

## PLYMOUTH CITY COUNCIL

**Subject:** Queens Arms, Seven Stars Lane, Plymouth  
Review of Premises Licence

**Committee:** Licensing Sub Committee

**Date:** 21 September 2014

**Cabinet Member:** Councillor Brian Vincent

**CMT Member:** Kelechi Nnoaham (Office of the Director of Public Health)

**Author:** Frederick Prout (Senior Licensing Officer)

**Contact details:** Tel: 01752 304792  
email: licensing@plymouth.gov.uk

**Ref:** ERS/LIC/PREM

**Key Decision:** None

**Part:** I

---

### **Purpose of the report:**

An application has been received from Plymouth City Council Environmental Health under Section 51 of the Licensing Act 2003 for the review of the premises licence in respect of the Queens Arms, Seven Stars Lane, Plymouth.

---

### **The Brilliant Co-operative Corporate Plan 2013/14 – 2016/17:**

This report links to the delivery of the City and Council objectives and outcomes within the plan.

**Growing:** The Licensing Policy provides a balance between the need to protect residents against enabling legitimate businesses to operate within a necessary and proportionate regulatory framework.

**Caring:** Reduce Inequalities as the Licensing Policy has put in place an appropriate framework that will allow decision-makers, when considering applications, to reduce the impact on safety, well-being and local amenity on the local community. The licensing system must minimise the burdens on business and to allow communities the opportunity to influence decisions.

See [Our Plan](#)

---

### **Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land:**

Not applicable

---

### **Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:**

Members should be aware that Section 17 of the Crime and Disorder Act 1998 puts a statutory duty on every Local Authority to exercise its various functions with due regard

to the need to do all that it reasonably can do to prevent crime and disorder in its area.

---

**Equality and Diversity:**

Has an Equality Impact Assessment been undertaken? No

---

**Recommendations and Reasons for recommended action:**

That Members consider this report.

---

**Alternative options considered and rejected:**

None

---

**Published work / information:**

For more information please see the below links.

**Statement of Licensing Policy**

**Licensing Act 2003**

**Revised Guidance issued under Section 182 Licensing Act 2003 - June 2014**

**Background papers:**

Title	Part I	Part II	Exemption Paragraph Number							
			1	2	3	4	5	6	7	
Application		✓	✓							
Appendices to Police representation		✓	✓							
Witness statement and exhibit from Appendix 3		✓	✓							

---

**Sign off:**

Fin		Leg	SD/6 .10.1 4/21 355	Mon Off		HR		Assets		IT		Strat Proc	
Originating SMT Member													
Has the Cabinet Member(s) agreed the content of the report? No													

## **1.0 INTRODUCTION**

1.1 On the 5<sup>th</sup> September 2014 the licensing department received an application from Rachael Hind of Plymouth City Council Environmental Health under Section 51 of the Licensing Act 2003 for the review of the premises licence in respect of the Queens Arms situated at Seven Stars Lane, Tamerton Foliot, Plymouth.

### **1.2 Review application.**

Plymouth City Council Environmental Health have applied for the review of the premises licence for the purpose of promoting the licensing objectives in relation to the prevention of public nuisance following a number of complaints from residents over a 4 month period of excessive noise from loud music and patrons attending the premises. Following advice and guidance from environmental health officers the premises have shown no improvement. A Copy of this application has been served by Plymouth City Council Environmental Health on each of the responsible authorities and the holder of the premises licence.

In accordance with review proceedings at 1200hrs on Friday 05 September 2014 a licensing officer from Plymouth City Council attended the premises and spoke to the designated premises supervisor and requested the site notice be displayed at the premises.

At 1405hrs the same day a similar notice was displayed on the public notice board at the Civic Centre, Armada Way, Plymouth.

### **1.3 Licensable Activities.**

These premises have the following licensable activities and timings.

