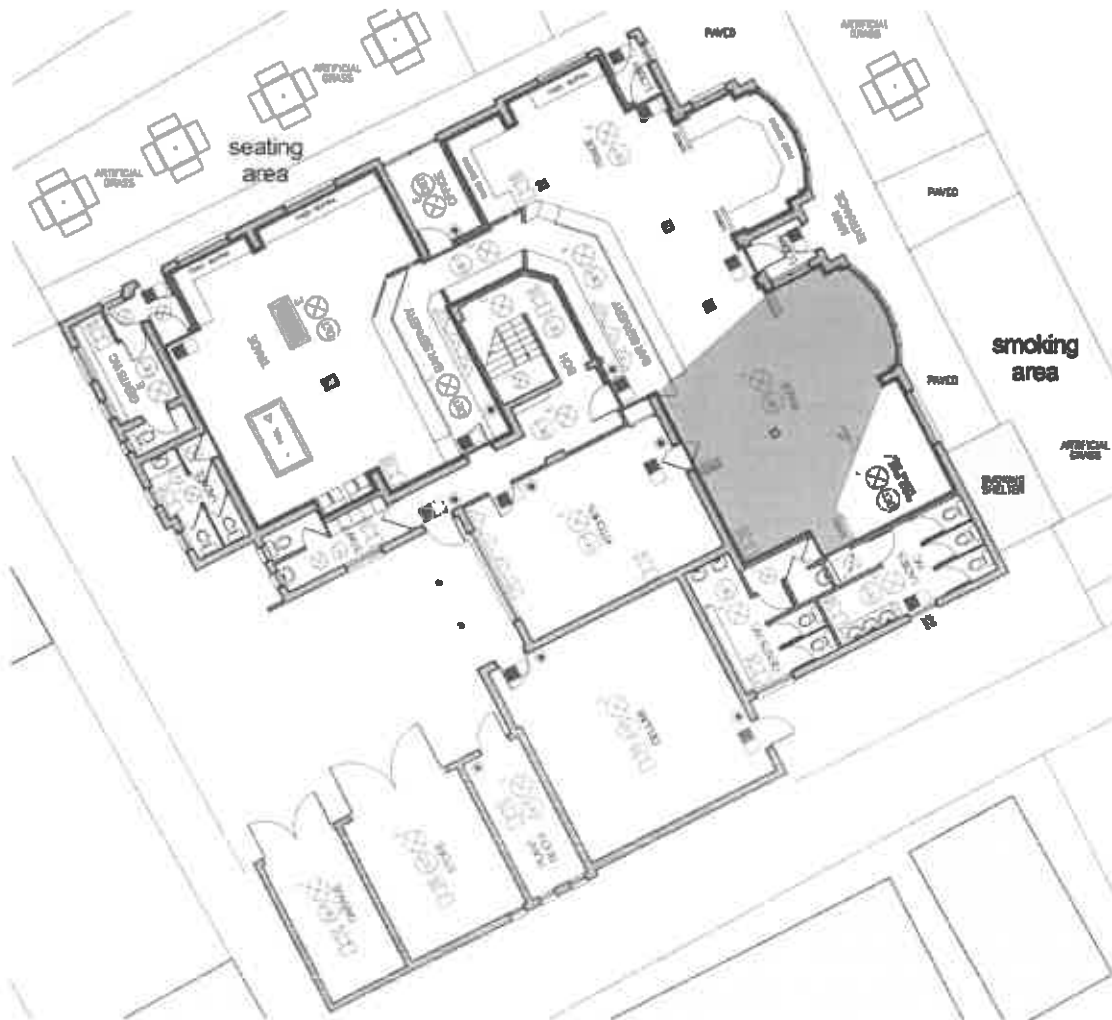


Figure 1: Area where spatial measurements were conducted

The spatial measurements were conducted taking care to ensure the microphone was always at least 1.5m away from the floor, walls and ceiling. The results are therefore considered to represent the time-averaged reverberant sound pressure level.

A Norsonic 131 sound level meter was used for all measurements, which achieves a Class 1 rating in accordance with BS EN IEC 61672-1:2003. The calibration certificates for the equipment used are presented in Appendix A.

During measurements, the levels measured by Scotch were simultaneously compared with those reported by the pub managements' Curconsa SL720 meter. It was found that the pub's meter was reading consistently 2 dB lower than the meter used by Scotch. This should be noted for future reference, but is within the specification of the Curconsa meter, so it is operating as expected. It is not considered reasonable to expect the pub to purchase a Class 1 meter (prohibitively expensive) and measurements with the pub meter are considered relevant so long as a -2 dB correction is applied to the results.

The highest one-third octave band centre frequency values measured within the pub are presented in Figure 2, and the single-figure values presented in Table 1.

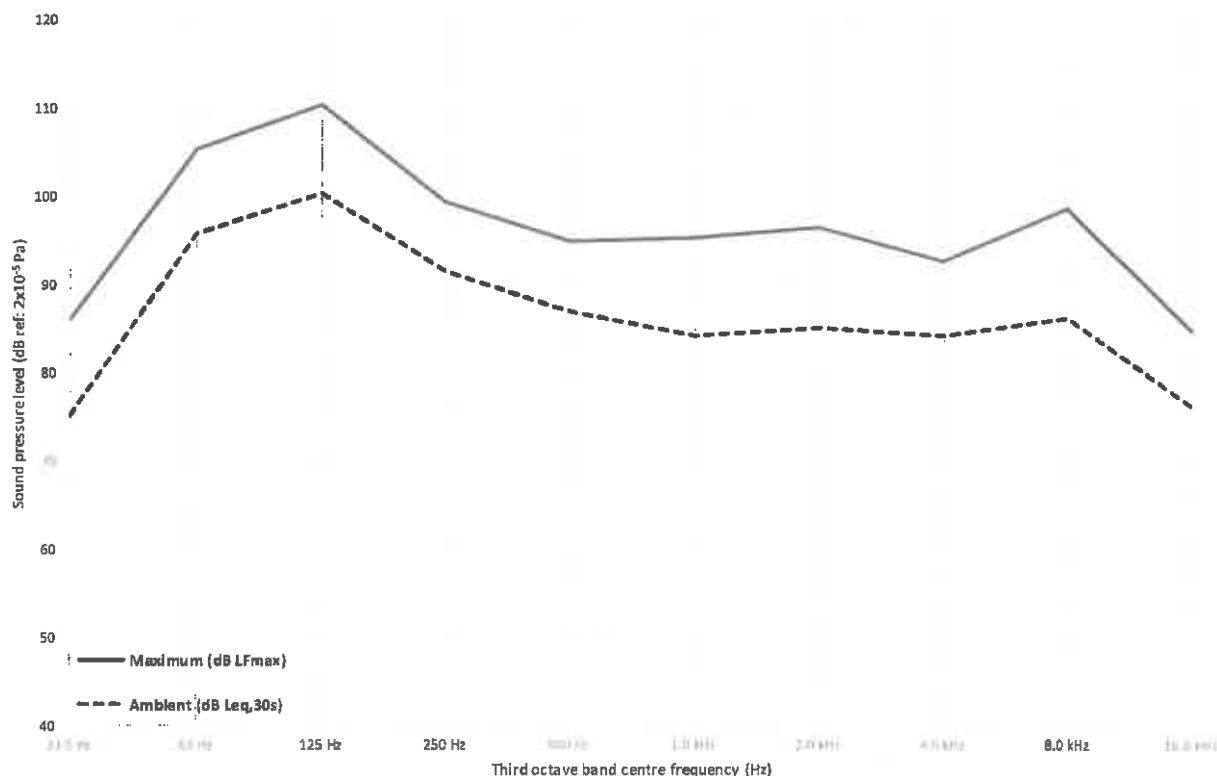


Figure 2: Frequency noise levels measured within the pub during music playback

Ambient	Maximum
93 dB $L_{Aeq,30s}$	100 dB L_{AFmax}

Table 1: Single-figure noise levels measured within the pub during music playback

It is understood that music would rarely be played at this level during normal music events; instead, the music was played as loud as the system would allow without becoming distorted. The management reported that this was unusual, and music would normally be played at a lesser volume. Subjectively, the level of music was relatively uncomfortable and would make communication between patrons difficult. The measurements are therefore considered to be a normal worst-case scenario.

The limiter was showing a live visual reading on the VU meter during measurements, and frequently just peaked at the highest red LED on the meter. The maximum music noise level measured was marginally over the cut-off limit programmed into the limiter (by 2 dB) although it is noted that music would need to be

sustained at this level for some time for the limiter to activate and cut-off power. The maximum noise level presented is over a 125ms period and so was only achieved for an extremely short duration during the measurement. Therefore, if music noise is controlled to the levels measured during this survey, a limiter activation would be unlikely to occur. This way the management can control the levels via monitoring with their sound level meter, and the limiter would provide a hard backup to cut-off the sound in the event that noise levels go above the managed levels.

The ambient noise levels in adjacent residential properties were measured during the survey, with music playing at the same level as presented in the measurement results above, and just after the music was turned off. Care was taken to avoid extraneous sources of noise affecting the results; internal equipment within the dwellings that created noise was turned off, and measurements were paused during vehicle passbys. The results are presented in the following figures / table.

The residential properties selected were as advised by the Local Authority as those having raised concerns about music noise in the past. The rooms selected were those advised by the residents as the rooms considered to be most affected by music noise.

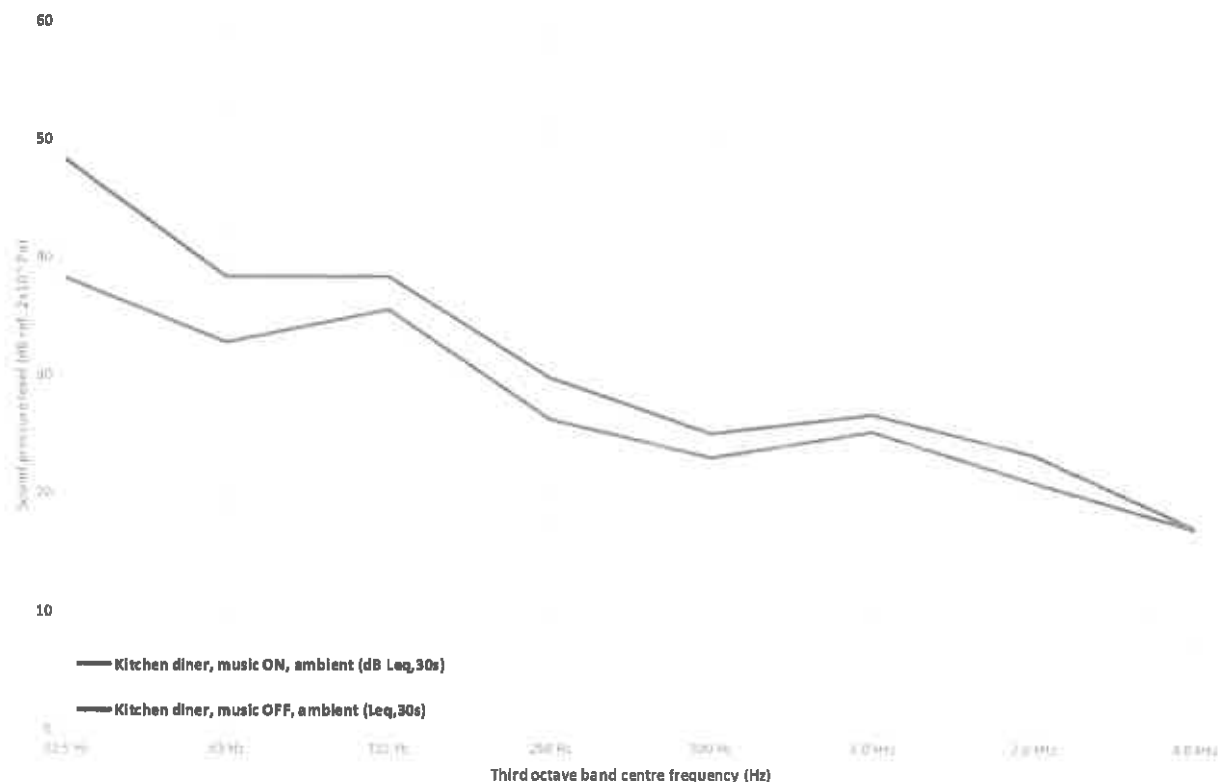


Figure 3: 26 Walkern Road kitchen diner

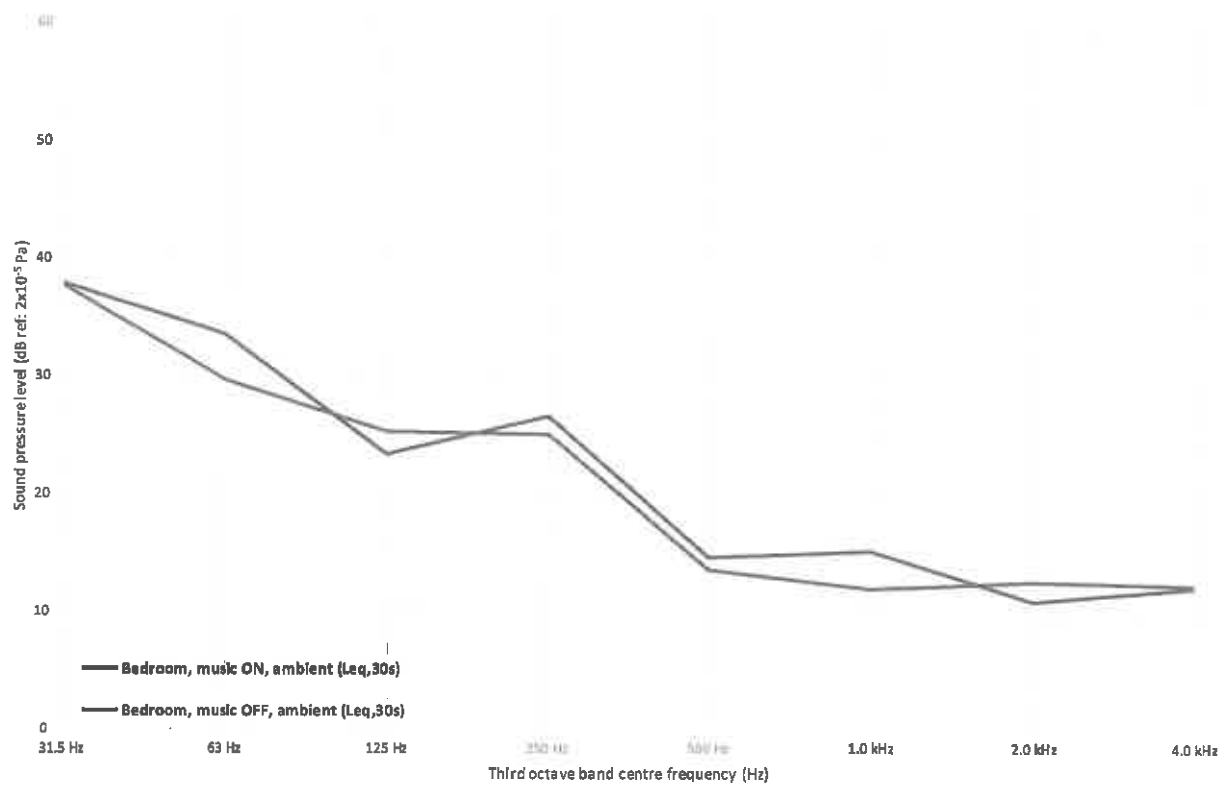


Figure 4: 26 Walkern Road bedroom

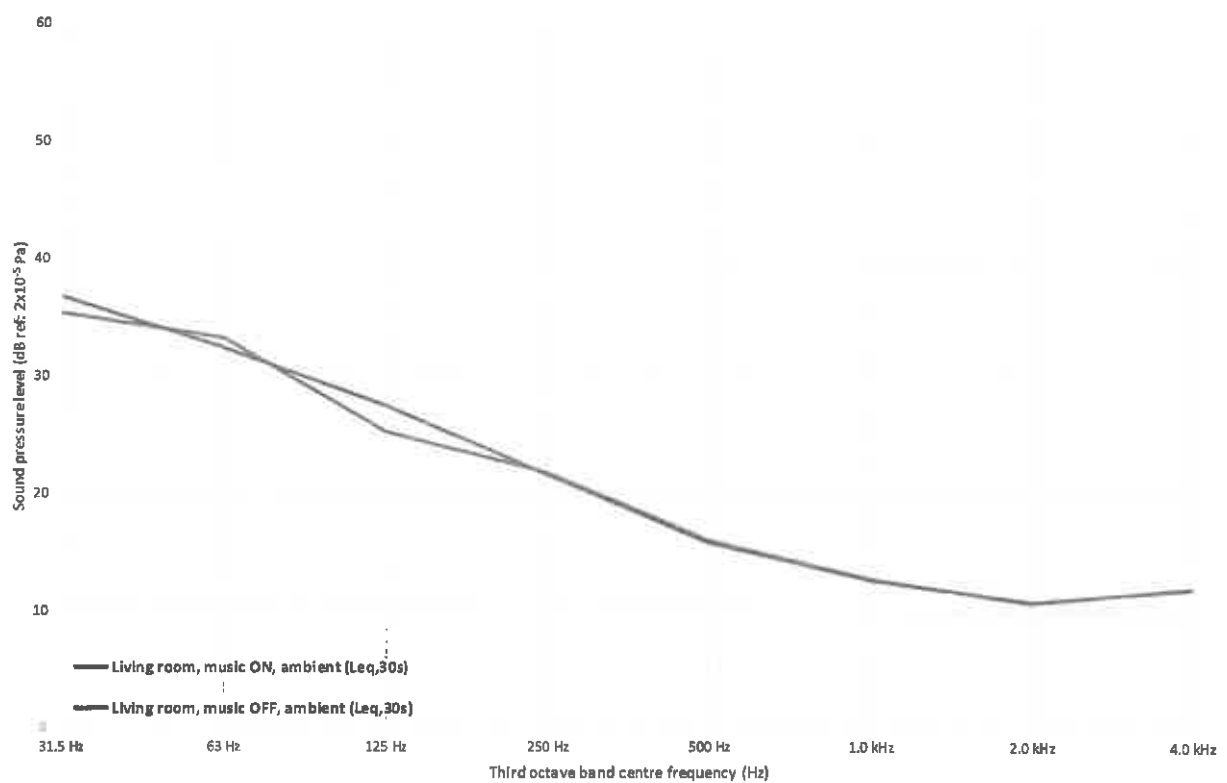


Figure 5: 43 Walkern Road living room

Room	Ambient with music on	Ambient with music off
26 Walkern Road kitchen diner	29 dB $L_{Aeq,30s}$	31 dB $L_{Aeq,30s}$
26 Walkern Road bedroom	21 dB $L_{Aeq,30s}$	22 $L_{Aeq,30s}$
43 Walkern Road living room	21 dB $L_{Aeq,30s}$	21 dB $L_{Aeq,30s}$

