

Date	Representation from
01/09/23	Martin Shakespeare 65, New Street, Mold – Including two recordings
12/09/23	Sarah Taylor on Behalf of Mold Town Council
12/09/23	Phillip & Shannon Jones, 71 New Street, Mold – including photos and recording
12/09/23	Mr M Power, New Street, Mold – part of address redacted due to ongoing criminal damage investigation
18/09/23	Richard Wynn, 26 The Carriageworks, New St, Mold & Others
19/09/23	North Wales Police
19/09/23	Flintshire County Council, Pollution Control Section
19/09/23	Teresa Carberry, Mayor of Mold

Lorraine Baxendale

From: [REDACTED]
Sent: 01 September 2023 15:44
To: Licensing
Subject: EXTERNAL Ruthin castle Mold
Attachments: Video.MOV; Video_1.MOV

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Warning: This email is from an unusual correspondent.
Warning: Make sure this is someone you trust.

Dear Sir/Madam,

I write to you with regards to the Ruthin castle pub in New street Mold.
I am a resident at No 65 New Street.

Since the current landlord taken over the licence in April we have had loud music blasting through the walls, loud shouting/swearing witnessed drug dealing down our shared alleyway. The noise has been so loud that we have been unable to sit outside our garden peacefully, this noise carried on sometimes until 3:30 am.

During kicking out times early hours weekends we have had people urinating up our front door, knocking on the windows, taxis pulling up, police called out to fighting many many times. I work early weekends and have often been woken up unable to go back to sleep for the noise.

I tried to reach out to the landlord on the first instance but got ignored then blocked from contacting them. I have had the council visit my property to hear the noise themselves and have complained numerous times, I have also provided a detailed statement of times and dates of noise to the poltroon noise department at Flintshire council. Attached is some evidence, there are more if needed.

Yours Sincerely
Martin Shakespeare





Sent from my iPhone

Ref: 1224779



NUISANCE RECORD FORM

Please see Reverse for Advice on Completing Form

Type of Nuisance: **NOISE**

Name of Person Responsible for Nuisance: **75 New ST / Ruthin Castle Pub CH7 1NY**

Address from Which Nuisance is Emitted: **65 New ST CH7 1NY**

Address of Person Responsible for Nuisance: (if different from above) **Stech**

DETAILED DIARY OF OCCURRENCES CONSIDERED TO BE A NUISANCE

DATE	START TIME	FINISH TIME	HOW DID THE NUISANCE AFFECT YOU	TYPE OF NUISANCE	WAS NUISANCE NON-STOP OR INTERMITTENT
05/05/23	9:30 AM	2:10 AM	unable to sleep Loud be heard over TV	Continue Bass through Walls, Shouting, Screaming	Continuous Bass Various.
06/05/23	12:10 AM	2:00 AM	continuous Bass woken up unable to sleep	Continuous Bass through Walls, every room	Continuous
12/05/23	9:30 PM	2:30 AM	Continuous Bass thump unable to sleep.	Bass Loud music through Walls each room.	Continuous
12/05/23	1:30 AM	3 AM	Loud Shouting Fighting, Screaming	called police. Kept awake	Continuous
18/05/23	8 PM	2:30 AM	unable to sit in garden - loud Shouting Music	Loud Bass, Music, Shouting.	Continuous
07/05/23	9 PM	3:35 AM	unable to sleep loud Bass music each room	Loud Shouting Screaming	Continuous
14/05/23	8 PM	3 AM	shouting, loud music	unable to go to bed Kept awake	Continuous
19/05/23	7 PM	11 PM	Loud Bass - tracks could be heard clearly each room across street	unable to get sleep could not work next day	Continuous
19/05/23	11 AM	3:30	no peace unable to sit at table	Continuous Bass Tracks heard clearly above TV.	Continuous
20/05/23	10 PM	2 AM	unable to sleep My dogs Barking at noise	people Shouting continuous Bass thumping through walls.	Continuous