Premises Open Hours granted

Monday to Wednesday	10:00am	12:30am
Thursday to Saturday	10:00am	1:30am
Sunday	Noon	Midnight

Non Standard Timings:

A further additional hour into the morning following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday Weekend.

A further additional hour into the morning following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend.

A further additional hour every Christmas Eve

A further additional hour every Boxing Day.

New Year's Eve: from the end of permitted hours on New Year's Eve to start of permitted hours on the following day.

## Activities - Times granted

### **C. Indoor sporting event**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

### **E. Performance of live music (Indoors)**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

### **F. Playing of recorded music (Indoors)**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

Non Standard Timings:

### Background Music Only - after the above times and the days below

A further additional hour into the morning following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday Weekend.

A further additional hour into the morning following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend.

A further additional hour every Christmas Eve

A further additional hour every Boxing Day.

New Year's Eve: from the end of permitted hours on New Year's Eve to start of permitted hours on the following day.

### **I. Provision of facilities for making music (Indoors)**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

### **J. Provision of facilities for dancing (Indoors)**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

### **K. Provision of facilities for entertainment of a similar description to that falling within I or J (Indoors)**

Monday to Saturday	10:00am	11:30pm
Sunday	Noon	11:00pm

### **M. The sale by retail of alcohol for consumption ON and OFF the premises**

Monday to Wednesday	10:00am	Midnight
Thursday to Saturday	10:00am	1:00am
Sunday	Noon	11:30pm

Non Standard Timings:

A further additional hour into the morning following every Friday, Saturday, Sunday and Monday for each May Bank Holiday, Spring/Whitsun Bank Holiday and every August Bank Holiday Weekend.

A further additional hour into the morning following every Thursday, Friday, Saturday, Sunday and Monday for the Easter Bank Holiday weekend.

A further additional hour every Christmas Eve

A further additional hour every Boxing Day.

New Year's Eve: from the end of permitted hours on New Year's Eve to start of permitted hours on the following day.

1.4 Conditions currently attached to the licence (Appendix 1).

## **2.0 RESPONSIBLE AUTHORITIES**

2.1 *Devon & Cornwall Police* have made representations with reference to the licensing objectives of the prevention of crime and disorder and the prevention of public nuisance and are included in Appendix 2.

2.2 *Devon & Somerset Fire & Rescue Service* – no representations.

2.3 *Trading Standards* – no representations

2.4 *Planning Officer* - no representations.

2.5 *Child Protection* – no representations

2.6 *Health & Safety Executive* – no representations.

2.7 *Health Authority* – no representations.

2.8 *Licensing Authority* – no representations

## **3.0 OTHER PARTIES**

Five representations have been received. (Appendices 3 - 7)

## **4.0 CONSIDERATIONS**

4.1 In making its decision the Committee is obliged to have regard to the application and any relevant representations, take any such steps if any as it considers appropriate for the promotion of the licensing objectives, which are:

- the prevention of crime and disorder;
- public safety;
- the prevention of public nuisance;
- the protection of children from harm

Also the representations (including supporting information) presented by all the parties.

In making its decision the Committee is also obliged to have regards to:

- The guidance issued under section 182 of the Licensing Act 2003 with the following paragraph's relevant to this application: Paragraph 11.1 – 11.11, 11.16 – 11.23
- The Council's own Licensing Policy with the following headed paragraphs
- being relevant to this application: Licensing Hours (Page 11), Designated Premises Supervisor (Page 13), Preventing Glass Injuries (Page 13), Public Nuisance (Page 17 – 18) and Licensing Conditions (page 20), Review of premises licence (Page 22-23)
- Also the representations (including supporting information) presented by all the parties.