Table 2: Single-figure noise levels measured within nearby residential properties

There are some differences in the measured noise levels, although the levels measured were mostly marginally higher with music off than when music was playing inside the pub. This is not an uncommon occurrence at very low levels of noise and is an indicator that music noise intrusion is not contributing towards a material increase in noise levels within the residential properties.

The subjective impressions of the music noise intrusion were also noted during the visit, with the following observations taken by the Scotch Partners site engineer:

Room	Observation of music noise intrusion
26 Walkern Road kitchen diner	Music noise was just perceptible within this space. It was audible as a very distant noise and not immediately discernible but could be identified as music during focussed listening. Ordinary noise sources not associated with the pub readily masked the music noise.
26 Walkern Road bedroom	Music noise was barely audible, even under focussed listening.
43 Walkern Road living room	Music noise was imperceptible.

Table 3: Subjective impression of music noise intrusion within nearby residential properties

It is understood that if the pub were to control music noise levels to those measured during the survey, then that would be considered acceptable and would not represent a noise nuisance to neighbouring properties.

Additional measurements were carried out to establish if the “EchoBarrier” external window coverings were having any meaningful benefit to noise emission. These are shown installed in the following picture. The results of measurements with them in place, and then removed are presented in Figure 6.



Figure 6: EchoBarrier window coverings in place

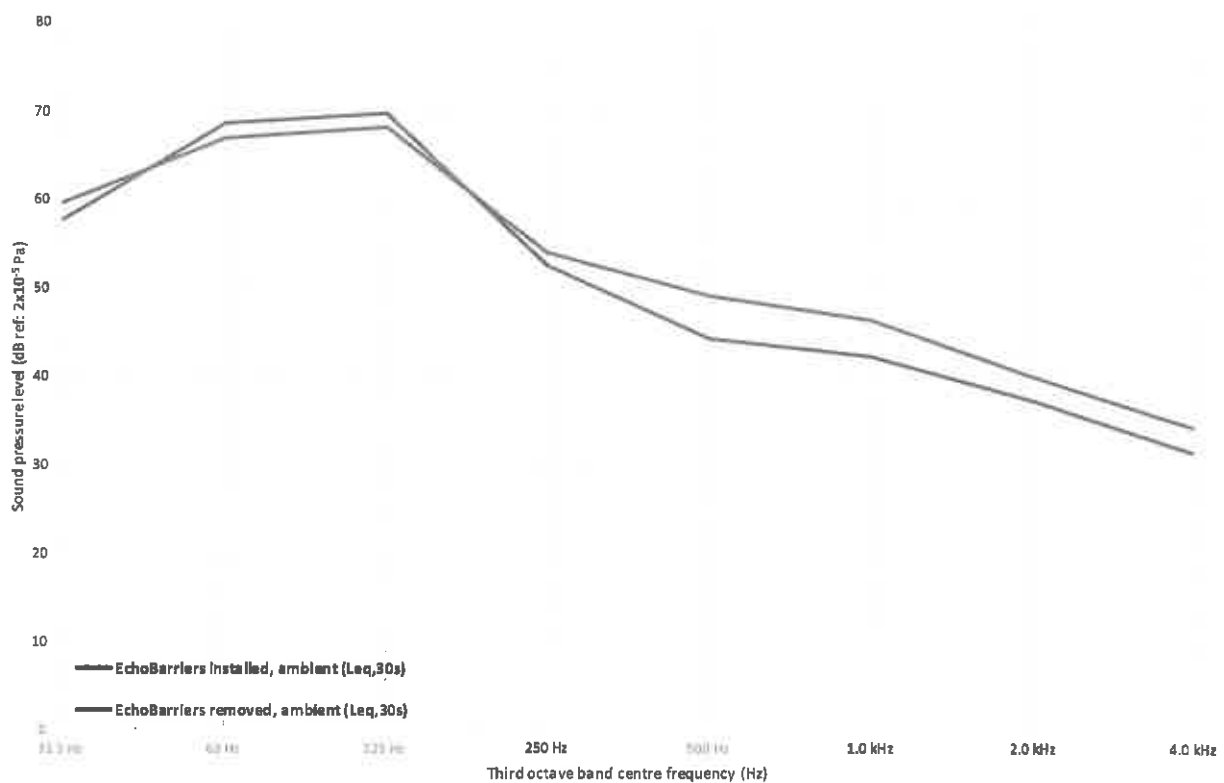


Figure 7: Measurements of EchoBarrier window coverings

There was no appreciable difference with noise emitted from the pub with the EchoBarriers in place. The differences are considered to be within margins of measurement variations over time; only a 1 dB improvement was measured at the low frequencies, which is considered meaningless. It is therefore recommended that EchoBarriers are not installed during music events as they offer no significant benefit.

Calibration Requirements

The pub will need to manage music events in the following ways so that levels of noise emitted to neighbouring properties is no higher than those measured during this survey.

- Access to the noise limiter to be restricted so that only management can gain access (using a key that is ordinarily stored off-site). Staff, DJs and band members are not to have access to the key during a music event.
- The music noise limiter shall not in any other way be tampered with and should be maintained at the level set by the manufacturer (98 dBA). The limiter shall be regularly maintained to ensure correct operation.
- All electronic music equipment to be routed via the power sockets controlled by the noise limiter. These are the sockets in proximity to the stage area within the pub. An extension cable (to sockets not controlled by the limiter) shall not be used to circumvent this requirement.
- The pub shall monitor music noise levels inside the pub in real time during an event. Levels shall be monitored with the microphone moved around the area shown in Figure 1; making sure that the microphone is always at least 1.5m away from the floor, ceiling, and any wall.
- The music noise levels shall be monitored using the pub managements' Curconsa SL720 meter; this should show a reading of no more than 96 dB L_{AFmax} . The operator of the meter should verify that the

meter is shown as measuring in the "Fast" time constant and A-weighting; this shall be confirmed by ensuring that "Fast" is shown in the upper left of the LCD display, and "A" in the lower left.

- All external lobby doorsets (both the external door and internal lobby door) shall be kept closed during a music event. It is appreciated that they will need to open with patron movement, but at no time shall the doors be left open.
- The lobby door closers shall be regularly maintained to ensure efficient operation. Where a possible fault is identified (such as closers sticking, closing slowly etc) then this shall be resolved at the earliest possible opportunity; staff shall manually ensure all doors are closed after patrons using them, in the event of a closer malfunction.
- The window acoustic infills shall be installed to the flat window nearest the stage, and bay window nearest the stage at all times during an event. These are to be Instasoft 40mm thick insulation or similar achieving an equivalent acoustic performance (ΔR_w 9 dB).
- The internal secondary glazing to the same windows as the acoustic infills shall be closed at all times during an event. Care shall be taken when closing these prior to an event to ensure that the closing mechanism fully latches closed. The closing mechanisms shall be regularly reviewed to ensure adequate closing and shall be serviced in the event of any issues with closing.

The locations of windows for the acoustic infills and secondary glazing are shown below for clarity.

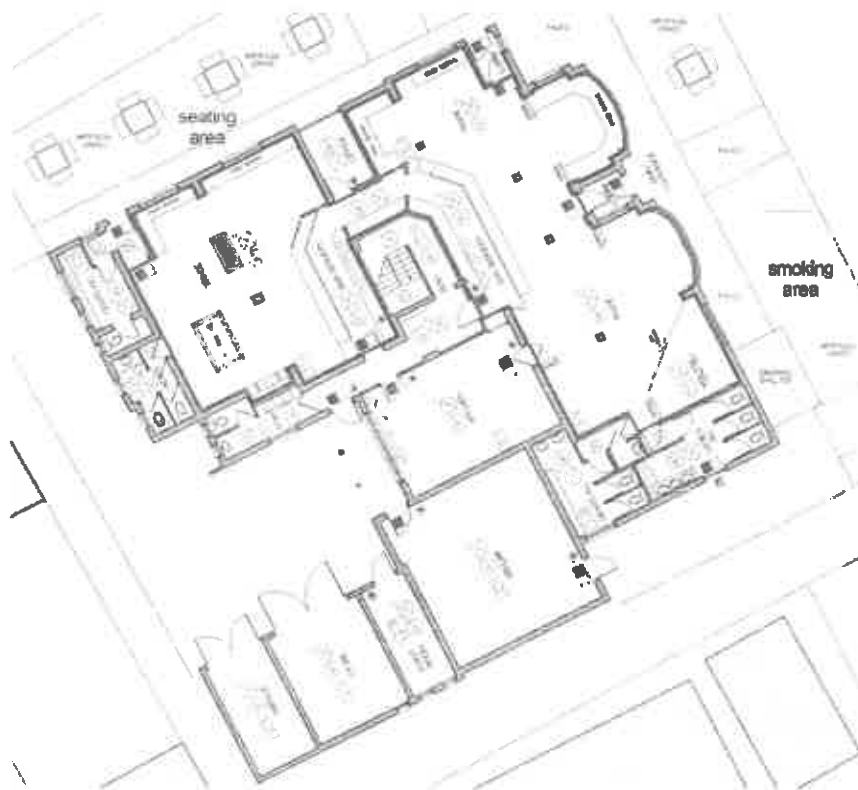


Figure 8: Windows to receive acoustic infills and secondary glazing (marked red)

It is expected that the above can be used as a verification checklist in the event of any further noise issues.

Appendix A: Measurement Equipment Calibration Certificates

Laboratory Location

Campbell Associates Ltd



Certificate of Calibration and Conformance

Certificate number: **39673**

Test Object: Sound Level Meter, BS EN IEC 61672-1:2003 Class 1
Associated Frequency Analyser to BS EN IEC 61260:1996 Class 1
Producer: Norsonic AS.
Type: 131
Serial number: 1312766
Customer: Scotch Partners LLP
Address: 90 High Holborn,
London, WC1V 8LJ.
Contact Person: [Redacted]
Order No: [Redacted]

Introduction:

Calibration has been performed as set out in CA Technical Procedures which are based on the procedures for periodic verification of sound level meters as per the Test Object listed above. Results and conformance statement are overleaf and detailed results, where appropriate, are provided in the attached Measurement Report

Tested:	Producer	Type	Serial No	Certificate No
Microphone	Norsonic	1227	170606	39672
Calibrator*	Norsonic	1251	31313	U37309
Preamplifier	Norsonic	1207	12160	Included

* The calibrator was complete with any required coupler for the microphone specified

Additional items that have also been submitted for verification:

Wind shield -
Attenuator -
Extension cable -

These items have been taken into account wherever appropriate.

Instruction Manual: Im131_1Ed3R0En Firmware Version: 3.1.984 The test object is a single channel instrument

Conditions	Pressure kPa	Temperature °C	Humidity %RH
Reference conditions	101.325	23	50
Measurement conditions	99.21 ±0.07	21.78 ±0.2	35.93 ±2.45

Calibration Dates:

Received date:	29/11/2021	Reviewed date:	08/12/2021
Calibration date:	08/12/2021	Issued date:	08/12/2021

Technicians: (Electronic certificate)

Calibrated by: [Redacted]

Reviewed by: [Redacted]

This certificate is issued in accordance with the CA Quality Management system. It provides traceability of measurement to recognized national standards, and to the units of measurement realized at the National Physical Laboratory or other recognized national standards laboratories. This certificate may not be reproduced other than in full, except with the prior written approval of the issuing laboratory.

Certificate of Calibration and Conformance

Continuation of Certificate number: 39673

The statements of conformance and observation notes detailed in this certificate are made with reference to the following standards in respect of the calibration of the test object.

Manufactured:	BS EN IEC 61672-1:2003
Periodic Tests:	BS EN IEC 61672-3:2006
Pattern Evaluation:	BS EN IEC 61672-2:2003
Filter Evaluation:	BS EN IEC 81260:1996 Class 1

Conformance:

From markings on the sound level meter or by reference to the manufacturer's published literature it has been determined that the instrument submitted for verification was originally manufactured to the listed standard and similarly that the associated sound calibrator conforms to the BS EN IEC 60942 standard.

Measurement Summary:

Indication at the calibration check frequency - IEC 61672-3 Ed.1 #9	Passed
Self-generated noise - IEC 61672-3 Ed.1 #10.2	Passed
Acoustical signal tests of a frequency weighting - IEC 61672-3 Ed.1 #11	Passed
Electrical signal tests of frequency weightings - IEC 61672-3 Ed.1 #12	Passed
Frequency weightings: A Network - IEC 61672-3 Ed.1 #12.3	Passed
Frequency weightings: C Network - IEC 61672-3 Ed.1 #12.3	Passed
Frequency weightings: Z Network - IEC 61672-3 Ed.1 #12.3	Passed
Frequency and time weightings at 1 kHz - IEC 61672-3 Ed.1 #13	Passed
Level linearity on the reference level range - IEC 61672-3 Ed.1 #14	Passed
Toneburst response - IEC 61672-3 Ed.1 #16	Passed
Peak C sound level - IEC 61672-3 Ed.1 #17	Passed
Overload indication - IEC 61672-3 Ed.1 #18	Passed
1/1octave: Relative attenuation - IEC 81260, #4.4 & #5.3	Passed
1/3octave: Relative attenuation - IEC 81260, #4.4 & #5.3	Passed

Comments

Correct level with associated calibrator is 113.8dB(A).

Statement of Conformance

The sound level meter submitted has successfully completed the periodic tests of the standard listed for the environmental conditions under which the tests were performed. As public evidence⁽¹⁾ was available, from an independent testing organisation responsible for approving the results of pattern evaluation tests performed in accordance with the manufacturer's standard to demonstrate that the model of sound level meter fully conformed to the requirements of the said standard, the sound level meter submitted for testing conforms to the relevant class of the said standard.

(1 - evidence is held on file at the calibration laboratory)

Filter Calibration

The filter functions have been found to conform, by electrical testing, to the relative attenuation requirement of the standard noted over the range of frequencies shown in the attached test report.

Observations

This certificate relates only to the items tested above.