Complainant's Name and Address
PLEASE PRINT

Martin Shakespeare
65 New St, Mold, CH7 1NY

Postcode: **CH7 1NY**
Date: **24/05/23**

Signature: _____

N.B. IF FORMS ARE NOT RETURNED, WE MAY ASSUME THAT NO FURTHER ACTION IS REQUIRED FROM THIS DEPARTMENT

Myles Power. [REDACTED]
[REDACTED] New Street, Mold, CH7 1NU
[REDACTED]
[REDACTED]

12.09.2023

Flintshire County Council
Licensing Section,
County Hall,
Mold,
CH7 6NR

Dear Sirs

Reference: Ruthin Castle, 73 – 77 New Street, Mold, Flintshire, CH7 1NY

Further to the Notice of Review of Premises Licence I would like to respond as follows. In addition, please ensure that the details of the author of this statement are kept confidential. Having reviewed the government guidance in relation to the disclosure of public details I would like to invoke section 9.30. The reason for this is that my home has already been subject to criminal damage and whilst I am not able to confirm that the attack on my property and the Ruthin Castle are directly related, I feel that the coincidence is all too obvious.

I would like to emphasise that I have the right to submit a representation and in addition I also have the right to safeguard my personal safety.

The current licensing hours are detrimental to the health of the residents who reside in the area, I myself have recently been diagnosed with high blood pressure.

There have been disturbances along New Street when patrons have left the Ruthin Castle at 3am at the weekends. These disturbances have resulted in anti-social behaviour and the residents either being kept up through the loud noise or woken up because of the loud noise. As this is a residential area the current licensing hours are completely unacceptable.

It should be pointed out that previous Landlords have never exercised their right to open until 3am and there has never been a problem. Furthermore, the previous Landlords have never exercised the right to have a DJ present who plays very loud music.

I do feel that the residents of the local area are entitled under Article 1 of the European Convention on Human Rights to the peaceful enjoyment of their possessions.

Therefore, please consider amending the licence to prevent the playing of loud music along with amending the hours of closing so that they no longer cause a nuisance to the residents through remaining open until the early hours of the morning.

Myles Power. [REDACTED]

[REDACTED], New Street, Mold, CH7 1NU

[REDACTED]

[REDACTED]

I thank you for taking the opportunity to read my statement and I look forward to hearing the outcome of the review.

Yours faithfully,



Myles Power [REDACTED]

Lorraine Baxendale

From: Sarah Taylor [REDACTED]
Sent: 12 September 2023 15:55
To: Licensing
Subject: EXTERNAL Ruthin Castle License review consultation

CAUTION: This email has reached Flintshire County Council from an external source. Please be extra cautious prior to opening any links or attachments, particularly if you weren't expecting the email or don't recognise the sender.

To whom it may concern,

I write on behalf of Mold Town Council to request that consideration is given to review the premises license for the Ruthin Castle public house in Mold.

As a town council we have received numerous complaints from residents since March/April 2023 concerning incidents of anti-social behaviour emanating from the establishment. This has included noise into the early hours of the morning, shouting, fighting, cars being left with engines running, drugs paraphernalia, litter, broken glass, verbal abuse to residents and damage to property.

As a Town Council we are concerned for our residents Health Safety and wellbeing, we have, with the agreement of the Police, moved one of our CCTV cameras to a location so that the front of the Ruthin Castle is now covered by the cctv network. This has come at a cost to ourselves but we consider our residents' welfare to be of paramount importance.

Whilst we accept that the Landlord of the Pub has now moved on we wish that the premises license hours are reduced to prevent the possibility of a repeat of the above consequences in the future.

We respect and appreciate the work that Flintshire County Council Officers have done over the last 6 months to support our residents, and feel strongly that this is an appropriate and opportune time to review the premises licensing hours at this location prior to any new Landlord being appointed.

Yours Sincerely

Cllr. Sarah Taylor
Deputy Mayor of Mold
sent on behalf of Mold Town Council

Lorraine Baxendale

From: Phillip Jones [REDACTED]
Sent: 12 September 2023 16:17
To: Licensing
Subject: EXTERNAL Review of premises licence Ruthin Castle pub Mold.