4.2 The steps are :

- (a) to modify the conditions of the licence;
- (b) to exclude a licensable activity from the scope of the licence;
- (c) to remove the designated premises supervisor;
- (d) to suspend the licence for a period not exceeding three months;
- (e) to revoke the licence;

and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

Where the committee takes a step in 4.2 (a) or (b), it may provide that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

R. Carton  
Manager of Public Protection Service

## **ANNEX 1 - MANDATORY CONDITIONS**

**1.** The first condition is that 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.** The second condition is that 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 shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

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

- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to-
  - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
  - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;
- (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on-
  - (i) the outcome of a race, competition or other event or process, or
  - (ii) the likelihood of anything occurring or not occurring;
- (e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

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

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

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

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on

request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

7. The responsible person shall ensure that-

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

(i) beer or cider: ½ pint;

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

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

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

## **ANNEX 2 - CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE**

### **A Supply of alcohol**

- Any existing conditions attached to existing justices licence
- The authorised hours for the sale of alcohol do not prohibit:
  1. during the first twenty minutes after the end of authorised hours the consumption of the alcohol on the premises;
  2. during the first twenty minutes after the end of authorised hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
  3. during the first thirty minutes after the end of authorised hours the consumption of the alcohol on the premises by persons taking meals there if the alcohol was supplied for consumption as ancillary to the meals;
  4. consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
  5. the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
  6. the sale of alcohol to a trader or club for the purposes of the trade or club;
  7. the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
  8. the taking of alcohol from the premises by a person residing there; or
  9. the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
  10. the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of alcohol so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

### **B Conditions Imposed by The Environmental Health Representative**

1. All regulated entertainment to be finished by 23.30hrs Monday - Saturday and by 23.00hrs on a Sunday.
2. Staff will check prior to entertainment, and periodically during the entertainment, that all windows and doors are shut.
3. A senior member of staff (manager) will assess the impact of any noisy activities on neighbouring residential premises at the start of the



activity/entertainment and periodically throughout the activity/ entertainment.

**C Steps taken to promote the four licensing objectives**

1. We work in close conjunction with the other two pubs in the vicinity and operate a banned from one banned from all policy.
2. Illumination is provided the exterior areas of the pub that is accessible to the public
3. All interior trading areas are visible to staff from behind the bar servery
4. The Licensee/staff monitor customer behaviour especially during busy periods
5. Drug prevention measures are employed and signs displayed
6. Soft drinks available
7. Signs referring to underage drinking are clearly displayed at the entrance
8. All fire-fighting equipment, emergency lighting, illuminated signs and fire alarms are clearly displayed and maintained
9. As well as the main entrance we have three separate exit routes
10. All windows are lockable and remain closed during any performances of live or amplified music
11. During any live music performances all windows are sound proofed with approved materials and the new back door is fitted with 'whisper glass'
12. A noise survey is carried out regularly especially when entertainment is provided
13. Customers are asked to leave the premises quietly and respect the residents
14. We do not have any aggressive drinks promotions (i.e.2 for 1, heavy discounting/happy hours)
15. Unaccompanied children are not allowed on the premises
16. Children are not permitted on the premises after 19.00hrs
17. Outside drinking facilities are provided for families
18. Full range of soft drinks and snacks are available

**ANNEX 3 - CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING AUTHORITY**

None.



**Devon & Cornwall Police**  
Building safer communities together

Mr F Prout  
Senior Licensing Officer  
Plymouth City Council  
Armada Way  
Plymouth

Stephen Bates 56059  
Police Licensing Department  
Charles Cross Police Station  
Plymouth  
PL4 8HG

15<sup>th</sup> September 2014

Dear Mr Prout

**Ref – Application to review premise license PA0334 of Queens Arms, Seven Stars Lane, Plymouth, PL5 4NN**

With regard to the above application made by Rachael Hind of Plymouth City Council Environmental Health Department, please be advised that the Police intend to make representations to the Plymouth City Licensing Committee.

The DPS was appointed in February 2014, since taking over the management of the premises there has been a significant increase in incidents and the number of crimes reported.

The Police have had serious concerns with the management of the premises and have attempted to resolve these by way of mediation with little success.