"" End of Certificate ""

Laboratory Location

Campbell Associates Ltd



Certificate of Calibration

Certificate number: **39672**

Test Object: **Measurement Microphone**

Producer: **Norsonic AS.**
Type: **1227**
Serial number: **170606**
Customer: **Scotch Partners LLP**
Address: **99 High Holborn,
London. WC1V 6LJ.**

Contact Person:

Order No:

Measurement Results	Sensitivity (dB re 1V/Pa)	Sensitivity (mV/Pa)	Capacitance (pF)
Measurement 1	-25.06	55.86	13.26
Measurement 2	-25.05	55.93	13.25
Measurement 3	-25.05	55.89	13.25
Result (Average):	-25.05	55.89	13.25
Expanded Uncertainty:	0.10		1.00
Degree of Freedom:	>100		>100
Coverage Factor:	2		2

The stated sensitivity is the pressure sensitivity at 250Hz, S₂₅₀, and is valid at reference conditions. The following correction factors have been applied during the measurement:

Pressure:uncertainty dB/kPa Temperature:0.005 dB/°C Humidity:0 dB/%RH

Conditions	Pressure kPa	Temperature °C	Humidity %RH
Reference conditions	101.325	23	50
Measurement conditions	98.075 ± 0.047	22.4 ± 0.1	35.5 ± 1.0

The calibration test report shown on the next page gives details of the response at other frequencies relative to this 250 Hz reference sensitivity. Results ≥100 Hz are obtained using an electrostatic actuator as described in BS EN 61064-6 and those below 100 Hz are obtained in a reference pressure chamber. Detailed results are available from the calibration laboratory upon request.

The reported expanded uncertainty of measurements is based on a standard uncertainty multiplied by the coverage factor of k=2, providing a coverage probability of approximately 95%. Where the degrees of freedom are insufficient to maintain this confidence level, the coverage factor is increased to maintain this confidence level.

Calibration Dates:

Received date: 29/11/2021 Reviewed date: 07/12/2021
Calibration date: 07/12/2021 Issued date: 07/12/2021

Technicians: (Electronic certificate)

Calibrated by:

Reviewed by:

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Certificate of Calibration

Continuation of Certificate number: 39872

Reference Calibrator: WSC1 - Nor1253-24269
Measurement Record: K:\C A\Calibration\Nor-1504\Nor-1017 MicCalNOR1227_170606_M1.nmf

Preconditioning

The equipment was preconditioned for more than 12 hours at the specified calibration temperature and humidity.

Instruments and Program

A complete list of instruments, hardware and software that have been used for this calibration is available from the calibration laboratory

Traceability

The measured values for sound pressure, frequency, voltage, capacitance, temperature, humidity and ambient pressure are traceable to an accredited national physical laboratory.

Observations

The differences between the two results at 100 Hz are within normal limits bearing in mind the different test methods and are taken into account in arriving at the uncertainties of measurement.

Method of Calibration

The open circuit sensitivity of the microphone has been determined at 250 Hz against a reference laboratory standard measurement microphone by insert voltage techniques using a laboratory standard sound calibrator as a transfer standard. The electrostatic actuator frequency response was then obtained for frequencies above 100 Hz as described in BS EN IEC 61094-8. In addition, where requested the optional free field frequency response over the range 2 – 100 Hz has been obtained using a pressure chamber; in this case the reference frequency is 100 Hz. All of these results and their associated uncertainties are detailed in the table on page 3 of this certificate. See the observations field below for details of any discrepancies between the 100 Hz results obtained via the electrostatic actuator and pressure chamber.

The overall uncertainty at any frequency $\sigma_{\text{Combined},Fn}$ may be obtained by combining the uncertainty of the open circuit sensitivity σ_{S250} with the uncertainty of the actuator / or LF pressure response at any other frequency $\sigma_{\text{Act},Fn}$ where Fn is the uncertainty at the frequency of interest using the relationship:

$$\sigma_{\text{Combined},Fn} = 2\sqrt{(\sigma_{S250}^2 + \sigma_{\text{Act},Fn}^2)}$$

Appendix to this certificate

Where data is available from the microphone manufacturer to correct the actuator / pressure frequency response to obtain the random incidence and / or free field response it is shown in the appendix to this certificate. The uncertainty information relating to these corrections is the responsibility of the microphone manufacturer and when it is available the total uncertainty for the corrected frequency response at each point may then be obtained by including the correction uncertainty in the root-sum-square formula given above. These responses are outside the UKAS accredited scope, but are provided for information.

Observations

Certificate of Calibration

Continuation of Certificate number: 39672

Numerical Results for Relative Frequency Response

Actuator Results					
Freq	Actuator	Uncert.	Freq	Actuator	Uncert.
Hz	dB re 250 Hz	dB	Hz	dB re 250 Hz	dB
100.0	0.02	0.21	5010.70	-1.39	0.24
112.2	0.01	0.21	5622.00	-1.67	0.24
123.0	0.01	0.21	6307.90	-1.98	0.24
141.3	0.01	0.21	7077.80	-2.31	0.24
159.5	0.00	0.21	7940.80	-2.68	0.24
177.9	0.00	0.21	8809.70	-3.37	0.48
199.8	0.00	0.21	9998.70	-4.27	0.48
223.9	-0.01	0.21	11318	-5.17	0.48
251.2	Ref	0.21	12598	-5.73	0.48
281.9	-0.01	0.21	14120	-6.36	0.48
316.3	-0.02	0.21	15843	-7.08	0.48
354.9	-0.02	0.21	17776	-8.40	0.70
398.2	-0.03	0.21	19944	-10.30	0.70
448.7	-0.03	0.21	22377		0.90
501.2	-0.03	0.21	25107		0.90
562.4	-0.04	0.21	28170		0.90
631.6	-0.05	0.21	31607		0.90
708.0	-0.06	0.21	35481		0.90
794.4	-0.07	0.21	39790		0.90
891.3	-0.08	0.21	44544		0.90
1000.0	-0.10	0.21	50081		0.90
1122.0	-0.11	0.21	56202		1.20
1259.0	-0.14	0.21	63068		1.20
1412.5	-0.17	0.21	70782		1.20
1584.8	-0.20	0.21	79383		1.20
1778.1	-0.24	0.21	89068		1.20
1995.1	-0.29	0.21	99934		1.20
2238.5	-0.36	0.21	112126		
2511.6	-0.44	0.21	125808		
2811.0	-0.53	0.21	141164		
3161.8	-0.65	0.21	158375		
3547.5	-0.79	0.21	177698		
3980.8	-0.98	0.21	199375		
4485.8	-1.15	0.24			

Low Frequency		
Freq	dB re 100 Hz	Uncert.
Hz		dB
20		0.7
25		0.7
28		0.7
32		0.7
36		0.7
40		0.7
45		0.7
50		0.7
56		0.7
63		0.7
71		0.7
80		0.7
89		0.7
100		0.7
112		0.7
126		0.7
141		0.7
159		0.7
178		0.7
200		0.7
224		0.7
251		0.7
282		0.7
316		0.7
355		0.7
398		0.7
447		0.7
501		0.7
563		0.7
631		0.7
708		0.7
795		0.7
892		0.7
1000	Ref	0.7

Certificate of Calibration

Continuation of Certificate number: 39672

Appendix to certificate (not accredited). Random and Free Field Corrected Data

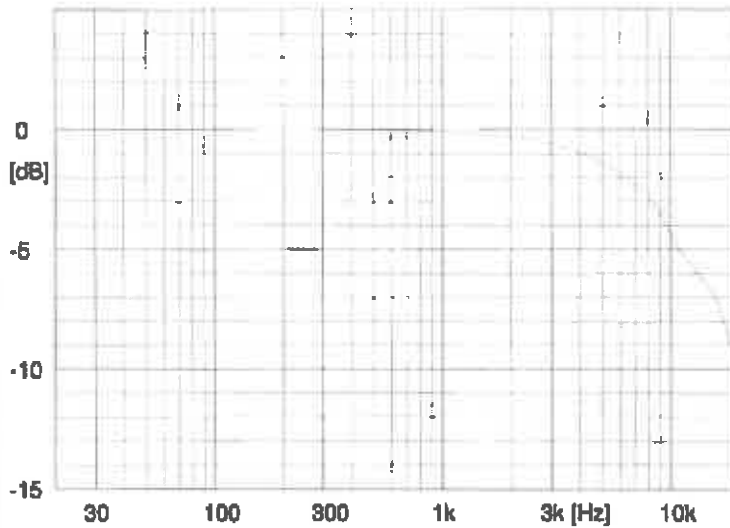
Corrected results, dB re 250 Hz					
Freq Hz	Random incidence corrected	Free field corrected	Freq Hz	Random incidence corrected	Free field corrected
100	0.02	0.02	5,010.70	-1.26	-0.17
112.2	0.01	0.01	5,622.00	-1.50	-0.17
125.0	0.01	0.01	6,307.90	-1.78	-0.13
141.3	0.01	0.01	7,077.50	-2.05	-0.01
158.5	0.00	0.00	7,940.00	-2.28	0.12
177.9	0.00	0.00	8,904.70	-2.63	0.08
199.8	0.00	0.00	9,986.70	-3.54	-0.17
225.9	-0.01	-0.01	11,216	-4.23	-0.27
251.2	-0.01	-0.01	12,585	-4.58	0.07
281.9	-0.01	-0.01	14,120	-4.87	0.50
316.3	-0.02	-0.02	15,843	-5.21	0.87
354.9	-0.02	-0.02	17,775	-5.05	0.90
398.2	-0.03	-0.03	19,944	-7.46	0.20
446.7	-0.03	-0.03	22,377		
501.2	-0.03	-0.03	25,107		
562.4	-0.04	-0.04	28,170		
631	-0.05	-0.05	31,607		
708	-0.06	-0.04	35,483		
794.4	-0.07	-0.03	39,790		
891.3	-0.08	-0.02	44,644		
1,000.00	-0.10	-0.01	50,001		
1,122.00	-0.11	0.00	56,202		
1,258.90	-0.14	-0.01	63,058		
1,412.50	-0.17	-0.02	70,762		
1,584.80	-0.20	-0.04	79,363		
1,778.10	-0.24	-0.08	89,086		
1,995.10	-0.29	-0.09	99,934		
2,238.50	-0.36	-0.11	112,128		
2,511.90	-0.42	-0.15	125,805		
2,818.00	-0.49	-0.18	141,154		
3,161.90	-0.66	-0.19	158,375		
3,547.50	-0.71	-0.18	177,695		
3,980.30	-0.86	-0.18	199,375		
4,466.90	-1.05	-0.15			

The corrections used to produce these random and free field responses are published by the manufacturer and they are responsible for the accuracy of the data and for the associated uncertainties to be applied. Campbell Associates Limited use their best endeavours to ensure the accuracy of this data but are not responsible for any errors, omissions or for ensuring that the data is of the current issue.

If the actuator response was not measured for any frequency, then the corresponding cell in the above table will be blank; similarly, if correction data is not available from the manufacturer the cell will also be blank. Correction data for frequencies below 100 Hz are not required

** End of Table Section **

Microphone Calibration Certificate



Norsonic
Type: 1227

Serial no: 170606

Sensitivity: 55.89 mV/Pa
-25.05 \pm 0.10 dB re. 1 V/Pa
Capacitance: 13.3 \pm 0 pF
Date: 07/12/2021

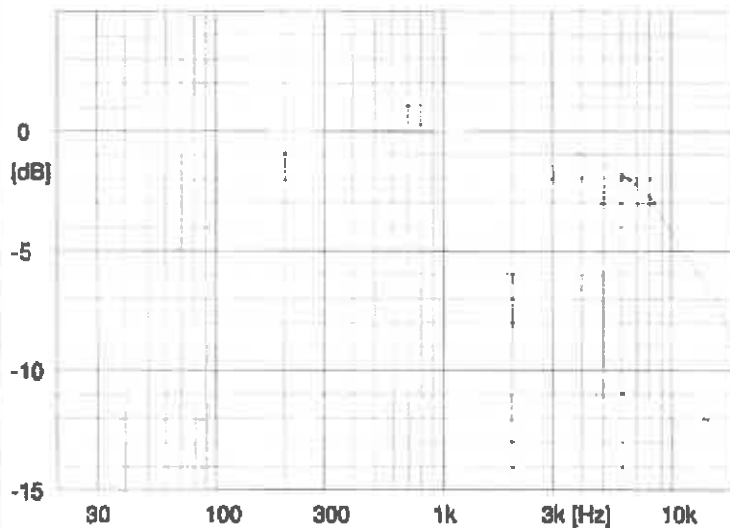
Signature:

Measurement conditions:
Polarisation voltage: 0.0 V
Pressure: 98.08 \pm 0.05 kPa
Temperature: 22.4 \pm 0.1 °C
Relative humidity: 35.5 \pm 1.0 %RH
Results are normalized to
the reference conditions

Pressure (Actual) response:

Campbell Associates
www.campbell-associates.co.uk

Microphone Calibration Certificate



Norsonic
Type: 1227

Serial no: 170806

Sensitivity: 55.89 mV/Pa
-25.05 \pm 0.10 dB re. 1 V/Pa
Capacitance: 13.3 \pm 0 pF
Date: 07/12/2021

Signature:

Measurement conditions:
Polarisation voltage: 0.0 V
Pressure: 98.08 \pm 0.05 kPa
Temperature: 22.4 \pm 0.1 °C
Relative humidity: 35.5 \pm 1.0 %RH
Results are normalized to
the reference conditions.

Pressure (Actual) response:

Campbell Associates
www.campbell-associates.co.uk

Comment:



Re: TEN objection Royal Oak Stevenage 5-7 August 2022

From [REDACTED]**Date** Thu 07/07/2022 20:09**To** [REDACTED]**Cc** [REDACTED]

[REDACTED]

Why do you keep saying it's a requirement of our licence to have doormen, when it's not?

The event I question is for Old Town Live, which the whole of the high street is involved.

Equally I messaged you last week regarding the noise complaint that is currently under investigation, which you have failed to respond to. When can we expect a response?

My understanding is therefore you are objecting to a TENs notice, that is for 12 years of your department, licensing department having monitored to date not being able to substantiate at any point. When will this perscussion of our premises end?

Many Thanks,

On 7 Jul 2022 7:34 pm, [REDACTED] wrote:

Dear [REDACTED]

Please find attached my objection to the TEN for the 5-7 August 2022.

This premises is in a noise sensitive location, with current noise complaints that are being investigated. The condition to the premises licence to have no music outside must remain in place to prevent public nuisance. Registered door supervisors are required to manage the door and the outside drinking area.

Kind regards

[REDACTED]

Chartered Environmental Health Practitioner

Stevenage Borough Council. Daneshill House. Danestrete, Stevenage. Herts. SG1 1HN

[REDACTED]

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Our Privacy Policy has been updated to reflect changes to data protection legislation and can be viewed at www.stevenage.gov.uk/privacy-policy

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DRAFT

The Royal Oak ■ Walkern Road Stevenage SG1 3RA

Application for a new Premises Licence to replace existing Premises Licence reference ■■■■■

DPS: TBC

Premises Description

Existing Public House licensed under Premises Licence reference ■■■■■

The application follows consultation with Stevenage Environmental Health Officer. The applicant proposes a new updated Premises Licence to replace existing Premises Licence reference SBCL0076.

The application proposes a new Premises Licence with new conditions to promote the Prevention of Public Nuisance Licensing Objective.

Proposed Licensable Activities

	Films Sporting Events LNR	Live Music Recorded Music Performance of Dance Anything Similar Making Music Facilities for Dancing Facilities for Entertainment	Alcohol (on & off)	Opening
Sun – Thu	10:00 – 00:00	10:00 – 23:00	10:00 – 23:30	10:00 – 00:00
Fri – Sat	10:00 – 01:00	10:00 – 00:00	10:00 – 12:30	10:00 – 01:00

Patio/Outside Seating: Mon – Sun: 10:00 – 23:00 [Supervised smokers only after 22:00 no drinks]

From the end of permitted hours on New Years' Eve to 05:00 on New Years' Day

Proposed Conditions

1. When the licensed premises are being used for the purpose of public dancing, music and other public entertainment of the like kind:
 - a. The maximum number of persons to be allowed at any one time in the premises shall not exceed 130 persons.
 - b. During Public Entertainments, both the front entrance and car park elevation entrance inner lobby door, shall remain closed but unlocked and usable as a fire escape.