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Premises licence-Alcohol and Entertainment of Ruthin Castle Pub. Review.

From Phillip and Shannon Jones
71 New Street, Mold.

We have lived here for 19 years, nearly 20,
No problems whatsoever until April 2023.
When a new landlord was installed at the pub.
Every weekend, would be a disco, karaoke or live music night, we don't mind live music or recorded music up to a certain level point, but this was continuously bleeding into our house.
Most venues for live music have a curfew of 10.30 to 11.00pm when, especially live music has to stop, the landlord here did not seem to care that much.
Told to change, by council, who monitored our house from every room on a Friday night.
Especially music noise levels, they did to be fair to the pub change that.

But we've had an anti social behaviour & attitude problem. It just got worse. Banging on doors, littering, slamming of pub doors constantly too, glass breaking,
Cars parked across the road, drunken behaviour, fights in the street, urination in the street, drunken people staggering into the road, arguing between customers among themselves, swearing and loud shouting, sitting on our window sill, security/bouncer, and/or landlord did not seem to control them after closing time or during throwing out time. It was a noisy mess every Friday and Saturday night to the early hours of the morning.
Even after the pub was shut, drunken customers would be seen hanging around and shouting and screaming up the street.
This could go in until 3 to 3.30 in the morning, like they did not want to go home.
The other problem we had was big groups of people coming from the town centre pubs, already intoxicated, at 11.45 pm trying to enter the Ruthin Castle, just loud boisterous drunken behaviour.

Object to pub being open on Fri/Sat until early hours of morning, being able to serve alcohol at that time.
We want the pub last orders at 11.30pm and closed locked doors at 12. No compromise.
The type of clientele that the pub were hosting were, of an age between 18 to 30 mostly, their behaviour after consuming alcohol is appalling, it became like a bar in a Spanish resort. This is not what we as residents want in our area, we have not had this in the past 19 years.
They would close the doors at 12 and stop customers from entering, or they would try and charge them £5 00 to go in, most refused obviously. But we later found out that they were allowed in around the back of the pub on Maes Bodlonfa street, where there are no security cameras recording them, the pub landlord broke open the interwoven fence to make a gap so that customers could go in and out at will. He and security would lead small

groups of customers in and out on to Maes Bodlonfa. The noise of hooligan style shouting in the beer garden was horrendous.

He would coral them into the beer garden into a small corner partitioned off with empty beer barrels, stacked two high,

when some people were drunk they would constantly be pushing the barrels over sending tumbling to the ground with a crash, this would go on until 2 or 3 in the morning.

We can see all this happening from our back bedroom and bathroom windows as it over looks the pub beer garden.

We don't see the point of the pub opening at 10am in the morning either, there is no passing trade, we don't object to it, but what is the point?

This is not the first time of us writing in to the council and our local town Councilor to complain about this abhorrent behaviour.

I know that we are not the only residents to to this.

We can send some pictures to this email as proof.

We can send other images and video in other emails too.

Thank you for taking time to discuss this matter with us.

Regards from

Phillip and Shannon Jones.

Richard Wynn
26 The Carriageworks
New Street
Mold. CH7 4HG

[REDACTED]
[REDACTED]

18.09.2023

Flintshire County Council's Licensing Section
County Hall
Mold
Flintshire
CH7 6NR
licensing@flintshire.gov.uk

Subject: The Carriageworks Residents complaints regarding the:
The Ruthin Castle
73-77 New Street
Mold
Flintshire
CH7 1NY

Dear Sir / Madam,

I am writing as a concerned resident and on behalf of a number of residents in The Carriageworks community to express our strong objection to the proposed extended opening licence for The Ruthin Castle Public House. While we understand the importance of supporting local businesses, the continuing and repeated instances of late night / early morning anti-social behaviour associated with the establishment have raised serious concerns among the community members. The names and addresses of the affected residents are listed at the end of this letter. Each of the residents named below have witnessed various events which can be made available should you require them.