It is felt that the current management of the premises are having a negative impact on the licensing objectives, The prevention of crime and disorder and The prevention of public nuisance and on the local community.

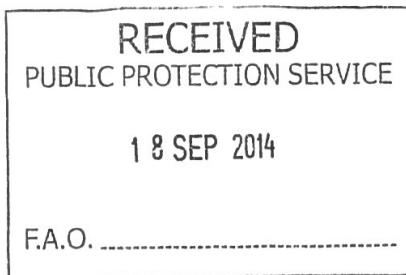
Therefore the Devon and Cornwall Police wish to make representations regarding this application to remedy these matters by the addition of appropriate conditions, the removal of the current DPS and the reduction of premises opening hours.

Yours sincerely

*Stephen Bates*

Stephen Bates 56059  
Alcohol Licensing Officer  
Devon & Cornwall Police





Tamerton Foliot

Plymouth

PL5 4NA

14<sup>th</sup> September 2014

**Ref: The Queen's Arms Public House, Seven Stars Lane**

To the Licensing Review Committee

This letter although written by myself represents all my family as we have all been affected by the above named premises.

As you can see from my Witness statement, named Exhibit A and my Noise Diary sheets (1 & 2) named Exhibit B, this has been an on-going, continual issue for many months now and has resulted in us all suffering some form of stress and anxiety resulting from the regular occurrences of noise and disruption.

The issues are that The Queen's Arms Pub has been directly implicated in numerous incidents of noise, public nuisance and drunk and disorderly behaviour; there have also been incidents of police involvement that have both directly and indirectly involved this establishment. The copies of photographs that I have included happened in the early hours after Tamerton Carnival. Mrs Thompson had been warned about the carnival and reassured everyone that she had matters in hand. The other two pubs in the village closed whilst The Queen's remained open serving already drunk, young people. It was of no surprise that the situation quickly escalated out of control and we witnessed over 11 police cars, ambulance and dog handlers. Not pleasant for my family, including my 13 year old daughter and friends and relatives we had staying with us that weekend.

Referring to my Emails, named Exhibit C; one can read that on the early morning of Saturday 30<sup>th</sup> August I witnessed a fight resulting in injury and police involvement. I know that a group of these people had been drinking in The Queen's and they appeared fairly intoxicated. I had to make a police statement and once again I was involved in a situation resulting from that place.

The following Sunday (also documented in Exhibit C) my entire family were shouted at by two very drunk men from the Queen's Arms Beer Garden. Later (this was less than 48 hours after the previous incident) once again Police cars were called to Seven Stars Lane and Fore Street. We witnessed a man being arrested and this was the same man that had shouted to us previously.

Unfortunately our property looks directly on to the Queen's Beer Garden and we frequently see intoxicated people shouting etc. and obviously still being served despite being noticeably drunk. Serving can go on well passed licensing hours on a regular basis. To my knowledge there is no signage in the Beer Garden stating that this is a residential area and residents should be respected. Once when my husband went over to complain about the noise, Mrs Thompson (the landlady) shouted at him that, "...we had chosen to live opposite a pub..." I absolutely agree but we did not

choose to live opposite a village pub trying to turn itself into a nightclub more suited to Plymouth City Centre. I wish I had been there to remand Mrs Thompson that she had chosen to take on the lease of a village pub situated within a quiet suburban community and should be abiding by her licensing agreement.

The noise from the live music, karaoke and juke box is appalling. I have lost track of the number of times we have rung and complained; this is also documented in my witness statement. We live in a double-glazed, insulated house and can often hear to words to songs, At times we have written playlists!

I have also rung Punch Taverns who in the past had been quite accommodating but this time I have found their customer service appalling. I have been given reference numbers but unless pressed that has been no follow up. The Area Manager has never rang me back and they have appeared fairly unconcerned about the situation. 'Natalie' rang and informed me the situation is being dealt with and is now closed, which it is patently not. Their attitude is dismissive and arrogant and is not been good enough.