- c. During Public Entertainments, both the external exit/entrance doors to the front entrance and car park elevation entrances, shall be allowed to return to the fully closed position when not being used.
 - d. The rear fire escape route, (via the female toilets) doors shall be maintained in a closed position but not locked and shall not be held back or fastened in an open position.
 - e. Noise or vibration shall not emanate from the premises so as to cause a public nuisance.
 - f. All electronic equipment used at events where there is amplified, recorded and live music shall be routed through the sound limiter device and only via the four dedicated stage power sockets. The sound limiter device shall be set to a level which will not cause a public noise nuisance to the noise sensitive receptors.
 - g. The maximum sound level must be agreed with the EH officers and set with their supervision by the operating tenant/manager before regulated entertainment takes place on the premises.
 - h. The setting of the sound limiter device must be followed by a sound limiter calibration certificate which must demonstrate the calibration methodology and agreed total music sound level along with maximum sound levels at low frequencies in the range between 63Hz to 250 Hz.
 - i. The sound limiter calibration certificate must be approved by the EH Team and the sound limiter device must operate according to the approved certificate at all times.
 - j. The operational panel of the noise limiter device shall be secured to the satisfaction of the EH officer or Licensing Officer of SBC. The keys or the password securing the access to the sound limiter device's operational panel must only be held or known by a responsible person nominated by the Licensee and shall not be accessed by any other person. The limiter shall not be altered without prior agreement of an EHO from SBC.
 - k. The noise limiter control sockets must be clearly visible from the adjacent bar area and not be obstructed in anyway.
 - l. The window acoustic infills shall be installed to the flat window nearest to the stage and also the bay window nearest to the stage at all times during events involving amplified, live and recorded music as outlined in the acoustic certificate dated 05/02/2024.
 - m. During Public Entertainments the management of the premises shall ensure that the windows in the lounge bar area remain closed, ventilation is to be provided via the extract ventilation system.
- 2. Disruptive customers, known drug users/dealer entering the premises will be refused service and will be asked to leave.
 - 3. There will be no serving to drunks.

4. The premises will always have a range of soft drinks on sale.
5. The premises licence holder will ensure all bar staff are trained in relation to the legislation relating to the sale of alcohol to drunken persons.
6. The pub will be a member of local Pubwatch scheme.
7. The DPS or his/her deputies will ensure that tables are cleared of glassware regularly and will monitor customers to ensure glasses/bottles are not taken from the premises.
8. No music shall be played in or transmitted to any outside area.
9. Children under 18 years will not be allowed into the premises after 22:00hrs.
- ~~10. All AWP's and cigarette machines will be sited in view of the bar, so that their usage can be monitored and controlled. Signs on the machines will indicate that children under the age of 18 years are forbidden to use them.~~
11. Between Sundays and Thursdays (inclusive) the following hours shall apply:
 - a. live and recorded music to cease at 23.00 hours
 - b. supply of alcohol to cease at 23.30 hours
 - c. premises to close at midnight
12. The Designated Premises Supervisor shall post notices at all exits reminding customers to respect the neighbours and leave the premises promptly and quietly.
13. The Designated Premises Supervisor shall encourage patrons to leave the car park within 15 minutes of closing time.
14. Except for patrons leaving the premises temporarily to smoke, the external area shall close at 22:00. Patrons leaving the premises temporarily to smoke after 22:00 shall not be permitted to take drinks outside with them. Adequate notices shall be displayed in appropriate locations to ensure that this information is brought to the attention of patrons.
15. Records of any complaints, incidents and meetings in relation to the four licensing objectives made by local residents/neighbours shall be kept by the applicant for a period of 6 years, and shall be made available at all times for inspection by Licensing Officers.
16. Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs to local residents and use the area quietly.
17. Where patrons congregate outside after 21:00 a member of staff shall be situated outside until the premises is empty of patrons and maintain order and control noise at all times.

Time line of events at the Royal Oak

Pre-statement:

We are aware that over the previous 14 years of our tenure at the Royal Oak numerous complaints have been made from local residents some with and some without merit.

We have previously stated in emails to EHO and licencing all of the below points, however due to the revolving door system Stevenage Borough Council employ, most emails are with ex-licencing officers and ex-EHO officers.

We are fully aware that most of the complaints are from [REDACTED]. An immediate neighbour who used to be an avid user of the premises. This changed when SBC brought in parking restrictions on Walkern road, and Nick had three cars. He requested if he could park all three cars in our car park to save him money, unfortunately we declined as we only have limited spaces.

This has created hell for us. [REDACTED] openly stated that he would not stop complaining about the pub until it was a car park. He also created a WhatsApp group with local residents urging them to complain even when no nuisance has occurred.

We have implemented every reasonable action brought to us through countless EHO & licencing meetings to prevent further 'nuisance' coming from the premises.

Below is an outline of what we have been through and the evidence of the failings of EHO and licencing's constant changes of personnel.

July 2016:

Complaint made against Royal Oak regarding the noise pollution from a live band [REDACTED] from McMullen's immediately requested the following actions to be taken from head of property

- Secondary glazing to the road facing windows and bay window
- Automatic closure of side door to be put in place and removal of hold back
- Ease and adjust side door and remove hold backs as catching on carpet
- Potentially looking to either add diffusers(mushrooms etc.) to some of the vaulted ceilings or lowering some of the ceilings to limit the spread of the sound

All actions undertaken other than the lowering of the ceilings as this wasn't deemed to make enough of an impact.

Jan 2017

Frist complaint regarding the timeslot we had been allocated for our glass bins to be emptied.

This was immediately resolved with Biffa who were very understanding

[REDACTED] contacted us regarding the sound limiter levels, advised that herself, [REDACTED] and [REDACTED] would attend site to set limiter to a reasonable level, [REDACTED] had previously visited site to create a report and sent to licencing officer [REDACTED] via email on 24 January 2017 at 20:55.

[REDACTED] agreed the visit and requested the sound limiter checks be carried out ASAP (31/1/17 at 15:45)

Time line of events at the Royal Oak

██████████ and ██████████ organised a visit to the complainants house to view the levels of the music however ██████████ is unavailable meaning the sound limiter calibration is pushed back further. The meeting goes ahead with ██████████

Meeting in complainants house finally agreed for Wednesday 15th Feb 2017 with ██████████ arranging the music to be reviewed in the complainants house to determine whether it is considered to be a nuisance.

On 13th Feb 2017 ██████████ requests ██████████ produce the previous recordings of 'nuisance music' to be provided.

██████████ doesn't send the recordings but stats in email *"We have the previous recordings downloaded and if you really wanted to hear it you could come in and listen. However, it probably wouldn't be that helpful now. Hopefully on Wednesday we can set a level that everyone is happy with."* – This is deemed inappropriate from our end.

Unfortunately the DJ who's equipment we were due to borrow let us down last minute.

April 2017

██████████ reported that a letter had been received from "A concerned resident" however parts of the complaint are open to interpretation – as well as some liability cannot be explicitly expressed on The Royal Oak.

As quoted from the letter (reference 3362_001.pdf from ██████████)

"We were greeted by a overspill of cars in the car park causing the road to be blocked" This cannot be included in the complaint due to this being a rare occasion, customers are within their rights to be picked up and we are within our rights to allow parking.

"customers" – Multiple references to "Customers" in this letter however due to the proximity of the Old Town to the premises, can anyone actually confirm they are our customers and not patrons of other sites in the Old Town walking home and seeing someone they know at The Royal Oak?

"Easter Sunday" – We can not be held accountable for SBC issuing a TENs for a "Religious Holiday"

July 2017

██████████ reinstates a meeting that was previously cancelled due to illness on the ██████████ representative to 10th July 2017, ██████████ confirms actions previously outlined have been undertaken:

(27/06/2017 15:09) from ██████████

"Everything has now been done in our power. Everything is plugged into the allocated sockets. The noise monitor is in full swing, set to their agreed levels."

Doors/windows are being closed. Benches removed from the front. External perimeter checks. Matting supplied for under the speakers to minimise the bass. Air Con in full operation."

Time line of events at the Royal Oak

██████ notes in her email dated 12/07/2017 that the sound recordings taken from a complaint on Saturday 1st July **Did not** constitute a nuisance from licencing's point of view.

August 2017

Frist complaint from ██████ directly to ██████ email address;

██████ stated that customers were making a loud noise during the Floyd Mayweather Jr. vs Conor McGregor boxing match. This had a TEN in operation and was limited to the sports bar (opposite side of the premises to ██████ house), two members of staff were employed and only 15 customers purchased tickets to this event.

November 2017

██████ contacts us regarding a complaint from 17th October 2017 and determines the following:

- "1. There would be a further visit by the original sound engineer who set the noise limiter up in February of this year to ensure that the agreed levels have not been changed.***
- 2. Staff engaged in the dispersal of customers leaving the pub at the end of the evening following these events will wear high visibility jackets to ensure that they are clearly visible to all"***

December 2017

Complaint from ██████ on 20/12/17 regarding noise over the 15-16th December 2017. Attached is a audio file (attachment 1.m4a) stating that the *"bass levels are both excessive and intrusive"* however we deem this not to be the case and the multiple people we have requested to review this footage cannot even hear the bass. ██████ replied to this email on the same day stating:

"Morning ██████"

Thanks for this. Could you please tell me what we are trying to listen for? We can hear a couple voices and a short 2 second bit of music that is barely audible, when we assume a door is opened to gain access but unfortunately we can't hear anything else over the traffic noise.

Not sure leaning out of an open window falls with any noise control remit that we are legally meant to be adhering too? When the noise of the traffic is quiet clearly the loudest thing on the recording. This really does strike me as desperation from the complainant.

Incidentally our neighbour has just been turned down again on his insurance claim last week.

Noise monitors were checked again after your previous visits and nothing had been tampered with. Perhaps you could send me the date of this recording, so I can send you a copy of our recording for the same date? Music 3 nights a week through out December, so really need some clarity on dates.

Many Thanks, ██████"

We have explicitly stated within this email that the noise limiters have been checked and verified by SBC and are at the same levels as agreed. Incidentally this email also shows the neighbour has bias against us due to the failed insurance claim against the premises.

Time line of events at the Royal Oak

██████████ also states in subsequent email that he played the audio file through "External Speakers" to detect the bass, However without knowing the specific brand, model and set up of the speakers, this could be misconstrued that any audio file could have a bass line depending on the configuration.

Feb 2018

Within an email thread from ██████████ he states that the audio recording form ██████████ dated 20th December 2025 is a "Cause for concern" however our standpoint remains the same that this audio recording should be null and void unless it was obtained by calibrated equipment and can be heard on a normal PC without additional speakers.

██████████ emails ██████████ and ██████████ on 20/02/2018 stating : *"I have recorded that on reaching the "too loud" level the machine is still working and that the music is cut off after 10 seconds in the red and requires the reset button to be pressed before music can start again."* Showing that the sound limited device is working and cut off within 10 seconds. He also states that the *"The box cannot be changed without an engineer accessing the unit."*

██████████ requests further guidance on where we go from here as our and McMullen's view point is the equipment SBC pushed for us to have installed, calibrated and used every event is working correctly.

March 2018

██████████ notifies us of yet another complaint from 3rd March 2018 but gives no further information.

April 2018

██████████ suggests a residents meeting to get to the bottom of the complaints. And notifies us of another complaint regarding the owner being aggressive on the phone and fights taking place outside the pub. ██████████ responds denying the allegations and I'm sure ██████████ can confirm if a fight took place as it is company policy for all fights to be reported to the police instantly.

Residents meeting penned into the diary for Saturday 28th April 10am.

May 2018

We received an email from ██████████ notifying us of the acoustic measures in place at a different bar in Hitchin (Club 85) and suggested we talk to them about the measures they have put in place in an attempt to limit the noise pollution from our premises. After talking to the manager it was decided we had put in place mostly all of their measures and nothing further could be implemented as they have.

██████████ also acknowledged no residents came to the meeting at the Royal Oak on the 28th April at 10am. ██████████ rebooks the residents meeting for 26th May 2018 at 10.30am. He also outlines the new sound limiting measures going in place during the planned refurbishment.

On 17th May 2018 ██████████ recommends the sound limiting device be checked due to its age, however as stated in ██████████ response the same day, it was checked in Feb 2018 by SBC themselves as well as it being added to a annual inspection routine. ██████████ also agrees to have the sound limited moved during the refurbishment if SBC require so.

Time line of events at the Royal Oak

23rd May 2018 [REDACTED] notifies [REDACTED] and [REDACTED] that they wish to have a meeting on Friday 25th May 2018 to discuss points raised in [REDACTED] previous email.

25th May 2018 [REDACTED] makes the following points;

"1. I have emailed our estates team to chase the re-siting of the noise limiter and to arrange an engineer certificate

2. I will await a meeting date from you after the 7th June with the neighbour and an acoustic specialist but have begun the process with our interior designer [REDACTED] today who is now costing acoustic curtains into the scheme

3. [REDACTED] – to make immediate inroads into external drinking and use door staff to monitor on Friday and Saturday nights

4. TENS/day events – I guess we see how the applications go and the neighbours are with the improvements"

McMullen's have now invested thousands of pounds into the prevention of public nuisance by erecting a fence to prevent nuisance to the rear neighbours.

[REDACTED] requests SBC Invest in additional lighting and CCTV to prevent the 'back alley' from being used for antisocial behaviour. – SBC never acknowledged this request.

June 2018

[REDACTED] arranges for an Acoustician to attend the site and give an expert opinion on the noise pollution issues. (" [REDACTED] form Spectrum Acoustic")

August 2018

Acoustician is present on the weekend of 25th/26th August to investigate.

[REDACTED] reports two further complaints one of which is not appropriate and contains threats of violence. *"As you would imagine I wanted to go out and hit someone with the shovel."*

One complaint reports no door staff could be seen however [REDACTED] confirmed that door supervisor was present those nights. And also reports *"The bass levels were very high Friday night and people were loud outside after 9pm"* unless this happened after 11pm, it's not against the law or our licence.

[REDACTED] requests video evidence of the events taking place to ensure they can be dealt with correctly and to corroborate any complaints.

Complaints have started to become abusive, [REDACTED] responds to [REDACTED] and [REDACTED] the following:

"Good morning,

Unfortunately my staff are not paid to take abusive complaints from customers. They have been instructed to hang up on anyone using abusive language.

These "complaints" are now being recorded along with regular recordings through out the night, monitoring noise from outside. The one in question your complainant made on Saturday night and was "hung up on", again was using extra colourful language. He unfortunately should have taken time out to lean out of his window before complaining. As the member of staff was outside

Time line of events at the Royal Oak

recording at the time of his call. Which we have a time record of, that would match his phones call log. I say unfortunately because as you can quiet clearly see on the recordings there is no one outside and no audible noise can be heard leaving the building.

We are also purchasing a body cam to record any incidence that may occur or not as the case maybe going forward.

At the last meeting (and at previous meetings) we was promised a full log and results of your last noise monitoring. Please note nothing to date. Equally we asked [REDACTED] and [REDACTED] for copies of the previous 2/3 occasions that recordings where made with your "faulty" equipment. We are still waiting on all of these also.

Equally please provide us with Police records of their call outs to the pub over the last 4 years. To further enhance your groups previous emails regarding the behaviour and constant nuisance coming from the pubs patrons.

The Consultant will be present again this Saturday before forwarding on a report. As to will the non-existent doorman your complainant refers to.

To date our staff equally have not seen any police presence at the rear of the property, after me making it clear in the previous meetings that it has become a haven for youths.

To date, to my knowledge as I have not had any reports back reference to your "faulty" equipment or the subsequent visit to the property from two of your staff on the nights in question, I am not aware of us breaking any laws regarding acceptable noise pollution. Other than from your "group" of complainants. Please correct me if I am wrong. The "noise" from these complainants has escalated since your "group" meeting. Now that they feel they have your attention.

Equally I am happy to meet anyone of your team at the venue on a Friday or Saturday night to record all these issues for yourselves. "

September 2018

[REDACTED] notified us that yet again we have received another complaint. This time the complainant has attached a video ("Video.MOV") which is taken from outside his property.

We can barely hear anything from the video file and are confused how this is a complaint.

The complainant states that he has contacted the site and the site state they are doing everything they have been told to do to mitigate the noise, the sound limiter is in use and it hasn't tripped. Yet again, this sound limiter was set up by SBC and is to their approved levels.

05/09/18

[REDACTED] notifies us of two futher complaints, one at 22.24 and one at 22.32 on the 31.08.18, prior to 23:00 when noise can be considered a nuisance.

26/09/18 – Acoustician report comes back showing that the Royal Oak is operating completely within the Noise Act 1996 ("Acoustician Report.pdf")

December 2018

Complaint arose due to noise from customers outside the premises, as per our policy, it got heated and police were called. This situation was out of our control.