Over the past number of months, the public house has unfortunately become a source of disturbance and anxiety due to the disruptive behaviours exhibited by its patrons during the current late night operating hours. These incidents, which include shouting, screaming, singing, smashing glasses, and even physical altercations, have had a detrimental impact on the quality of life for the residents living nearby. I believe that the Ruthin Castle Public House has a licence until 02.00 hrs on a Friday and Saturday night. I'm not sure if this applies to every night of the week as all the complaints we have, occur on these two evenings. The anti-social behaviour seems to occur over a two to three hour period between the times that other public houses close in the town and when the Ruthin Castle closes.

Having these current operating hours, definitely leads to increased disturbances late into the night. We urge you not to grant a licence for this late night establishment. If the public house is allowed to continue with these opening hours not only does it compromise the peacefulness of our neighbourhood but also poses potential safety risks for both patrons and residents. The increase in noise levels and potential for escalating conflicts could further strain the harmony we have worked hard to maintain within The Carriageworks and with other local residential properties.

Although it has been quiet over the last couple of weekends, we would like our objections noted with respect to any future late night licence considerations, I strongly urge the council to carefully consider the potential consequences of allowing the Ruthin Castle Public House trading in the current way.

I kindly request that the council takes into account the voices of the concerned residents who are directly affected by the activities at the Ruthin Castle Public House. The safety, peace, and quality of life for the community should remain a top priority in this decision-making process.

Thank you for your time and attention to this matter. I hope that the council will consider the potential consequences of this decision and work towards a solution that benefits both local businesses and the residents of our community.

Sincerely,



Richard Wynn

All the addresses below are followed by: New Street, Mold, CH7 1NY.

Fiona Whewell-Davies	Brian Bennett	Sally Hughes
20 The Carriageworks	8 The Carriageworks	27 The Carriageworks

Angela Carr	Nicole Dempsey	Stephen Moore
30 The Carriageworks	3 The Carriageworks	2 The Carriageworks

Nihal & Sharmini Herath	Paul Bennett	Sanna Lander
5 The Carriageworks.	23 The Carriageworks	14 The Carriageworks

Neil Jones	Julie Leonard	David Parry
6 The Carriageworks	22 The Carriageworks	33 The Carriageworks

Hannah Williams
17 The Carriageworks



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Mrs. Jacqui Dale
Licensing Team
Flintshire County Council
County Hall
Mold
CH7 6NB

19th September 2023

Dear Mrs. Dale,

**APPLICATION FOR THE REVIEW OF A PREMISES LICENCE –
THE RUTHIN CASTLE, MOLD**

I write with reference to an application for the review of Premises Licence (PA0338) at The Ruthin Castle, 73-77 New Street, Mold, CH7 1NY.

North Wales Police support the grounds for review, put forward by Flintshire County Council under the licensing objective the Prevention of Crime and Disorder.

North Wales Police wish to make the following reported incidents known to the licensing committee and to show that a stepped approach has been followed.

A067968 - On the 8th April at 2:26am, NWP received reports of anti-social behaviour whereby a male had been kicked out of the premises and was seen to be kicking local residents doors in the vicinity. The informant also reported the male sniffing cocaine.

A067970 – A short time later at 2:30am, a further report of public order was reported whereby there were 6 people fighting outside the premises. Flintshire CCTV monitored the area and the group had dispersed before officer involvement.

North Wales Police received a change of Designated Premises Supervisor application into the name of Mrs Laura Millington on the 12th April 2023.

A068194 – Later that day on the 12th April, NWP received a call from a local resident reporting the issues above as well as reporting that every weekend drugs are being taken around the outside of the premises. The report stated that drug takers come in and out of the public house.

A075795 - On the 21st April at 1:08am, NWP received a report of anti-social behaviour whereby there were multiple complaints from this individual stating that every Friday and Saturday night for the last 6 to 7 weeks, since getting a new landlord, there has been shouting and screaming in the street and people lying in the middle of the road intoxicated.