I notice that the pub is up for leasing again and I am considering contacting Trade's Description about this. I quote from their website: *The Queens Arms is a long-time favourite with the locals, but since an investment resulted in a flattering facelift, figures have been even more buoyant. The styling is subtle and contemporary, making for a superb customer experience from morning through to night. The previous operator changed the pub's character, bringing the daytime trade into sharper focus and diversifying into coffee and lunches. Noise has been an issue in the past, but Punch is planning to fit extra lobby doors to counter this. The pub serves food daily, and also offers live music at the weekend ...* (Punch Tavern's website, accessed 14:09:2014)

Can I remind Punch that if it was a 'long favourite with the locals' why are those said locals encouraging the action for the review of the license. Also the music has nothing to do with the lobby door, it is the fact that the music is just too loud and 'stage area' is directly next to the Fire doors which are frequently left open allowing the noise to escape in our direction. Noise has NOT been an 'issue in the past', it is an issue now and one that has caused upset and stress for the local neighbourhood.

The past few months have been intolerable and I really hope that a solution can be reached. I am literally begging the committee to review the license and to stress to Punch Taverns that situations such as these should be more closely monitored and better resolutions put in place.

The time, effort, continual complaining and living with a stressful situation has had a draining effect on all of us and quite simply it has not been fair.

---

All the best

**Prout, Frederick**

---

**From:**  
**Sent:** 27 September 2014 12:15  
**To:** Licensing; Public Protection  
**Subject:** Queens Arms, Seven Stars Lane, Tamerton Foliot - Licensing Complaint

Dear Sirs

I speak at someone who has lived in Tamerton Foliot for the past 33 years, including the last 15 years immediately opposite the Queens Arms car park in Seven Stars Lane.

It has been brought to our attention that the pub is soon to have a License Review due to reports of violence and noise. We have never formally complained about any of the pubs in the village.

Yes, we bought a house in the centre of the village, opposite a pub, so should expect a certain amount of noise - agreed. We are not kill-joys. The pub had music at weekends under the then landlord Elwyn Collins through the 1990's and early 2000's, and we had no complaint about this as he always placed soundproofing boards against all exterior windows, and the exterior doors were kept closed. He also installed a very large canopy at the rear of the pub in their garden for the smokers - again, no problems for us. Good management.

However, for the last few years we have experienced severe problems with continuous noise from the car park in late evenings. This is due to smokers failing to use the designated rear garden, but spilling around in the car park and the road, often for hours at a time, drinking, talking, shouting & swearing loudly to each other well into the early hours. They often even come across the road and lean against the wall of our house or sit in our driveway. On late evenings at weekends there are usually a continuous 50 or so patrons there being more than boisterous, especially after midnight! The car park has become an extension to the pub! There is never any supervision in the car park - the pub management seem oblivious to the problem.

We have also experienced several events of disorder, with fighting & glass throwing in the car park and street right outside our house. For instance, on Sunday 31st August there were smokers from the Queens Arms who were milling in the car park, were obviously extremely drunk, and fighting duly commenced. This spilled over into the driveway of our house, with bodies rolling around. For only the second time in the past 15 years we telephoned for police & ambulance on 999, who duly attended. One went off in an ambulance.

We have absolutely no problem with the Seven Stars & Kings Arms pubs in the village - we never seem to get any trouble from these - they are well run pubs with good strong management. The problem is ALWAYS the Queens Arms.

We certainly do not want the Queens Arms to lose its license or close - merely to be more in order. In particular, we do NOT want patrons (smokers) stood in the car park & street for hours shouting to each other, particularly late at night. Why can't the management make them use the rear garden? That's what it's there for!

Thank you for taking our views into consideration.

Yours faithfully

For the attention of Will Tomkins/Rachel Hind.