Time line of events at the Royal Oak

May 2019

██████ requests sound curtains are put up earlier to prevent them being forgotten during busy nights.

██████ contacts ██████ regarding a noise complaint at 22:00. This is before 'Quiet Hours' of 11pm-7am.

Jan 2020

We get a friendly email from ██████ requesting the use of our car park for a skip for his building works. We agree in an attempt to get him back on our side.

██████ notifies of a further complaint stating there was a group of people outside the pub disturbing a resident, but gives no information regarding the location of 'outside the pub'

August 2021

Another email from ██████ this time telling us about issues with people out the front and rear of his house, unfortunately we are not liable for passersby. The rear of the pub has an alley way which is frequented by un-favourable people but The Royal Oak has no jurisdiction here, nor do we on Walkern Road itself outside of our property boundaries.

We have another EHO officer involved (██████) notifying us that we have had another complaint. ██████ gives a detailed explanation (██████ response ██████.PDF")

November 2021

Another licencing officer is involved now, ██████ outlines her findings on multiple visits to the Royal Oak and States *"the front entrance door is unable to be used as fire escape as this door is blocked by furniture to prevent its use, during public entertainments"*

However we have been told multiple times to prevent people from using this as an entrance/exit during live music to prevent sound escaping to the immediate neighbours by ██████ and ██████. In addition they recommended the 'Fire Exit' sign be removed immediately. ██████ raises this point in his email (██████.pdf")

"the sound level from amplified public entertainments is audible beyond the boundary of the premises" The noise limited was set and agreed by all parties (Myself, EHO, Licencing and McMullen's) and is in use on all event nights, how can the noise be classed as a nuisance when the agreed levels are considered adequate? ("EHO Findings.pdf")

██████ follows up with ██████ on 20/11/21 (██████.pdf") and notifies her that Door supervisors are not listed in our licence and will are not legally required to have them.

March – April 2022

██████ constantly objects to our TEN notices continuously citing door supervisors, we have explained time and time again this is not in our licence and at no point has ██████ requested a minor variation to the licence to put an additional annex in there.

We receive a Warning letter from ██████ stating we have breached the condition of the licence even though he states himself there is no evidence confirming this. (Warning Letter.pdf)

Time line of events at the Royal Oak

█ responds to █ explaining the situation ("█.pdf")

April 2022

█ pushes again for door supervisors, █ Agrees stating they will be on the door from 20:00-00:00

May 2022

We notice one of the neighbours adjoining to our car park holding up a black box on one of the event nights recently complained about, upon speaking with members of the licencing team we are made aware that this is a noise monitoring device which has been removed from their house and is being used incorrectly to inflate the audio levels recorded. ("Complaint Black Box.pdf")

July 2022

█ objects to another TEN for 'Old Town Live' citing again that registered door supervisors are required and stating there is still an open complaint to which we have had no information regarding. ("█ Complaint.pdf")

August 2022

█ requests a meeting either 7/9/22 or 8/9/22 to discuss the outcome of her investigations. █ requests her findings ahead of time to discuss it with a legal team.

█ does not sent the evidence even after a further reminder, then goes onto annual leave until September.

September 2022

█ leaves McMullen's and █ takes his place as head of tenancy.

February 2023

We are notified by █ that █ has lodged yet another complaint about audible music in his house at 21:50. He then states he can still hear it at 22:30, both prior to the 11pm 'Quiet time'

█ advised █ this is yet again another complaint on the back of the parking restrictions on Walkern Road and █ abuse of the single permit he was given for our car park.

We now have another EHO officer █

March 2023

█ advises █ that an acoustician has attended the premises and verified the sound limiting device is still fully functional

May 2023

We have another EHO officer █ who immediately sends us a Warning letter ("Warning Letter █.pdf") citing the same allegation ""*The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments, is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public*

Time line of events at the Royal Oak

House', [REDACTED] Walkern Road, Stevenage" The device is still set at the same level as [REDACTED] and myself agreed upon years ago.

[REDACTED] responds to the complaint (" [REDACTED].pdf")

June 2023

We contacted [REDACTED] and Partners for legal advice on these issues. They stated to us that even though this is a complex issue with very little real evidence, complaints before 11pm are open to interpretation and are not easily 'convicted'

We receive another Warning letter ("Warning Letter [REDACTED].pdf") stating further breaches, however they clearly state in the warning letter that the sound limiting device was in use. Essentially contradicting their own departments calibration of the machine and previous EHO officer visits.

During this time a meeting was called with the following representatives; EHO ([REDACTED]), Licencing ([REDACTED]), Stevenage Councillor, Publican Representative ([REDACTED]), Acoustician ([REDACTED]), and McMullen's ([REDACTED]) to deliberate on new wording for the premise licence. We had all agreed on the wording and the minor variation was being prepared for submission by [REDACTED]. This would have removed the grey area of interpretation of the licence and made everyone's lives easier.

The day before the consultation period ended [REDACTED] objected to the variation leaving us dead in the water.

January 2024

[REDACTED] notifies us that a noise abatement notice has been issued against the pub, once again for a complaint prior to 23:00.

[REDACTED] confirms the agreed level set out in a meeting in December 2023 with the acoustician as 91dB LAeq (30sec) during the meeting with the acoustician he takes readings from all areas of the premises and notifies EHO, Licencing and ourselves that the area to be measured around the dance floor area.

We receive a acoustic report on 15/1/2024 ("soundcert.pdf")

[REDACTED] recommends a new sound limiter. To be installed Monday 29th Jan 2024

[REDACTED] requests a picture of the new limiter in situ with specific screws installed. (anti tamper Torx screws)

Due to the constant stress and the harassment of the unfound complaints our manager hands in his resignation on 31/01/2024.

[REDACTED] contacts [REDACTED] reference to the measures we are having to go through to appease [REDACTED]. (" [REDACTED] complaint.pdf")

Feb 2024

[REDACTED] arranges a meeting for 21st Feb 2024 to calibrate the new meter to the required levels.

[REDACTED] rejects a TEN for the 1st March 2024 for music to carry until 1am.

[REDACTED] and [REDACTED] arrange a meeting for Tuesday 27th Feb 11am.

Time line of events at the Royal Oak

██████ emails ████████ with the wording she recommends for the minor variation.

██████ starts investigating allegations of bullying by ████████. Requests statements from multiple parties. ("████████.pdf")

██████ notifies us of two further complaints.

██████ (DPS) is notified he could lose his personal licence due to the unjust abatement notice against him.

██████ submits an official complaint against EHO and licencing due to the years of failings of the departments and the hostility of ████████. ("official complaint.pdf")

March 2024

██████ responds to ████████ complaint and registers it as a "Formal complaint (Stage 1)" and will provide a response in the short term,

██████ notifies ████████ that the minor variation cannot go ahead due to the failure of accurately setting the noise limiting device. The acoustician's report clearly states that the average reading of the noise level should be taken 'around the area of the dance floor' however the CCTV we have clearly shows ████████ only walking around the vicinity of the speaker, inflating the average reading on her decibel meter. ("EHO CCTV.mp4")

April 2024

DPS of the Royal Oak is changed from ████████ to ████████ due to ████████ resignation.

Multiple emails are sent to ████████ with zero response.

██████ finally responds to ████████ who requested an update on the complaint. She advises she will respond in full by Tuesday 23rd April 2024

██████ finally responds to the complaint on Thursday 25/04/2024 ("Complaint response.pdf") however her responses are inadequate and dismissed most of our comments.

We received an email from SBC regarding our complaint (Ref CU609322980) 26/04/2024

May 2024

██████ and ████████ visited the site and notified us that the noise could be heard at the boundary edge, the noise limited had already been set to the approved levels as outlined by ████████ previously. This is yet another failing of their department and it was still clearly incorrect. ████████ contacted us to clarify that the complaints will have no further action taken.

██████ emails ████████ after he chased any action still to be taken after ████████ response to his complaint. ████████ recommended yet another recalibration of the equipment which was only initially done Feb 2024.

We contact SBC to raise our complaint from Stage 1 to Stage 2.

Time line of events at the Royal Oak

June 2024

We receive a complaint through [REDACTED] regarding issues irrespective of the premises licence, noting the police had to be called that night which is our policy and right if we have trouble.

[REDACTED] contacts [REDACTED] to set up a meeting regarding 3 complaints and a 'sound recording' of the incidents, this sound recording app is not an official SBC designed application meaning it is completely unregulated and therefore cannot be used as evidence against us.

[REDACTED] also wishes for [REDACTED] to be present however [REDACTED] declines due to the ongoing complaint regarding her actions.

[REDACTED] receives a complaint from neighbours regarding cigarette butts and broken glass at the side and rear of the pub. As [REDACTED] mentions in his email there is no possible way to prove this was caused by our customers especially with our proximity to the Old Town.

We installed acoustic grade sound proof curtains to prevent additional noise nuisance escaping the premises, these curtains are rated for up to 21dB difference.

A freedom of information request is submitted to SBC (FOI24/106) for all of the previous investigations and evidence against the Royal Oak.

[REDACTED] notifies [REDACTED] that following on from a complaint regarding 31st May 2024 [REDACTED] had offered to show [REDACTED] (on an unrelated visit to the Pear Tree) the video recordings of the night, which she declined. The Videos are sent to [REDACTED] via WhatsApp by [REDACTED]

[REDACTED] is contacted again and is annual leave.

FOI request comes back rejected due to an ongoing investigation.

[REDACTED] notifies us of a further breach of licence, [REDACTED] submitted recordings of the night to her to show we are doing everything we have been told to do.

[REDACTED] notifies us that a resident has praised the premises for the lack of noise over the weekend. She puts this down to the new internal sound curtains.

[REDACTED] responds to her notifying her of 3 ignored emails to her line manager [REDACTED]
[REDACTED]

July 2024

[REDACTED] chases [REDACTED] again regarding his email with no response, [REDACTED] is also away. Without [REDACTED] response we cannot continue with the minor variation.

October 2024

After months of zero correspondence from SBC we receive an email from [REDACTED] requesting a meeting reviewing the improvements that have been implemented. She also notifies us of 3 further complaints spanning 3 months.

Time line of events at the Royal Oak

December 2024

We are notified that [REDACTED] has left the business, as she was a main point of contact for us this is incredibly unprofessional.

Jan 2025

[REDACTED] attempts to arrange a meeting at the premises to agreed the level on the sound limited once again. However due to the noise abatement order in place and the active complaint regarding [REDACTED] actions have made the situation frustrating for both parties.

A meeting is agreed with [REDACTED] and [REDACTED] on 28th Jan

February 2025

We are allocated another EHO officer in place of [REDACTED].

[REDACTED] is an expert in the field of acoustics. And wishes to set up a meeting ASAP

[REDACTED] and [REDACTED] visited the pub and did some general checks, paperwork was checked and photographed, the sound limiter was in use, and they stated the music level 'seemed ok'.

They were happy with what we were doing which was no different to any other event night. ("EHO and Licencing visit.pdf")

[REDACTED] arranges a meeting with [REDACTED] to get to the bottom of the situation for Monday 17th Feb 2025

[REDACTED] notifies us of a breach at 22.15 on 31st Jan

[REDACTED] sends a breakdown of what was discussed at the meeting with [REDACTED], mostly noting that the sound curtains are ineffective even though there is a clear difference in the number of complaints since they were installed. Also noting that the smoking solution needs to be looked at again, this is now the 3rd EHO officer who has determined that the smoking solution needs to be moved. The meeting overall is deemed to be positive.

July 2025

McMullen's solicitors get involved and explain the situation after a meeting with EHO. (" [REDACTED] pdf")

McMullen's recommend getting letters from the locals and local residents in support of the pub and to show the site as a community asset.

McMullen's submit a minor variation to the premises licence without consultation with the tenant, McMullen's informed the tenant that the variation was to be submitted but not the contents. ("Minor variation") The tenant presumed these changes would be the ones stated in previous emails with [REDACTED]

Time line of events at the Royal Oak

September 2025

██████████ requests another sound check to ensure that the noise limiter is working correctly on 30th September 2025 alongside ██████████

October 2025

Minor variation is finally submitted on the 17th October after receiving no objections from licencing and EHO regarding the proposed changes.

Conclusion:

As you can see from the countless incidents we have had over the last 14 years, I would hope you agree that the situation the Royal Oak as well as McMullen's have been put it is unfair and unjust.

Countless EHO officers and Licencing officers over the years have skewed the lines on what we are actually meant to be doing. When EHO officers email us stating we are doing a great job only for a different one to email us the following week saying the opposite creates a level of distrust for the licencing and EHO departments.

The level of investment for both ██████████ and McMullen's is excessive especially when it's a constant back and forth on what actually needs to be done, three times the smoking shelter was moved depending on what EHO officer that week had ordered us to do.

McMullen's investment:

- Air conditioning to prevent doors and windows from being opened
- Re insulating of the stage area
- Two sound monitors over 12 years
- Multiple engineer visits to recalibrate due to EHO error
- Internal specialist sound curtains
- External specialist sound curtains
- Acoustician reports
- Secondary glazing throughout the premises
- Multiple on site meetings

Tenant investment

- Extra staffing costs due to additional monitoring needs (inside and out)
- Internal specialist sound curtains
- External specialist sound curtains
- Specialist foam inserts to windows
- Specialist foam inserts to old vents
- Door supervisors
- Specialist sound monitoring equipment
- Multiple on site meetings

Time line of events at the Royal Oak

During the course of these issues at the request of McMullen's we have sought legal advice from out BII membership. The solicitors at our disposal have stated contradictory information compared to EHO and Licencing, mainly that you cannot have a noise abatement notice for something that happened before 23:00.

We have entertained every EHO and Licencing officer who has requested a meeting with us to finally get to the bottom of the problem.

We are aware that most of the complaints are coming from [REDACTED] at [REDACTED] Walkern road due to the parking restrictions we were unable to appease him with. We are also aware of the WhatsApp group some of the residents have shown us where he is trying to get the residents to complain for no reason other than to destroy this business.

We have previously submitted resident statements from immediate neighbours who didn't even know we have live music most weekends. These were ignored and brushed aside.

Previously we set a honey trap to prove to EHO and Licencing that the nuisance allegations are false by advertising a live band but not actually booking them. This caused an influx of complaints about noise that night however no music was actually played. We have also provided evidence on countless occasions that complaints are baseless and untrue.

We do accept that sometimes noise does escape which is why we have implemented so many policies and procedures to ensure this does not happen often. The residents were given an opportunity to voice their concerns to us and they chose not to take it.

These TENs have been denied due to interpretation by [REDACTED], historically no EHO or licencing officer has denied us a TEN on these grounds. [REDACTED] has interpreted them as a complete blanket over the current premises licence, however the TEN for 12th, 19th, 24th and 31st Dec all only state extending the licencing hours and not a complete voiding of the premises licence conditions. The only TEN that stated we were voiding 2 conditions was one dated 5th Dec 2025. We would like this explained fully.

Time line of events at the Royal Oak

Pre-statement:

We are aware that over the previous 14 years of our tenure at the Royal Oak numerous complaints have been made from local residents some with and some without merit.

We have previously stated in emails to EHO and licencing all of the below points, however due to the revolving door system Stevenage Borough Council employ, most emails are with ex-licencing offers and ex-EHO officers.

We are fully aware that most of the complaints are from [REDACTED]. An immediate neighbour who used to be an avid user of the premises. This changed when SBC brought in parking restrictions on Walkern road, and Nick had three cars. He requested if he could park all three cars in our car park to save him money, unfortunately we declined as we only have limited spaces.

This has created hell for us. [REDACTED] openly stated that he would not stop complaining about the pub until it was a car park. He also created a WhatsApp group with local residents urging them to complain even when no nuisance has occurred.

We have implemented every reasonable action brought to us through countless EHO & licencing meetings to prevent further 'nuisance' coming from the premises.

Below is an outline of what we have been through and the evidence of the failings of EHO and licencing's constant changes of personnel.

July 2016:

Complaint made against Royal Oak regarding the noise pollution from a live band [REDACTED] from McMullen's immediately requested the following actions to be taken from head of property

- Secondary glazing to the road facing windows and bay window
- Automatic closure of side door to be put in place and removal of hold back
- Ease and adjust side door and remove hold backs as catching on carpet
- Potentially looking to either add diffusers(mushrooms etc.) to some of the vaulted ceilings or lowering some of the ceilings to limit the spread of the sound

All actions undertaken other than the lowering of the ceilings as this wasn't deemed to make enough of an impact.

Jan 2017

Frist complaint regarding the timeslot we had been allocated for our glass bins to be emptied.