On the 26th April, a meeting was held at the premises with Flintshire County Council Licensing Officer James Lowe, Police Licensing Officer Charlotte Carr and Designated Premises Supervisor Laura Millington in attendance. The meeting was lead by FCC.

A080209 – On the 28th April at 2:27am, officers were patrolling the location when they came across a female shouting homophobic comments towards a male in the area. The female was arrested for public order offences. Officers described the female as highly intoxicated.

A080220 – Later that morning at 3:11am, Flintshire CCTV reported that a male had been arrested by an officer outside the location. The male has an injury to his mouth and abrasions to this torso. He too was described as highly intoxicated.

On the 10th May, NWP were made aware of a second meeting being held at the premises. The meeting was organised by James Lowe and involved Noise Pollution. NWP were not invited to attend.

On the 25th May, a meeting was organised by Licencing Manager Gemma Potter and James Lowe at Mold County Hall to further discuss the issues which are continuing at the location. Also present was manager Steve Hogan from Stonegate, the Designated Premises Supervisor Laura Millington and District Support Sergeant Thomas Matthews. Following the meeting, a formal letter was written documenting all concerns and the actions discussed in the meeting.

A089521 - On the 10th June, NWP received a report that a 17 year old male was seen inside the premises.

A093810 – On the 17th June at 4:21am, NWP received a report of assault that just before 4am outside the Ruthin Castle pub, two of the informant friends were approached by the same 17 year old male as the previous weekend. The 17 year old male suspect had reportedly swung some punches at one of the victims.

On the 7th July, Police Licensing Officer Charlotte Carr and Local Authority Licensing Officer James Lowe visited the premises to discuss recent incidents and check that actions following the meeting on the 25th May were being adhered to. The security log book was being completed and CCTV was now in situ.

A106811 - Later that evening, at 21:43, NWP received a report from a male stating he was outside the Ruthin Castle and a female customer had smashed a bottle on his head causing bleeding and a 1cm slice to his ear.

A119402 – On the 29th July at 1:05am, NWP received a call from the DPS Laura Millington stating that there were people outside the premises and are continuing to congregate there. It was mentioned that the door men could not cope with the volume of people there. The people were refused entry due to the premises adhering to a point on the action plan not to let anyone enter after midnight.

A119996 – Also on the 29th July, earlier in the evening at 22:37, NWP received a report that three males were fighting down the adjacent side street. The men had been witnessed coming from the rear of the pub and then returning following the fight.

On the 4th August, Police Licensing Officer Charlotte Carr, Licensing Officer Rachael Hughes and Licensing Team Lead Gemma Potter met with Mark Reagan, the area manager for Stonegate and manager Mike Millington at the premises. DPS Laura Millington was asked to attend but was not in attendance as she had 'gone shopping'.

The Licensing Team Lead asked to view the CCTV following two incidents at the location, but CCTV was unable to be produced. The reasoning for this was that the manager did not know the CCTV password and when trying to gain contact from Laura, the one with knowledge of the password, this proved negative. Whilst the Police Licensing Officer was looking at the CCTV, the manager stated that Laura had 'gone shopping' and that they 'knew the legalities' around showing the CCTV. There are no conditions on the licence that states they must have CCTV in the premises.

Throughout working with the premises, the inspector for the district Iwan Jones and Support Sergeant for the district Thomas Matthews have been involved. With the inspector notifying the Police Licensing Officer of any feedback following officers patrol in the vicinity of the premises and vice versa. Sgt Matthews attended the meeting on the 25th May at the local authority offices.

North Wales Police, therefore, support the recommendation for a review of the premises licence, and if accepted by the Licensing Committee, the implementation of the below proposed licensing conditions to satisfy the Crime and Disorder Licensing Objective.

- **CCTV must be installed and it must be digital, colour and maintained in good working order and cover the entrances and exits to the premises. Recordings to be kept for a minimum of 28 days and made available for inspection by the Police or local authority upon request.**
- **A member of staff must be trained in the use of the CCTV system with the knowledge and capability to download footage at the request of the Police or Local Authority.**

I would also ask the Licensing Sub-Committee to consider modifying the opening hours of the premises. From the evidence mentioned above, most of the crime and disorder occurs in the early hours.

