



**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 8<sup>th</sup> 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 12<sup>th</sup> April 2023.

A068194 – Later that day on the 12<sup>th</sup> 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 21<sup>st</sup> 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 26<sup>th</sup> 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 28<sup>th</sup> 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 10<sup>th</sup> 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 25<sup>th</sup> 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 10<sup>th</sup> June, NWP received a report that a 17 year old male was seen inside the premises.

A093810 – On the 17<sup>th</sup> 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 7<sup>th</sup> 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 25<sup>th</sup> 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 29<sup>th</sup> 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 29<sup>th</sup> 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 4<sup>th</sup> 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 25<sup>th</sup> 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

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



Ms J Dale  
 Licensing Team  
 Flintshire County Council  
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Your Ref/Eich Cyf  
 Our Ref/Ein Cyf DLJ/224779  
 Date/Dyddiad 19 September 2023  
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 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.

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We welcome correspondence in Welsh. We will respond to correspondence received in Welsh without delay.

Rydym yn croesawu gohebiaeth Gymraeg. Ymatebwn yn ddi-oed i ohebiaeth a dderbymir drwy gyfrwng 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