This was immediately resolved with Biffa who were very understanding

[REDACTED] contacted us regarding the sound limiter levels, advised that herself, [REDACTED] and [REDACTED] would attend site to set limiter to a reasonable level, [REDACTED] had previously visited site to create a report and sent to licencing officer [REDACTED] via email on 24 January 2017 at 20:55.

[REDACTED] agreed the visit and requested the sound limiter checks be carried out ASAP (31/1/17 at 15:45)

Time line of events at the Royal Oak

██████████ and ██████████ organised a visit to the complainants house to view the levels of the music however ██████████ is unavailable meaning the sound limiter calibration is pushed back further. The meeting goes ahead with ██████████

Meeting in complainants house finally agreed for Wednesday 15th Feb 2017 with ██████████ arranging the music to be reviewed in the complainants house to determine whether it is considered to be a nuisance.

On 13th Feb 2017 ██████████ requests ██████████ produce the previous recordings of 'nuisance music' to be provided.

██████████ doesn't send the recordings but stats in email *"We have the previous recordings downloaded and if you really wanted to hear it you could come in and listen. However, it probably wouldn't be that helpful now. Hopefully on Wednesday we can set a level that everyone is happy with."* – This is deemed inappropriate from our end.

Unfortunately the DJ who's equipment we were due to borrow let us down last minute.

April 2017

██████████ reported that a letter had been received from "A concerned resident" however parts of the complaint are open to interpretation – as well as some liability cannot be explicitly expressed on The Royal Oak.

As quoted from the letter (reference 3362_001.pdf from ██████████)

"We were greeted by a overspill of cars in the car park causing the road to be blocked" This cannot be included in the complaint due to this being a rare occasion, customers are within their rights to be picked up and we are within our rights to allow parking.

"customers" – Multiple references to "Customers" in this letter however due to the proximity of the Old Town to the premises, can anyone actually confirm they are our customers and not patrons of other sites in the Old Town walking home and seeing someone they know at The Royal Oak?

"Easter Sunday" – We can not be held accountable for SBC issuing a TENs for a "Religious Holiday"

July 2017

██████████ reinstates a meeting that was previously cancelled due to illness on the ██████████ representative to 10th July 2017, ██████████ confirms actions previously outlined have been undertaken:

(27/06/2017 15:09) from ██████████

"Everything has now been done in our power. Everything is plugged into the allocated sockets. The noise monitor is in full swing, set to their agreed levels.

Doors/windows are being closed. Benches removed from the front. External perimeter checks. Matting supplied for under the speakers to minimise the bass. Air Con in full operation."

Time line of events at the Royal Oak

██████ notes in her email dated 12/07/2017 that the sound recordings taken from a complaint on Saturday 1st July **Did not** constitute a nuisance from licencing's point of view.

August 2017

Frist complaint from ██████ directly to ██████ email address;

██████ stated that customers were making a loud noise during the Floyd Mayweather Jr. vs Conor McGregor boxing match. This had a TEN in operation and was limited to the sports bar (opposite side of the premises to ██████ house), two members of staff were employed and only 15 customers purchased tickets to this event.

November 2017

██████ contacts us regarding a complaint from 17th October 2017 and determines the following:

- "1. There would be a further visit by the original sound engineer who set the noise limiter up in February of this year to ensure that the agreed levels have not been changed.***
- 2. Staff engaged in the dispersal of customers leaving the pub at the end of the evening following these events will wear high visibility jackets to ensure that they are clearly visible to all"***

December 2017

Complaint from ██████ on 20/12/17 regarding noise over the 15-16th December 2017. Attached is a audio file (attachment 1.m4a) stating that the *"bass levels are both excessive and intrusive"* however we deem this not to be the case and the multiple people we have requested to review this footage cannot even hear the bass. ██████ replied to this email on the same day stating:

"Morning ██████"

Thanks for this. Could you please tell me what we are trying to listen for? We can hear a couple voices and a short 2 second bit of music that is barely audible, when we assume a door is opened to gain access but unfortunately we can't hear anything else over the traffic noise.

Not sure leaning out of an a open window falls with any noise control remit that we are legally meant to be adhering too? When the noise of the traffic is quiet clearly the loudest thing on the recording. This really does strike me as desperation from the complainant.

Incidentally our neighbour has just been turned down again on his insurance claim last week.

Noise monitors were checked again after your previous visits and nothing had been tampered with. Perhaps you could send me the date of this recording, so I can send you a copy of our recording for the same date? Music 3 nights a week through out December, so really need some clarity on dates.

Many Thanks, ██████"

We have explicitly stated within this email that the noise limiters have been checked and verified by SBC and are at the same levels as agreed. Incidentally this email also shows the neighbour has bias against us due to the failed insurance claim against the premises.

Time line of events at the Royal Oak

██████████ also states in subsequent email that he played the audio file through "External Speakers" to detect the bass, However without knowing the specific brand, model and set up of the speakers, this could be misconstrued that any audio file could have a bass line depending on the configuration.

Feb 2018

Within an email thread from ██████████ he states that the audio recording form ██████████ dated 20th December 2025 is a "Cause for concern" however our standpoint remains the same that this audio recording should be null and void unless it was obtained by calibrated equipment and can be heard on a normal PC without additional speakers.

██████████ emails ██████████ and ██████████ on 20/02/2018 stating : *"I have recorded that on reaching the "too loud" level the machine is still working and that the music is cut off after 10 seconds in the red and requires the reset button to be pressed before music can start again."* Showing that the sound limited device is working and cut off within 10 seconds. He also states that the *"The box cannot be changed without an engineer accessing the unit."*

██████████ requests further guidance on where we go from here as our and McMullen's view point is the equipment SBC pushed for us to have installed, calibrated and used every event is working correctly.

March 2018

██████████ notifies us of yet another complaint from 3rd March 2018 but gives no further information.

April 2018

██████████ suggests a residents meeting to get to the bottom of the complaints. And notifies us of another complaint regarding the owner being aggressive on the phone and fights taking place outside the pub. ██████████ responds denying the allegations and I'm sure ██████████ can confirm if a fight took place as it is company policy for all fights to be reported to the police instantly.

Residents meeting penned into the diary for Saturday 28th April 10am.

May 2018

We received an email from ██████████ notifying us of the acoustic measures in place at a different bar in Hitchin (Club 85) and suggested we talk to them about the measures they have put in place in an attempt to limit the noise pollution from our premises. After talking to the manager it was decided we had put in place mostly all of their measures and nothing further could be implemented as they have.

██████████ also acknowledged no residents came to the meeting at the Royal Oak on the 28th April at 10am. ██████████ rebooks the residents meeting for 26th May 2018 at 10.30am. He also outlines the new sound limiting measures going in place during the planned refurbishment.

On 17th May 2018 ██████████ recommends the sound limiting device be checked due to its age, however as stated in ██████████ response the same day, it was checked in Feb 2018 by SBC themselves as well as it being added to a annual inspection routine. ██████████ also agrees to have the sound limited moved during the refurbishment if SBC require so.

Time line of events at the Royal Oak

23rd May 2018 [REDACTED] notifies [REDACTED] and [REDACTED] that they wish to have a meeting on Friday 25th May 2018 to discuss points raised in [REDACTED] previous email.

25th May 2018 [REDACTED] makes the following points;

- "1. I have emailed our estates team to chase the re-siting of the noise limiter and to arrange an engineer certificate*
- 2. I will await a meeting date from you after the 7th June with the neighbour and an acoustic specialist but have begun the process with our interior designer [REDACTED] today who is now costing acoustic curtains into the scheme*
- 3. [REDACTED] – to make immediate inroads into external drinking and use door staff to monitor on Friday and Saturday nights*
- 4. TENS/day events – I guess we see how the applications go and the neighbours are with the improvements"*

McMullen's have now invested thousands of pounds into the prevention of public nuisance by erecting a fence to prevent nuisance to the rear neighbours.

[REDACTED] requests SBC invest in additional lighting and CCTV to prevent the 'back alley' from being used for antisocial behaviour. – SBC never acknowledged this request.

June 2018

[REDACTED] arranges for an Acoustician to attend the site and give an expert opinion on the noise pollution issues. (" [REDACTED] form Spectrum Acoustic")

August 2018

Acoustician is present on the weekend of 25th/26th August to investigate.

[REDACTED] reports two further complaints one of which is not appropriate and contains threats of violence. *"As you would imagine I wanted to go out and hit someone with the shovel."*

One complaint reports no door staff could be seen however [REDACTED] confirmed that door supervisor was present those nights. And also reports *"The bass levels were very high Friday night and people were loud outside after 9pm"* unless this happened after 11pm, it's not against the law or our licence.

[REDACTED] requests video evidence of the events taking place to ensure they can be dealt with correctly and to corroborate any complaints.

Complaints have started to become abusive, [REDACTED] responds to [REDACTED] and [REDACTED] the following:

"Good morning,

Unfortunately my staff are not paid to take abusive complaints from customers. They have been instructed to hang up on anyone using abusive language.

These "complaints" are now being recorded along with regular recordings through out the night, monitoring noise from outside. The one in question your complainant made on Saturday night and was "hung up on", again was using extra colourful language. He unfortunately should have taken time out to lean out of his window before complaining. As the member of staff was outside

Time line of events at the Royal Oak

recording at the time of his call. Which we have a time record of, that would match his phones call log. I say unfortunately because as you can quite clearly see on the recordings there is no one outside and no audible noise can be heard leaving the building.

We are also purchasing a body cam to record any incidence that may occur or not as the case maybe going forward.

At the last meeting (and at previous meetings) we was promised a full log and results of your last noise monitoring. Please note nothing to date. Equally we asked [REDACTED] and [REDACTED] for copies of the previous 2/3 occasions that recordings were made with your "faulty" equipment. We are still waiting on all of these also.

Equally please provide us with Police records of their call outs to the pub over the last 4 years. To further enhance your groups previous emails regarding the behaviour and constant nuisance coming from the pubs patrons.

The Consultant will be present again this Saturday before forwarding on a report. As to will the non-existent doormen your complainant refers to.

To date our staff equally have not seen any police presence at the rear of the property, after me making it clear in the previous meetings that it has become a haven for youths.

To date, to my knowledge as I have not had any reports back reference to your "faulty" equipment or the subsequent visit to the property from two of your staff on the nights in question, I am not aware of us breaking any laws regarding acceptable noise pollution. Other than from your "group" of complainants. Please correct me if I am wrong. The "noise" from these complainants has escalated since your "group" meeting. Now that they feel they have your attention.

Equally I am happy to meet anyone of your team at the venue on a Friday or Saturday night to record all these issues for yourselves. "

September 2018

[REDACTED] notified us that yet again we have received another complaint. This time the complainant has attached a video ("Video.MOV") which is taken from outside his property.

We can barely hear anything from the video file and are confused how this is a complaint.

The complainant states that he has contacted the site and the site state they are doing everything they have been told to do to mitigate the noise, the sound limiter is in use and it hasn't tripped. Yet again, this sound limiter was set up by SBC and is to their approved levels.

05/09/18

[REDACTED] notifies us of two further complaints, one at 22.24 and one at 22.32 on the 31.08.18, prior to 23:00 when noise can be considered a nuisance.

26/09/18 – Acoustician report comes back showing that the Royal Oak is operating completely within the Noise Act 1996 ("Acoustician Report.pdf")

December 2018

Complaint arose due to noise from customers outside the premises, as per our policy, it got heated and police were called. This situation was out of our control.

Time line of events at the Royal Oak

May 2019

██████ requests sound curtains are put up earlier to prevent them being forgotten during busy nights.

██████ contacts ██████ regarding a noise complaint at 22:00. This is before 'Quiet Hours' of 11pm-7am.

Jan 2020

We get a friendly email from ██████ requesting the use of our car park for a skip for his building works. We agree in an attempt to get him back on our side.

██████ notifies of a further complaint stating there was a group of people outside the pub disturbing a resident, but gives no information regarding the location of 'outside the pub'

August 2021

Another email from ██████ this time telling us about issues with people out the front and rear of his house, unfortunately we are not liable for passersby. The rear of the pub has an alley way which is frequented by un-favourable people but The Royal Oak has no jurisdiction here, nor do we on Walkern Road itself outside of our property boundaries.

We have another EHO officer involved ("██████") notifying us that we have had another complaint. ██████ gives a detailed explanation ("██████ response ██████.PDF")

November 2021

Another licencing officer is involved now, ██████ outlines her findings on multiple visits to the Royal Oak and States *"the front entrance door is unable to be used as fire escape as this door is blocked by furniture to prevent its use, during public entertainments"*

However we have been told multiple times to prevent people from using this as an entrance/exit during live music to prevent sound escaping to the immediate neighbours by ██████ and ██████. In addition they recommended the 'Fire Exit' sign be removed immediately. ██████ raises this point in his email ("██████.pdf")

"the sound level from amplified public entertainments is audible beyond the boundary of the premises" The noise limited was set and agreed by all parties (Myself, EHO, Licencing and McMullen's) and is in use on all event nights, how can the noise be classed as a nuisance when the agreed levels are considered adequate? ("EHO Findings.pdf")

██████ follows up with ██████ on 20/11/21 ("██████.pdf") and notifies her that Door supervisors are not listed in our licence and will be not legally required to have them.

March – April 2022

██████ constantly objects to our TEN notices continuously citing door supervisors, we have explained time and time again this is not in our licence and at no point has ██████ requested a minor variation to the licence to put an additional annex in there.

We receive a Warning letter from ██████ stating we have breached the condition of the licence even though he states himself there is no evidence confirming this. (Warning Letter.pdf)

Time line of events at the Royal Oak

█ responds to █ explaining the situation ("█.pdf")

April 2022

█ pushes again for door supervisors, █ Agrees stating they will be on the door from 20:00-00:00

May 2022

We notice one of the neighbours adjoining to our car park holding up a black box on one of the event nights recently complained about, upon speaking with members of the licencing team we are made aware that this is a noise monitoring device which has been removed from their house and is being used incorrectly to inflate the audio levels recorded. ("Complaint Black Box.pdf")

July 2022

█ objects to another TEN for 'Old Town Live' citing again that registered door supervisors are required and stating there is still an open complaint to which we have had no information regarding. ("█ Complaint.pdf")

August 2022

█ requests a meeting either 7/9/22 or 8/9/22 to discuss the outcome of her investigations. █ requests her findings ahead of time to discuss it with a legal team.

█ does not sent the evidence even after a further reminder, then goes onto annual leave until September.

September 2022

█ leaves McMullen's and █ takes his place as head of tenancy.

February 2023

We are notified by █ that █ has lodged yet another complaint about audible music in his house at 21:50. He then states he can still hear it at 22:30, both prior to the 11pm 'Quiet time'

█ advised █ this is yet again another complaint on the back of the parking restrictions on Walkern Road and █ abuse of the single permit he was given for our car park.

We now have another EHO officer █

March 2023

█ advises █ that an acoustician has attended the premises and verified the sound limiting device is still fully functional

May 2023

We have another EHO officer █ who immediately sends us a Warning letter ("Warning Letter █.pdf") citing the same allegation **"The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments, is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public**

Time line of events at the Royal Oak

House', [REDACTED] Walkern Road, Stevenage" The device is still set at the same level as [REDACTED] and myself agreed upon years ago.

[REDACTED] responds to the complaint (" [REDACTED].pdf")

June 2023

We contacted [REDACTED] and Partners for legal advice on these issues. They stated to us that even though this is a complex issue with very little real evidence, complaints before 11pm are open to interpretation and are not easily 'convicted'

We receive another Warning letter ("Warning Letter [REDACTED].pdf") stating further breaches, however they clearly state in the warning letter that the sound limiting device was in use. Essentially contradicting their own departments calibration of the machine and previous EHO officer visits.

During this time a meeting was called with the following representatives; EHO ([REDACTED]), Licencing([REDACTED]), Stevenage Councillor, Publican Representative ([REDACTED]), Acoustician ([REDACTED]), and McMullen's ([REDACTED]) to deliberate on new wording for the premise licence. We had all agreed on the wording and the minor variation was being prepared for submission by [REDACTED]. This would have removed the grey area of interpretation of the licence and made everyone's lives easier.

The day before the consultation period ended [REDACTED] objected to the variation leaving us dead in the water.

January 2024

[REDACTED] notifies us that a noise abatement notice has been issued against the pub, once again for a complaint prior to 23:00.

[REDACTED] confirms the agreed level set out in a meeting in December 2023 with the acoustician as 91dB LAeq (30sec) during the meeting with the acoustician he takes readings from all areas of the premises and notifies EHO, Licencing and ourselves that the area to be measured around the dance floor area.