Yours faithfully,

Charlotte Carr
Eastern Licensing Officer

cc.

Inspector Iwan Jones, Flintshire South Inspector

gwneud Gogledd Cymru'r lle mwyaf diogel yn y DU making North Wales the safest place in the UK

Andrew Farrow
Chief Officer (Planning, Environment & Economy)
Prif Swyddog (Cynllunio, Amgylchedd ac Economi)



Ms J Dale
Licensing Team
Flintshire County Council
County Hall
Mold
CH7 6NB

Your Ref/Eich Cyf
Our Ref/Ein Cyf DLJ/224779
Date/Dyddiad 19 September 2023
Ask for/Gofynner am Mr. D.L. Jones
Direct Dial/Rhif Union 01352 703276
E-mail/e-bost pollution.control@flintshire.gov.uk

Dear Jacqui,

**APPLICATION FOR THE REVIEW OF A PREMISES LICENCE –
THE RUTHIN CASTLE, MOLD**

I write with reference to the application for the review of the Premises Licence (PA0338) at the Ruthin Castle, 73-77 New Street, Mold CH7 1NY.

Pollution Control support the grounds for review put forward by Flintshire County Council under the licensing objective for the prevention of Noise Nuisance and prevention of Crime and Disorder.

The Pollution Control team were informed of several complaints of alleged noise nuisance from 18 April 2023. These complaints referred to several concerns occurring at the premises including loud music, karaoke, loud voices in the beer garden and outside the front of the pub, anti-social behaviour, public urination, drug use, taxi noise etc. The times indicated that the problems were occurring from opening time until at least 3am (or even later) every Friday and Saturday and some Sundays and subsequently Bank Holidays as well.

As a result of the complaints letters were sent out to complainants and to the Licensee. Following this a joint visit with James Lowe, Licensing Officer, was arranged and made to the premises on 10 May 2023. We spoke to the Licensee and her husband informing them of the problems and what could potentially happen if the alleged nuisance other problems persisted. This included a potential Abatement Notice and Licence review. They undertook to look at the issues raised and make appropriate changes.

Following this a night-time visit was arranged the following week for Friday night starting at 10pm on 19 May 2023. I met up with James Lowe the Licensing Officer and Gemma Potter, Licensing Manager in the New Street car park near to the Pub. Loud live music from a band was clearly audible in the car park as I arrived. We walked all around the area of the pub and recorded music was audible some distance away in all directions. In addition, closer to the pub loud voices were clearly audible from the beer garden at the rear of the premises and from people at the front near the access door.

County Hall, Mold, CH7 6NB
www.flintshire.gov.uk
Neuadd y Sir, Yr Wyddlgrug, CH7 6NB
www.siryfflint.gov.uk

We welcome correspondence in Welsh. We will respond to correspondence received in Welsh without delay.
Rydym yn croesawu gohebiaeth Gymraeg. Ymatebwn yn ddi-oddi i ohebiaeth addysu'n ddwy ystfwrng y Gymraeg.



We next went into a complainant's property adjoined to the Ruthin Castle where the noise from both the beer garden and the amplified recorded music including lyrics and bass beat were clearly audible inside every room. At 10.30pm the live band started playing again and the volume increased significantly. In my view all the noises heard would materially affect the use and enjoyment of the property and would prevent sleep.

We left and went to another complainant's property along the same row at the far end away from the Ruthin Castle. The music noise and bass beat were also clearly audible in every room. In addition, people outside the pub could be heard shouting.

We next went to another complainant's property across the road from the pub. The music was very loud in this area and was still audible inside every room in the house. The noise in the bedroom was particularly loud even with all the windows closed. With the window open it was even worse. We left the area just before midnight and the music was still clearly audible in New Street car park.