Environmental Services  
Plymouth City Council  
Civic Centre  
PLYMOUTH PL1 2AA

22<sup>nd</sup> September 2014

Dear Sir/Madam

Regarding the imminent Licence review of the Queens Arms Public House, I would like my views taken into consideration as I live within close proximity and suffer from the noise, violence and anti social behaviour that has increased in the last year.

I have lived in this house for 40 years and am now suffering constant noise from amplified music and the resulting drunkenness and disorderly behaviour lasting into the early hours of the morning.

I have correspondence going back to 2011 from Mr. Rhodri Morgan on this subject and feel that not enough restraint is being imposed on public houses in a village that causes reverberation of noise, music, police call outs, ambulances etc and hope that consideration will be given to the residents well being.

---

Yours faithfully



Environmental Services  
Plymouth City Council  
Civic Centre  
Plymouth  
PL21 2AA

12th September 2014

Subject: Licensing review of the Queens Arms Public House, Tamerton Foliot, Plymouth

Dear Will Tompkins and Rachael Hind

I am writing because I have become increasingly disturbed by the behaviour of clients of the Queens Arms Public House in Tamerton Foliot. The noise levels are high and increasing. The levels of drunkenness are unacceptable, not just at night, but during the day too, with customers shouting and stumbling in and out of the pub. My children and I should not have to put up with witnessing this sort of behaviour as we go about our daily business. A glance at the Police records will confirm that there has been an increasing level of violence from Queens Arms customers.

I am a shift worker, and may be called to travel to and from Derriford Hospital, on emergency duty, at any time of day or night. When this happens I have often had to run the gauntlet of drunks just to get to my car. People seem to congregate outside my house as they leave the pub. This is intolerable and frightening. On more than one occasion I have had to take a detour home as the road has been blocked by police vans.

I am horrified to hear that Punch Taverns will be applying for a licence to extend the licence to 4am Sunday morning and midnight every other evening. This is a residential, family area, not a city centre or remote site. Even if there was no violence, the noise disturbs my family's sleep. I have to get up at 6am to be at work on time, including Sundays. I have a very responsible and stressful job. I often have to administer drugs to patients, which under controlled circumstances, strain their hearts. I am not sure I would be safe to practice after being kept awake until after 4am (or even after midnight) listening to shouting drunks and the merry tune of police and ambulance sirens.

I hope that you will take my views into consideration. I am happy to have a 'village' pub in Tamerton Foliot, but I don't want to live next door to a nightclub. I don't want to live next door to an establishment that continually serves alcohol to those that are clearly already highly intoxicated and I don't want to feel frightened when I have to leave my house in the evening.

I would be very happy to discuss this with you further if you wish. My landline is \_\_\_\_\_ and my  
mobile is \_\_\_\_\_

Many thanks for your attention

Yours sincerely



**Prout, Frederick**

---

**From:** [redacted].com>  
**Sent:** 17 September 2014 14:54  
**To:** Licensing; rachel.hind@plymouth.gov.uk  
**Subject:** Queen Arms pub in Tamerton Foliot

Hello,

I'm just writing in to back up my friends complaints about the Queen Arms pub.

I help out with the local May Carnival, a tradition that has dated back over 100 years in the village, and the new owner at the Queen Arms was told that sometimes it can attract the wrong sort that will turn up just to get smashed in the pubs. Over the last 3 years we managed to get this image changed and back to being family friendly but within one night the Queen Arms might have jeopardised this for us.

We explained that the other pubs use security and close on time but she stayed open until 1am and we saw many drunks and people who looked under age there.

After hearing about the carnage that occurred there later that night I went across to speak to her the next day to find out what happened.

What I received was denials and accusations that it was the other pubs serving underage despite witnesses seeing people leave her pub with drink in hand and saying that they 'were only 17', she blamed the security despite it working for all the other pubs and said that the police had overreacted.

I've since heard the noise that comes from there when being at friends nearby and seen the photos of the violence that keeps happening there which is frightening.

Only the other day a young girl was glassed!

I hope this is some help towards your case.

Kind regards