We receive a acoustic report on 15/1/2024 ("soundcert.pdf")

[REDACTED] recommends a new sound limiter. To be installed Monday 29th Jan 2024

[REDACTED] requests a picture of the new limiter in situ with specific screws installed. (anti tamper Torx screws)

Due to the constant stress and the harassment of the unfounded complaints our manager hands in his resignation on 31/01/2024.

[REDACTED] contacts [REDACTED] reference to the measures we are having to go through to appease [REDACTED]. (" [REDACTED] complaint.pdf")

Feb 2024

[REDACTED] arranges a meeting for 21st Feb 2024 to calibrate the new meter to the required levels.

[REDACTED] rejects a TEN for the 1st March 2024 for music to carry until 1am.

[REDACTED] and [REDACTED] arrange a meeting for Tuesday 27th Feb 11am.

Time line of events at the Royal Oak

██████ emails ██████ with the wording she recommends for the minor variation.

██████ starts investigating allegations of bullying by ██████. Requests statements from multiple parties. ("██████.pdf")

██████ notifies us of two further complaints.

██████ (DPS) is notified he could lose his personal licence due to the unjust abatement notice against him.

██████ submits an official complaint against EHO and licencing due to the years of failings of the departments and the hostility of ██████. ("official complaint.pdf")

March 2024

██████ responds to ██████ complaint and registers it as a "Formal complaint (Stage 1)" and will provide a response in the short term,

██████ notifies ██████ that the minor variation cannot go ahead due to the failure of accurately setting the noise limiting device. The acoustician's report clearly states that the average reading of the noise level should be taken 'around the area of the dance floor' however the CCTV we have clearly shows ██████ only walking around the vicinity of the speaker, inflating the average reading on her decibel meter. ("EHO CCTV.mp4")

April 2024

DPS of the Royal Oak is changed from ██████ to ██████ due to ██████ resignation.

Multiple emails are sent to ██████ with zero response.

██████ finally responds to ██████ who requested an update on the complaint. She advises she will respond in full by Tuesday 23rd April 2024

██████ finally responds to the complaint on Thursday 25/04/2024 ("Complaint response.pdf") however her responses are inadequate and dismissed most of our comments.

We received an email from SBC regarding our complaint (Ref CU609322980) 26/04/2024

May 2024

██████ and ██████ visited the site and notified us that the noise could be heard at the boundary edge, the noise limited had already been set to the approved levels as outlined by ██████ previously. This is yet another failing of their department and it was still clearly incorrect. ██████ contacted us to clarify that the complaints will have no further action taken.

██████ emails ██████ after he chased any action still to be taken after ██████ response to his complaint. ██████ recommended yet another recalibration of the equipment which was only initially done Feb 2024.

We contact SBC to raise our complaint from Stage 1 to Stage 2.

Time line of events at the Royal Oak

June 2024

We receive a complaint through [REDACTED] regarding issues irrespective of the premises licence, noting the police had to be called that night which is our policy and right if we have trouble.

[REDACTED] contacts [REDACTED] to set up a meeting regarding 3 complaints and a 'sound recording' of the incidents, this sound recording app is not an official SBC designed application meaning it is completely unregulated and therefore cannot be used as evidence against us.

[REDACTED] also wishes for [REDACTED] to be present however [REDACTED] declines due to the ongoing complaint regarding her actions.

[REDACTED] receives a complaint from neighbours regarding cigarette butts and broken glass at the side and rear of the pub. As [REDACTED] mentions in his email there is no possible way to prove this was caused by our customers especially with our proximity to the Old Town.

We installed acoustic grade sound proof curtains to prevent additional noise nuisance escaping the premises, these curtains are rated for up to 21dB difference.

A freedom of information request is submitted to SBC (FOI24/106) for all of the previous investigations and evidence against the Royal Oak.

[REDACTED] notifies [REDACTED] that following on from a complaint regarding 31st May 2024 [REDACTED] had offered to show [REDACTED] (on an unrelated visit to the Pear Tree) the video recordings of the night, which she declined. The Videos are sent to [REDACTED] via WhatsApp by [REDACTED]

[REDACTED] is contacted again and is annual leave.

FOI request comes back rejected due to an ongoing investigation.

[REDACTED] notifies us of a further breach of licence, [REDACTED] submitted recordings of the night to her to show we are doing everything we have been told to do.

[REDACTED] notifies us that a resident has praised the premises for the lack of noise over the weekend. She puts this down to the new internal sound curtains.

[REDACTED] responds to her notifying her of 3 ignored emails to her line manager [REDACTED]
[REDACTED]

July 2024

[REDACTED] chases [REDACTED] again regarding his email with no response, [REDACTED] is also away. Without [REDACTED] response we cannot continue with the minor variation.

October 2024

After months of zero correspondence from SBC we receive an email from [REDACTED] requesting a meeting reviewing the improvements that have been implemented. She also notifies us of 3 further complaints spanning 3 months.

Time line of events at the Royal Oak

December 2024

We are notified that [REDACTED] has left the business, as she was a main point of contact for us this is incredibly unprofessional.

Jan 2025

[REDACTED] attempts to arrange a meeting at the premises to agreed the level on the sound limited once again. However due to the noise abatement order in place and the active complaint regarding [REDACTED] actions have made the situation frustrating for both parties.

A meeting is agreed with [REDACTED] and [REDACTED] on 28th Jan

February 2025

We are allocated another EHO officer in place of [REDACTED].

[REDACTED] is an expert in the field of acoustics. And wishes to set up a meeting ASAP

[REDACTED] and [REDACTED] visited the pub and did some general checks, paperwork was checked and photographed, the sound limiter was in use, and they stated the music level 'seemed ok'.

They were happy with what we were doing which was no different to any other event night. ("EHO and Licencing visit.pdf")

[REDACTED] arranges a meeting with [REDACTED] to get to the bottom of the situation for Monday 17th Feb 2025

[REDACTED] notifies us of a breach at 22.15 on 31st Jan

[REDACTED] sends a breakdown of what was discussed at the meeting with [REDACTED], mostly noting that the sound curtains are ineffective even though there is a clear difference in the number of complaints since they were installed. Also noting that the smoking solution needs to be looked at again, this is now the 3rd EHO officer who has determined that the smoking solution needs to be moved. The meeting overall is deemed to be positive.

July 2025

McMullen's solicitors get involved and explain the situation after a meeting with EHO. (" [REDACTED] pdf")

McMullen's recommend getting letters from the locals and local residents in support of the pub and to show the site as a community asset.

McMullen's submit a minor variation to the premises licence without consultation with the tenant, McMullen's informed the tenant that the variation was to be submitted but not the contents. ("Minor variation") The tenant presumed these changes would be the ones stated in previous emails with [REDACTED]

Time line of events at the Royal Oak

September 2025

██████████ requests another sound check to ensure that the noise limiter is working correctly on 30th September 2025 alongside ██████████

October 2025

Minor variation is finally submitted on the 17th October after receiving no objections from licencing and EHO regarding the proposed changes.

Conclusion:

As you can see from the countless incidents we have had over the last 14 years, I would hope you agree that the situation the Royal Oak as well as McMullen's have been put it is unfair and unjust.

Countless EHO officers and Licencing officers over the years have skewed the lines on what we are actually meant to be doing. When EHO officers email us stating we are doing a great job only for a different one to email us the following week saying the opposite creates a level of distrust for the licencing and EHO departments.

The level of investment for both ██████████ and McMullen's is excessive especially when it's a constant back and forth on what actually needs to be done, three times the smoking shelter was moved depending on what EHO officer that week had ordered us to do.

McMullen's investment:

- Air conditioning to prevent doors and windows from being opened
- Re insulating of the stage area
- Two sound monitors over 12 years
- Multiple engineer visits to recalibrate due to EHO error
- Internal specialist sound curtains
- External specialist sound curtains
- Acoustician reports
- Secondary glazing throughout the premises
- Multiple on site meetings

Tenant investment

- Extra staffing costs due to additional monitoring needs (inside and out)
- Internal specialist sound curtains
- External specialist sound curtains
- Specialist foam inserts to windows
- Specialist foam inserts to old vents
- Door supervisors
- Specialist sound monitoring equipment
- Multiple on site meetings

Time line of events at the Royal Oak

During the course of these issues at the request of McMullen's we have sought legal advice from out BII membership. The solicitors at our disposal have stated contradictory information compared to EHO and Licencing, mainly that you cannot have a noise abatement notice for something that happened before 23:00.

We have entertained every EHO and Licencing officer who has requested a meeting with us to finally get to the bottom of the problem.

We are aware that most of the complaints are coming from [REDACTED] at [REDACTED] Walkern road due to the parking restrictions we were unable to appease him with. We are also aware of the WhatsApp group some of the residents have shown us where he is trying to get the residents to complain for no reason other than to destroy this business.

We have previously submitted resident statements from immediate neighbours who didn't even know we have live music most weekends. These were ignored and brushed aside.

Previously we set a honey trap to prove to EHO and Licencing that the nuisance allegations are false by advertising a live band but not actually booking them. This caused an influx of complaints about noise that night however no music was actually played. We have also provided evidence on countless occasions that complaints are baseless and untrue.

We do accept that sometimes noise does escape which is why we have implemented so many policies and procedures to ensure this does not happen often. The residents were given an opportunity to voice their concerns to us and they chose not to take it.

These TENs have been denied due to interpretation by [REDACTED], historically no EHO or licencing officer has denied us a TEN on these grounds. [REDACTED] has interpreted them as a complete blanket over the current premises licence, however the TEN for 12th, 19th, 24th and 31st Dec all only state extending the licencing hours and not a complete voiding of the premises licence conditions. The only TEN that stated we were voiding 2 conditions was one dated 5th Dec 2025. We would like this explained fully.

Planning And Regulation

Assistant Director, Planning & Regulation - [REDACTED]



Daneshill House, Danestrete, Stevenage SG1 1HN • Tel: 01438 242242 • Textphone: 01438 242555 • Fax: 01438 242566 • stevenage.gov.uk

The Licensee
McMullens & Sons Ltd
26 Old Cross,
Hertford,
Hertfordshire,
SG14 1RD

Our Ref: 23/00332/NOIMUS
Contact: [REDACTED]
Direct Line: [REDACTED]
Email: [REDACTED]

Date: 22/05/2023

Dear Sir/Madam,

**ENVIRONMENTAL PROTECTION ACT 1990, S79 – NOISE NUISANCE
LICENSING ACT 2003 – PREVENTION OF PUBLIC NUISANCE
ADDRESS: Royal Oak, 24 Walkern Road, Stevenage, SG1 3RA.**

I am writing to advise that the Environmental Health Team at Stevenage Borough Council continues to receive multiple complaints alleging a noise nuisance from loud music and loud patrons emanating from the above premises.

These complaints were received regarding the following dates: 29/04 (multiple complaint regarding loud, thumping music and patrons' noise), 06/05 (noise from drunken customers' fight).

Officers monitored the external areas on Friday 28/04, Saturday 29/04 and Friday 5/05. On all occasions the music and the bass could have been clearly heard on the street level and at the facades of the nearest noise sensitive premises. Specifically, on Saturday 29/04/23 at approximately 22:05 and 22:30 hrs officers observed that live music was much louder than the recorded music. Officers could clearly hear the lyrics of the song and patrons singing along. The music and bass breakout were most prominent when the side lobby door (facing the car park) was open to allow patrons ingress and egress. The music break out was also prominent via the glazing at the front façade which is facing several residential premises.

You as the Licensee have been informed about the complaints and the noise break out many times. Your tenant has met with the officers of this Team and agreed several actions that could help alleviate the problem. You have been informed about these actions in the email dated: 23/03/23. I reiterate these actions below:

1. That your tenant will continue to monitor for entertainment-noise at the boundary of your property to ensure that it will not disturb residents; it was agreed that staff will ensure that music-noise cannot be heard at this position. This applies to all events.
2. That you will arrange for an acoustician to visit the premises to re-set the settings on the noise limiter to prevent music noise being audible beyond the boundary, and to survey the premises to identify any 'weak spots' which could lead to noise break-out.
3. The lobby door system was identified as a possible cause of noise break-out which will also be looked at by the acoustician, as was the ventilation unit and grille behind the stage area.

4. Your tenant's on-site staff will also ensure that close supervision of the outside areas takes place, and action is taken immediately if customers' behaviour is likely to disturb local residents.

Officers' observations indicate that the above agreement is not being implemented and that you are in breach of your premises' licence condition Annex 2, 1 e):

"The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments, is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public House', 24 Walkern Road, Stevenage".

I expect your soonest response as to when you going to implement the actions agreed and how you plan to fix the lobby door system and insulate the ventilation unit and the grill behind the stage.

I am also disappointed that there has been no further development on your side as to recalibration of the sound limiting device which as identified by your engineer, currently operates at 98dB. In the email dated 29/03/23, you advised that the site have had complaints from neighbours about the noise levels and that you wanted to set the cut off limit down to a lower dB level with an EHO present. However, I am yet to receive a response from you as to the date of the recalibration. Despite this the tenant continues with the usual regulated entertainment and live music events.

If, within 7 days from the date of this letter, I have not received a response from you as to the arrangements for the qualified acoustician to carry out the works as agreed above, I will have no alternative but to consider formal action. This may involve a service of an Abatement Notice under the Environmental Protection Act 1990, Section 80. The Abatement Notice can be served for likely occurrence, recurrence or existence of a noise nuisance.

The Notice will require that the noise nuisance be abated immediately, and not recur. Failure to comply with the Notice may result in prosecution and an unlimited fine imposed by the Magistrate's Court upon conviction.

As your premises is licensed you may also be failing to comply with one of the objectives of the Licensing Act 2003, i.e., Prevention of Public Nuisance.

You are warned that if the problem persists and enforcement action for statutory nuisance is taken, Officers will object to any future Temporary Event Notices and may seek to bring a Review of the premises licence which may result in a revocation.

I look forward to your co-operation and trust that further action will not be necessary. If you have any questions, please do not hesitate to contact me.

Yours faithfully,



Environmental Health Officer

McMullen & Sons Ltd,
26 Old Cross
Hertford
Hertfordshire
BG14 1RD

Via email [-ssheahan@mcmullens.co.uk](mailto:ssheahan@mcmullens.co.uk)

Our Ref: 012662

Contact: [REDACTED]

Direct

Line: [REDACTED]

Email: [REDACTED]

Date: 30 June 2023

Dear Sirs

Licensing Act 2003

Royal Oak Public House, [REDACTED] Walkern Road, Stevenage. SG1 3RA.

I write in regard to the above premises following routine monitoring which was carried out by myself and Environmental Health Officer [REDACTED] on the night of Friday 23rd June.

We arrived at the premises at around 22.30hrs and could hear instruments and bass across the boundary of the premises just outside of the entrance to the car park on Walkern Road. Upon entering the premises, it was established that the DJ was plugged into the sound limiting device and the sound limiting device was in operation. We walked with the manager [REDACTED] to just across the boundary of the premises, at the entrance to the car park and discussed how instruments and bass produced from the amplified music inside could still be heard beyond the boundary, this continued to be heard when we left at around 23:20hrs. This is a contradiction to the conditions attached to premises licence SBCL0076.

- *Annex 2, 1(e); The sound limiting device shall be set to control the sound level so that any noise resulting from amplified Public Entertainments, is inaudible at any point beyond the boundary of the premises known as: 'The Royal Oak Public House', [REDACTED] Walkern Road, Stevenage.*

Whilst staff at the premises appear to be taking steps to identify whether music being emitted from the premises is causing a nuisance by ensuring that DJs and live bands are connected to the sound limiting device, carrying out regular boundary checks and taking decibel readings, noise resulting from such entertainment can still be heard beyond the boundary. Despite this being brought to the attention of staff, no action was taken to rectify the situation at the time, therefore the condition outlined above was not being met and the premises were operating outside of their authorisation.