On 25 May 2023 a meeting was organised by Licensing Manager Gemma Potter and James Lowe at County Hall Mold. This meeting was to bring all the interested parties together to discuss the issues and complaints still being raised. I attended with my colleague Martyn Kirby. Also in attendance were James Lowe and Gemma Potter, the Designated Premises Supervisor, Laura Millington, Steve Hogan a Manager representing Stonegate, the brewery/pub owners and The Police Charlotte Carr, Eastern Licensing Officer and Thomas Matthews, District Support Sergeant. The outcome of the meeting was detailed in a formal letter sent to the DPS and Stonegate documenting the numerous concerns and the proposed actions and the reasons for them to be carried out at the premises.

Several measures were put forward including. The noise from people using the beer garden was considered excessive and it was suggested that some control was put in place to control it by limiting the number of people allowed in there after 10pm and that no drinks were allowed to be taken outside. There should be no live bands. Amplified music volume was decreased. Door supervisors were used to manage the front and rear access to limit noise from customers. The letter drafted by the Gemma Potter, Licensing Manager should be referred to for full details.

I subsequently carried out noise monitoring using recording equipment on two occasions at one of the complainant's properties opposite the pub. The first was installed the same day as the previous meeting 25 May and collected on 30 May. The second was installed 23 June and collected on 27 June.

These recordings showed that the problems associated particularly with the late licensing hours were continuing albeit that the recorded music noise had lessened by a small degree in that that it was mostly audible when the door was opened to allow ingress/egress of customers and if windows were opened at the premises. Noise from the DJ was often audible. Noise from people using the outside space continued to cause significant disturbance from raised voices at all hours. The Door Supervisors seemed to

be ineffectual at controlling people outside the pub and were also contributing to the noise disturbance by talking at length to customers outside.

On the first recording on Saturday 26 May at 1am there was clearly audible queue of people forming waiting to be allowed into the premises. There was shouting and raucous noise. This appears to be a regular occurrence late at night due to all the other pubs in the area closing. This makes the Ruthin Castle the last destination for late night drinking in Mold.

The recordings also showed that the complainant was witnessing that there were people being sick and also urinating outside the pub in various locations including the archway of the pub, across the road and on the footpath to New Street car park. Other noises keeping people awake includes taxis and other vehicles stopping and turning in the road in front of the pub, some with loud music playing, car horns, people congregating outside talking/shouting, door knocking on residents' properties.

There is also disturbance from the customers who have left the pub after closing at 2 30am whereby they loiter and continue to socialise outside people's houses often for a considerable period. This is occurring every Friday and Saturday and Bank Holiday Mondays. Sundays can also be noisy but to a slightly lesser degree.

It is clear from my own observations and the recordings made by the complainant that the noise, anti-social behaviour and numerous other disturbances being caused by the activities at the Ruthin Castle are associated with inadequate controls at the pub and especially with the late licence and the proximity to residential properties. The late licence is particularly incongruous as it makes the Ruthin Castle the last destination for late night drinking in Mold therefore, potentially, attracting an already intoxicated customer base.

Live music is also not suitable for this venue as the building structure is inadequate to contain the additional noise produced. In addition, the pub is attached on the northern end to residential property which is susceptible to the transmission of sound and bass noise. I would recommend the permission for live music is removed from this licence, and a condition added to the licence to disapply the permissions afford by the Live Music Act 2012.

As a result, I would support the application to have the Licence reviewed and would strongly recommend that the late licensing times be reduced considerably and modified to mirror those of other Public Houses in residential areas of Mold.

Yours faithfully

Mr. D.L. Jones
Pollution Control Officer

Jacqui Dale

From: Teresa Carberry
Sent: 19 September 2023 16:42
To: Licensing
Subject: Ruthin Castle - Application for Review of License

Dear Sir/Madam

As the elected Ward Councillor for Broncoed Ward, Mold, I am requesting a review of the Public License of the premises of The Ruthin Castle, 73-77 New Street, Mold, CH7 1NY. I wish the review to relate to the following licensing objectives:

1. The prevention of crime and disorder
2. Public safety
3. The prevention of public nuisance

My reasons are as follows:

On the 24th July, 2023, following advice I contacted Gemma Potter, to bring to her attention, concerns raised to me by residents living in the locale of the premises above.

