

Date: 16.3.2024

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1. Introduction

The Old Coaching Inn is a large building (c.1790) and for nearly all that time it has traded as a Hotel or/and Pub. It is located on Fore Street, in the Centre of Brixham. It is in a semi-precinct with brick/stone paving slabs running the full length of the Street and is pedestrian access only between 10am till 10pm.

We became owners in 2011 (more than 12 years ago), with a noble aim to reinstate what was a run-down Pub into a quality Hotel for visitors and local residents. Unfortunately, we soon realised doing this would require a lot more funding than we had! So, we decided to focus on the ground floor Pub & Event space because it was in a much better state than the bedrooms and we hoped that any profit made could go into the Bedrooms.

Fast forward to 2023 and Brixham now has many good quality hospitality businesses, especially around the Harbour. A combination of increased competition, the size and age of the building and high running costs meant we had to cherry pick the days we opened. From Autumn we began opening Friday and Saturdays only. Gradually more people decided to make The Old Coaching Inn their go to destination. This document will pick up the journey from Autumn 2023 - December 2023 and closure.

2. Neighbouring Dwellings to The Old Coaching Inn

Looking from the Entrance Doors facing North:

- **Left (West)**
Ground Floor: 2 x Shops (Not trading/empty). 1st & 2nd floors: Flats straddle both shops. with only 1 x resident. (other flats empty & require modernization).
- **Opposite left (North)**
Ground Floor: Dobles Jewelers. 1st & 2nd floors: 1 x Maisonette. Currently 1 x resident (previously 2 & 1 was a complainant). Left of Dobles Ground Floor: 1 x Shop (empty). 1st & 2nd floors: 1 x Masionette above (empty).
- **Opposite right (North)**
Ground Floor: Day Lewis Pharmacy & Wongs House Chinese Takeaway. 1st & 2nd floors: MTA Architects. Next to this Ground Floor: 1 x Café (empty). 1st Floor: Storage (empty)
- **Right (East)**
Ground Floor: Sue Ryder Charity Shop. 1st & 2nd floors: 3 x flats all occupied.
- **Back (South)**
Perpendicular Rock Face (c.40 feet high) with 2 x large semi-detached houses on the top (1 or both are complainants). These properties were built 10 years ago. The Old Coaching Inn opened in 1790.

We believe the aforementioned is relevant to the hearing because it shows - the mix of commercial and residential properties adjacent and opposite the Old Coaching Inn (and is reflected the full length of Fore Street). Evidence of the steady decline of the street as more shops/cafés/ offices close and now stand empty. Plus, behind the building a-top of the rockface one of the complainants decided to build 2 large houses c.10 years ago knowing full well that The Old Coaching Inn was directly below them (will discuss this in noise section of this document).

3. Ground Floor

Layout & Composition.

North – Front of building on to Fore Street & South – Rear of Building and the Rock Face.

As you enter The Old Coaching Inn through the large double carriageway doors with inset small door, there is a long part covered walkway with cobble stone and paving stone floor which all rooms lead off from.

First left – the Lounge/Parlour with entrance door & 2 locked opening led windows (with locks) and thick stone walls. First right – Front Bar with lockable door & 2 opening sash windows (with locks) and thick stone walls.

Second left - Dining and Games Room with self-closing entrance door and (non-opening) window and thick stone walls.

Second right - staff entrance to Rear Bar and thick stone wall.

Third left – Kitchen with entrance door, window (non-opening) and thick stone walls.

Third right – stairs to Rear Bar with entrance door & one window (non-opening).

Fouth Left – free standing cellar.

Fouth Right – large sliding door to Event space – only opened to bring in and remove equipment/furniture.

Fifth Right – Entrance door to Events Space with 3 windows (non-opening). Thick stone & solid rock walls on 3 sides. The ceiling comprises – timber beams, infilled with high grade 80mm Kingspan Celotex throughout, any gaps filled with expanding foam and below this is thick hessian. All walls are covered with wall carpeting and a part carpet, part timber floor covering.

Rear of building – toilets & store abutting the rear rockface.

We believe the above is relevant to the hearing because it provides an understanding of the space, its composition and how much work we have done to contain/manage noise breakout.

4. Noise

Music

We have been playing music at The Old Coaching Inn for years. In fact, this was one of the main reasons we bought the property, we have a background in events and thought we could bring together the Hotel & Events. The building is large enough to play/perform a range of musical styles (we have a piano and guitar) in different rooms. We have 3 large projectors with screens in 3 rooms. We use them to show popular sporting events, films, community events (eg. World War II commemorations, Pirate Festival) our own audio-visual Disco and Film nights.

The rear area (former stables) is the most popular space for birthday parties, wakes, festive dates as well as our own events because of its size and audio-visual equipment. This appears to be the main cause for complaints. As previously shown in section 3, we have done everything we can to manage noise outbreak and fire security.

More than 6 years ago one of the current complainants (who built and lives part-time in one of the two large houses at the back atop the rockface about 10 years ago) complained to Torbay Council about the noise from the main Event space. Two officers from Torbay Council came out to investigat. One officer went up to the complainant's house, the other stayed with us. We were asked to turn the music up to the maximum it would be

at an event – which we set against a sound monitor app. He didn't think that the music was too loud, and this was verified by the officer who went up to the house – the matter was closed!

Complainants site live bands/music being the worst to tolerate. There were only two events during all of 2023 when live bands/music featured as part of the event. The first was at the end of April/beginning May – It was the Brixham Pirate Festival and many Pubs had live bands/music for the duration of the festival. The second was a 60th birthday party – the gentleman in question played in a band with friends when he was younger and wanted to play with them one last time. And that's it!