Environmental Health Officer [REDACTED] instigated a meeting with the management and area Manager for the Royal Oak, [REDACTED] on 16 March 2023 to discuss the continued reports of noise nuisance being received by the Council and the results of noise monitoring which had been carried out. It was agreed at this meeting that action would be taken to alleviate the problems. I have listed these actions below:



- That staff will continue to monitor for entertainment-noise at the boundary of your property to ensure that it will not disturb local residents; it was agreed that staff will ensure that music-noise cannot be heard at this position. This applies to all events. Music-noise could be heard at this position on the night of 23rd June.
- That you will arrange for an acoustician to visit the premises to re-set the settings on the noise limiter to prevent music noise being audible beyond the boundary, and to survey the premises to identify any 'weak spots' which could lead to noise break-out. Elimination of these 'weak spots' will enable louder music to be played whilst still complying with Licensing conditions, thereby leading to greater audience and artist Satisfaction. Environmental Health Officers have established that the noise limiting device is not operating effectively and is preventing the premises from meeting the licence condition.
- We will review once the noise limiter has been re-set, if it is felt that compliant music-noise-levels are, commercially, insufficient.
- The lobby door system was identified as a possible cause of noise break-out which will also be looked at by your acoustician, as was the ventilation unit and grille behind the stage area.
- Your on-site staff will also ensure that close supervision of the outside areas takes place, and action is taken immediately if customers' behaviour is likely to disturb local residents.

A further letter was sent to you on 17th May by Environmental Health Officer [REDACTED] where she advised that the Council continued to receive multiple complaints alleging noise nuisance.

I am disappointed that following the meeting held on the 16th March and our attempts to work with you in finding a solution, there appears to be no progression in carrying out the actions discussed. I am also still awaiting the submission of an application for a Minor Variation, to amend the plan attached to the premises licence, as per my letter dated 23rd November 2022.

As a premises licence holder, you have a duty to ensure that the required steps are taken to promote the four licensing objectives and to ensure that both the licence and its conditions are complied with. At the current time, the tenant is unable to comply with the licence conditions, as the noise limiting device is not effective. We have also suggested at the meeting on 16th March with [REDACTED] and on the night of the 23rd June that you evaluate your conditions of licence to ensure they are relevant, manageable, and able to be met at all times.

Pursuant to section 136 of the Licensing Act 2003, it is an offence to carry on or attempt to carry on a licensable activity, on or from any premises other than under and in accordance with an authorisation. Failure to comply with your premises licence may result in enforcement action being taken against you.

You must ensure that the licence conditions for the premises are fully operational at all times when the licence is in operation. Where conditions are unable to be met, you must

ensure that the tenant does not continue to breach the premises licence conditions; accordingly, they must adapt their operation to fully comply with all licence conditions.

Should you have any queries or questions, please do not hesitate to contact me.

Yours faithfully

[Redacted signature]

[Redacted name]

Licensing Officer

[Redacted contact information]

Planning And Regulation

Assistant Director, Planning & Regulation - [REDACTED]

Stevenage
BOROUGH COUNCIL

Daneshill House, Danestrete, Stevenage SG1 1HN • Tel: 01438 242242 • Telephone: 01438 242555 • Fax: 01438 242556 • stevenage.gov.uk



Direct Line:

Email:



Date:

29th March, 2022.

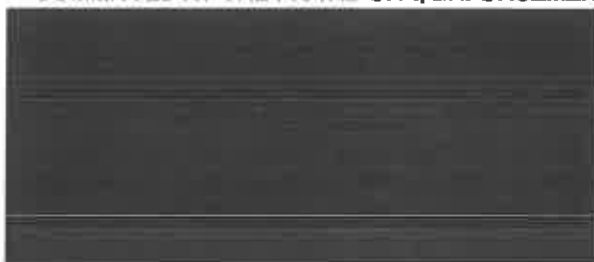
Dear [REDACTED]

WARNING LETTER RE BREACH OF PREMISES LICENCE CONDITIONS

I AM WRITING TO YOU IN YOUR CAPACITY AS THE DESIGNATED PREMISES SUPERVISOR OF THE ROYAL OAK PUB, 24 WALKERN STREET, STEVENAGE, SG1 3RA. ANNEX 3, SECTION 5 OF THE PREMISES LICENCE CONDITIONS FOR THE ROYAL OAK STATE: "THE PATIO/OUTSIDE SEATING AREA WILL BE CLOSED TO CUSTOMERS AT 23.00 HOURS EVERY NIGHT."

I HAVE RECEIVED A COMPLAINT FROM ONE OF THE LOCAL RESIDENTS THAT AT 11.30PM, FRIDAY, 25TH MARCH, 2022 THERE WERE APPROXIMATELY 30 PEOPLE WITH DRINKS IN YOUR OUTSIDE DRINKING AREA. I DID NOT WITNESS THIS MYSELF, BUT TODAY I WENT TO THE PUB TO VIEW YOUR CCTV IN AN ATTEMPT TO PROVE OR DISPROVE THE ALLEGATION. HOWEVER, WHEN I GOT THERE I WAS TOLD BY A MEMBER OF STAFF THAT YOUR CCTV ONLY COVERED THE INSIDE OF THE PUB. THERE WAS NO COVERAGE OF THE OUTSIDE AREAS.

ALTHOUGH THERE IS NO FURTHER INVESTIGATION OF THE COMPLAINT THAT I CAN CARRY OUT, I MUST ADVISE AND WARN YOU THAT IF I DID OBTAIN EVIDENCE IN THE FUTURE OF LICENSING OFFENCES BEING COMMITTED AT THE ROYAL OAK, ENFORCEMENT ACTION WOULD FOLLOW.



APPENDIX A: Summary of Involvement – Case Officer: [REDACTED]

I commenced the investigation into noise nuisance arising from loud music at the Royal Oak public house in April/May 2023.

The investigation was supported by:

- Noise app recordings provided by the principal complainant.
- Reference to the history of previous complaints relating to the premises.
- Visits to the complainants' premises to assess the noise.
- Meetings and discussions with the licensee and Designated Premises Supervisor (DPS) of the Royal Oak.

In September 2023, the licensee submitted a minor variation application seeking to amend one of the existing noise conditions by introducing a fixed 65 dB limit at the property boundary. This proposal was not acceptable, as it did not adequately promote the licensing objective of preventing public nuisance, and I therefore submitted a formal representation. My representation included a set of revised, enforceable conditions tailored to the premises.

Following that representation, I actively pursued discussions with the licensee and the DPS to secure adoption of the proposed conditions through a further minor variation application. Together with the Licensing Officer, I drafted specific conditions that would be both practical and enforceable, addressing weaknesses in the existing licence. Despite repeated advice and longstanding support from Environmental Health, the licensee and DPS did not submit such a variation.

As part of my interventions, I persuaded the licensee and the DPS to engage a qualified acoustic consultant to recalibrate the pub's sound limiter device. This work was undertaken on 8 December 2023. During the exercise, music noise levels were measured using a sound level meter from the two closest noise-sensitive premises. At the agreed level of 98 dB(A) inside the premises, the music was either subjectively inaudible or only faintly audible within the complainants' properties, and both residents confirmed it was not a problem. The licensee representative [REDACTED] was actively involved and was shadowing me and acoustician to the residential properties. The calibration certificate has since been submitted, which provides information on the agreed internal sound level within the premises.

Despite these measures, further complaints were received shortly afterwards. I attended the premises with the Licensing Officer and carried out a test on the sound limiter device, as I was suspicious that the device may have been misused. A very loud sound was played through the amplifier and speaker at a level beyond the agreed limit. On this occasion, the sound limiter correctly cut the electrical supply and the music stopped. However, once the device was reset in the usual way by the DPS, it failed to operate as intended: even when the red warning lights were activated on the control panel, the limiter did not cut the electrical supply. We therefore concluded that the sound limiter was faulty and not providing effective control of amplified music. This failure was one of the key factors that led to the service of the abatement notice.

To support further action, five witness statements were collected from local residents. In addition, a witness statement was obtained from the Licensing Officer, accompanied by an exhibit to support her evidence.

Based on the evidence gathered — including the witness statements, noise recordings, and limiter assessment — on 10th January 2024 I served a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 on both the DPS and the occupier, on the grounds of likely recurrence of nuisance. Neither notice was appealed.

Subsequently, the licensee installed a new sound limiter device. As a concession to the business, and to avoid the need for another full recalibration exercise, I agreed that the limiter could be set in line with the levels established in the previous calibration certificate and I carried out recalibration of the new limiter. With the assistance of the Royal Oak's own sound engineers, the limiter was reset accordingly. I then applied tamper-proof labels to the control panel of the device to ensure that it could not be accessed or altered without prior notification to Environmental Health.

Although the number of complaints reduced for a period after these measures, complaints are currently still ongoing.

APPENDIX B: NOISE ABATEMENT NOTICE #1

Stevenage Borough Council

ENVIRONMENTAL PROTECTION ACT 1990 PART III SECTION 80

NOTICE IN RESPECT OF NOISE NUISANCE

Notice Ref: 24/00002/EPA90

To: The Occupier

Of: Royal Oak PH, 24 Walkern Road, Stevenage, Hertfordshire, SG1 3RA.

TAKE NOTICE that under the provisions of Section S.79 (1)(g) of the Environmental Protection Act 1990 the **STEVENAGE BOROUGH COUNCIL** is satisfied of the **likely recurrence** of noise amounting to a statutory nuisance at the premises known as:

Royal Oak PH, 24 Walkern Road, Stevenage, Hertfordshire, SG1 3RA.

which is in the Council's area, arising from **the playing of recorded and/or live music in such a manner and at such a volume as to be a statutory nuisance to the occupiers of neighbouring residential properties.**

The Council **HEREBY PROHIBITS** the nuisance recurrence and for that purpose require you to:

- **Cease the playing of recorded and/or live music in such a manner and at such a volume as to be a statutory nuisance to the occupiers of neighbouring residential properties with an IMMEDIATE effect.**

If you wish to appeal against this notice you may do so, within 21 days from date of service, to a Magistrates' Court. If you do lodge an appeal, this notice shall **NOT** be suspended until the appeal has been abandoned or decided by the Court, as in the opinion of the Council, **the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.**

If you do not stop causing a nuisance, or contravene without reasonable excuse any requirement of this notice, you will have committed an offence under Section 80(4) of the Environmental Protection Act 1990. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to an unlimited fine. The Council may take proceedings for securing the abatement, prohibition or restriction of the nuisance. If you fail to execute all or any of the works in accordance with this notice, the Council may execute those works and recover from you the necessary expenditure incurred.

DATED: 10th January 2024

SIGNED

Address to which all communications should be sent: -

Environmental Health & Licensing Team
Stevenage Borough Council
Daneshil House, Danestrete
Stevenage, Hertfordshire
SG1 1HN

Mob. No. [REDACTED]

Email: [REDACTED]

I certify this is a true

and exact copy of notice

served by hand at (address)

Royal Oak PH, 24 Walkern Rd, Stevenage, SG1 3RA

on (recipient) The Occupier.....

on (date) 10/01/24 at (time) 12:30

Signed [REDACTED]

env.health@stevenage.gov.uk

N.B. Please see notes attached to this form.

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APPENDIX C: NOISE ABATEMENT NOTICE #2

Stevenage Borough Council

ENVIRONMENTAL PROTECTION ACT 1990 Part III SECTION 80

NOTICE IN RESPECT OF NOISE NUISANCE

Notice Ref: 24/00001/EPA90

To: [REDACTED]

Of: Royal Oak PH, 24 Walkern Road, Stevenage, Hertfordshire, SG1 3RA.

TAKE NOTICE that under the provisions of Section S.79 (1)(g) of the Environmental Protection Act 1990 the **STEVENAGE BOROUGH COUNCIL** is satisfied of the likely recurrence of noise amounting to a statutory nuisance at the premises known as:

Royal Oak PH, 24 Walkern Road, Stevenage, Hertfordshire, SG1 3RA.

which is in the Council's area, arising from the playing of recorded and/or live music in such a manner and at such a volume as to be a statutory nuisance to the occupiers of neighbouring residential properties.

The Council **HEREBY PROHIBITS** the nuisance recurrence and for that purpose require you to:

- Cease the playing of recorded and/or live music in such a manner and at such a volume as to be a statutory nuisance to the occupiers of neighbouring residential properties with an **IMMEDIATE** effect.

If you wish to appeal against this notice you may do so, within 21 days from date of service, to a Magistrates' Court. If you do lodge an appeal, this notice shall NOT be suspended until the appeal has been abandoned or decided by the Court, as in the opinion of the Council, **the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.**

If you do not stop causing a nuisance or contravene without reasonable excuse any requirement of this notice, you will have committed an offence under Section 80(4) of the Environmental Protection Act 1990. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to an unlimited fine. The Council may take proceedings for securing the abatement, prohibition, or restriction of the nuisance. If you fail to execute all or any of the works in accordance with this notice, the Council may execute those works and recover from you the necessary expenditure incurred.

DATED: 10th January 2024

SIGNED [REDACTED]

Address to which all communications should be sent: -

Environmental Health & Licensing Team
Stevenage Borough Council
Daneshill House, Danestrete
Stevenage, Hertfordshire
SG1 1HN

Mob. No. 07561851650

Email: [REDACTED] or env.health@stevenage.gov.uk

I certify this is a true
and exact copy of the notice
served by hand at (address)

Royal Oak PH, 24 Walkern Rd, Stevenage, SG1 3RA
on (recipient) Mr. Karl. Cresswell
on (date) 10/01/24 at (time) 12:30

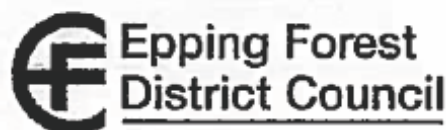
Signed

N.B. Please see notes attached to this form.

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APPENDIX D: EPPING FORREST DISTRICT COUNCIL NOISE ABATEMENT NOTICE

Epping Forest District Council



Environmental Protection Act 1990 Section 80 Notice

Notice Reference: WK201734190

ABATEMENT NOTICE IN RESPECT OF NOISE NUISANCE

To [REDACTED]

of Sun Inn, Nazeing Common, Nazeing, EN9 2DE.

TAKE NOTICE that under the provision of the Environmental Protection Act 1990 the Epping Forest District Council ("the Council"), being satisfied of the likely occurrence of noise amounting to a statutory nuisance under Section 79(1)(g) of that Act from the premises known as Sun Inn, Nazeing Common, Nazeing, EN9 2DE.

[within the district of the said Council] arising from the production of music and amplified sound

HEREBY REQUIRE YOU as the occupier of the premises from which the noise is or would be emitted forthwith from the service of this notice, **HEREBY PROHIBIT** the occurrence of the same and for that purpose require you to: maintain the volume of music and amplified sound at a level that will not cause a statutory nuisance to the occupiers of noise sensitive premises.

THIS is a notice to which paragraph (2) of regulation 3 of the Statutory Nuisance (Appeals) Regulations 1995 applies, and, in consequence, in the event of an appeal this notice shall NOT be suspended until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

IF without reasonable excuse you contravene or fail to comply with any requirement of this notice you will be guilty of an offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to an unlimited fine.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of a nuisance.

DATED: 26 September 2017

(Signed) [REDACTED]

[REDACTED]
Environment & Neighbourhood Manager
(The officer appointed for this purpose)

Address for all communications:

Director of Neighbourhoods
Epping Forest District Council
Civic Offices, High Street,
Epping, Essex. CM16 4BZ

N.B. The person served with this notice may appeal against the notice to a magistrates' court within 21 days beginning with the date of service of the notice. See notes on the reverse of this form.

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APPENDIX E: WITNESS STATEMENT BY LOCAL RESIDENT

INCIDENT LOG - Anti-Social Behaviour

Case Officer : [REDACTED]
Our Ref: 25/00014/NOIMUS

Service Delivery Unit: Environmental Health and Licensing

Address: 26 Walkern Road, Stevenage AG1 3RA

Address complained of: (if known) Royal Oak, Walkern Road, SG1 3RA

Would you be willing to give evidence in court? YES/NO – Please delete as appropriate

It is important that you keep accurate records of each incident. Without this information, Stevenage Borough Council may be unable to proceed with your complaint.

Date	Time		Brief Description of incident- including names (if known), actual words used, police log no. etc How did this affect you? e.g. prevented sleep, interfered with watching TV etc	Location of incident.
	Start	End		
20/11/2025	06:00	06:02	Recycling lorry arrived, reversed in to car park with loud reversing warning signal and woke us up	Royal Oak, Walkern Rd
27/11/25	04:30	04:32	Recycling lorry arrived, reversed in to car park with loud reversing warning signal and woke us up	Royal Oak, Walkern Rd
01/12/25	05:22	05:24	Recycling lorry arrived, reversed in to car park with loud reversing warning signal and woke us up	Royal Oak, Walkern Rd

I confirm this is a true and accurate record and I am aware that, if it is tendered in evidence, I shall be liable for prosecution if I have wilfully stated in this statement to be false or do not believe to be true.

Signed: [REDACTED]

Date 01/12/2025

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