Initially the re-opening of the Ruthin Castle was seen in a positive light, people glad to see a well-loved pub in use again and a business up and running. However, not long after the opening I began to receive messages and social media clips that have been sent to me regarding the above named premises, raising disquiet about the premises. As a resident of Mold for over 40 years, I am gravely disappointed to be asking for such a review.

Several residents within the Ward complained of noise, and a very obvious increase in litter in the surrounding locale to the pub.

I felt deeply concerned that the residents living close to the pub, were having their peace and quiet, and indeed sleep disturbed by noise from both within and outside the premises, noise from cars, as well as witnessing acts of antisocial behaviour, namely someone urinating outside. I have also seen photographs of someone urinating, across the road from the pub. This is not acceptable behaviour.

Initially I was concerned as to why a license for the hours stipulated was provided to the landlord, into the early hours of the morning on certain nights of the week, having no knowledge of Licensing laws etc. This was kindly clarified to me. It would lead me to ask however if in the future a Designated Premises Supervisor be more empathic and sensitive to the location of the premises, on the edge of a residential area.

At this point I also recommended to the residents that get in touch with pollution.control@flintshire.gov.uk for issues concerning noise. The officers can then advise how to keep a noise diary etc. and how to further proceed. Obviously as is the norm for matters relating to ASB etc, residents were advised to deal with North Wales Police. I also suggested that a copy of all incident/complaint reference numbers be kept by the residents. Several reports are on file.

I sent a further email to Gemma Potter on the 9th May, 2023 regarding complaints about noise, namely karaoke, the sound of a DJ and noise from the Beer Garden, in the early hours, together with car doors being slammed at anti-social hours and drug paraphernalia and litter being found in the adjoining alleyway.

Following the May 2023 meeting of Mold Town Council, I asked for the support of my fellow Town Councillors, and a letter was written the Licensing by the Clerk. Eventually a decision was made by MTC to move one of our mobile cameras to oversee the area.

Further communication resulted from me, to Licensing on the 19th May, regarding noise.

I am very aware of the interventions and collection of evidence relating to noise, ASB, by both FCC, North Wales Police, other interested parties et al, and that meetings have been held to bring about changes and discuss the concerns raised, for which I am grateful. I am aware of a resident's windows being smashed, who lives opposite the pub.

My fear is that without a review, based on the criteria given for consideration, the prevailing circumstances will continue into the future, to the detriment, well being, and sense of safety of my residents. Please review the operating schedule for the premises.

Yours faithfully,

Cllr Teresa Carberry
Mayor of Mold 2023-24

***** Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg a byddwn yn ymateb i ohebiaeth yn yr un iaith. Ni fydd y defnydd o'r naill iaith yn arwain at oedi. Mae'r e-bost hwn, gan gynnwys unrhyw atodiadau, yn breifat a chyfrinachol ac ni ddylid ei rannu heb ganiatâd yr anfonwr. Os derbynioch chi'r e-bost hwn ar gam, rhowch wybod i'r anfonwr a dileu'r e-bost. Os cyflwynir unrhyw farn, cyngor, casgliadau ac unrhyw wybodaeth arall yn y neges hon nad oes a wnelo â busnes swyddogol Cyngor Sir y Fflint, deallir nad ydynt wedi'u rhoi na'u cymeradwyo ganddo nac ar ei ran, ac felly ni fydd Cyngor Sir y Fflint yn derbyn unrhyw gyfrifoldeb o gwbl amdanynt. We welcome correspondence in Welsh and English and you will receive a response in the same language. Use of either language will not lead to a delay. This email, including any attachments, is private and confidential and should not be shared without permission from the sender. If you have received this message in error, please notify the sender and delete it from your account. Opinions, advice, conclusions, and other information in this message that do not relate to the official business of Flintshire County Council shall be understood as neither given nor endorsed by it, or on its behalf, and consequently Flintshire County Council shall bear no responsibility whatsoever in respect thereof.