We do play background music of varying styles in the Carriageway, Front Bar, Lounge and Dining Area. And have hosted a few events in the Dining/Games Room where noise can be more easily contained. See room is in the heart of the buildings, closed windows and fire security self-closing doors.

Shortly before we closed in December 2023, we were becoming more popular and unfortunately with this came some troublemakers. As a result, we started closing the large carriageway double door at c.11pm. and asked regular customers to knock on the inset door quietly and we let would them in. This also meant that background music along the carriageway was contained.

Talking

As our popularity grew so did the number of people on the premises at any one time. We were usually busy by 10pm – 10.30pm unless we had a private Event, in which case we were busy from 7.30pm – 8pm. The carriageway became one of the most popular areas because all rooms lead off it.

I spent most of my time front of house, continuously walking around in and out of rooms, making sure all was well, and at the same time I was able to keep a check on noise levels. Patrons who wanted to smoke or vape had to go outside onto Fore Street and whilst there they talked to one another and as Fore Street is pedestrianised, larger groups could gather.

There is no rear exit to the building so all patrons must leave via the large carriageway double door, and from c.11pm the small inset door at which point I spend my time either by the door or so I can see the door. We have A3 posters near and on the door asking patrons to leave quietly because the area is part residential. I wish them goodnight and reiterate the need to be quiet, then as suggested by Olivia, all patrons are offered a lollipop. I can honestly say that in all the time I was by the door, there was only one occasion I felt uncomfortable, and that was the day before we closed! (see section on anti-social behaviour). I was disappointed when I discovered Rachael had received another noise complaint from the neighbour who had lived in the maisonette directly opposite The Old Coaching Inn. So, from then on I escorted patrons up Fore Street for 30/40 yards.

Noise on Fore Street

One or more complainants have reported excessive noise on Fore Street which they believe comes from The Old Coaching Inn. This is not true. People who have been socialising in hospitality venues around the harbour, use Fore Street to either get home or go to the kebab takeaway. In fact, one complainant describes loud voices and a dog(s) barking – we had closed! (see footage showing The Old Coaching Inn closed and loud voices coming from outside on Fore street).

5. Anti-social Behaviour

Until November 2023 we had had very little trouble, all was well, footfall was increasing, nice people were coming in – we had a Christmas Eve booking for a three-generation family get together. Regulars were looking forward to spending time with us over the Festive period culminating in our very popular New Years Eve celebration.

We did have three fights break out over a two-month period leading into December 2023. All three were quickly dealt with and culprits ejected. But in the end, it was a combination of ongoing neighbour complaints from front and back of the building, our perception that Rachael Hind was firmly on their side, and the horrible events of Saturday night 9th December 2023 that made us decide to close until further notice. It was just becoming too

stressful. Details about that Saturday can be read in an email I sent to Rachael Hind on Sunday 10th December 2023.

For the record we do challenge Rachael Hind's term 'clientele' on the Licence Review form, when referring to our anxious state of mind, because in truth it was a very small group who caused the trouble and we had never seen any of them before. The group comprised one man (who arrived as a mild-mannered individual then turned into a maniac). He left but kept trying to get back in. And a small group of women one on crutches – all of them shouting and screaming in the earlier part of the night in the carriageway, one stubbing out a cigarette on one of the Romanian patrons, accusing him/all of them for spiking their drinks. Thankfully the women left, but returned later when we had closed the carriageway doors, also trying to get back in. When they couldn't they started shouting abuse, kicking the door, the woman on crutches trying to smash the window in the front bar.

We later discovered that at least one of the women and the man are connected to a drug dealing family in Brixham. The man had just got out of prison on licence after hitting someone with a hammer outside a pub in Brixham, and who also carries a knife. The male returned on Sunday late afternoon, we were closed so he called Roly (listen to recording provided) and when we wouldn't let him in he started hurling abuse at us from outside - finally he left but not before carving a cross on the carriageway doors.

6. Underage Drinking

The Old Coaching Inn attracts all age groups, sometimes we see three generations all at the same time, especially when there is an event. We have always strived to promote an 'all good people welcome vibe' because our aim has always been to reinstate the building as a Hotel.

However, it has been reported that some of our patrons were consuming alcohol and are not 18 years old. We have A3 posters all around the building which clearly states if we think you look under 25 years old, we'll ask for your ID. We make it clear to all new patrons that these are the rules. This has worked well, all in all, we have good patrons. Those that haven't been able to provide ID the first time are sent away and told to bring it next time they come in. We usually suggest they apply for the citizen card, it's about £18 and takes a couple of weeks to arrive and it's better to lose that than a driving licence or passport. The exception to this rule is if they can show they are with a mature guardian who will take responsibility for what they drink for the duration of their stay.

We did have one repeating incident over a period of a few months. Two young girls kept trying to sneak in whenever they saw an opportunity. We soon learned who they were and managed to eject them swiftly each time. We took camera footage of one such ejection and which shows them being escorted up the street. On one occasion one of them did kick the door after we had closed it at about 11pm. Thankfully in the end they gave up trying!

7. Police

Reading through the documentation you will see the police have only come out to The Old Coaching Inn three times since we re-opened in June 2022. The first – due to a fight which started at another pub in town. One of the men involved came into our front bar (which has large sash windows) for a drink. The second man saw the first through the window entered the Bar and the fight broke out in the carriageway. It ended within minutes of starting and both men left the premises. There was a small group of mature ladies, one had called the police. The police did attend, but the incident was over.

The second visit was from PC Peter Randell and colleague, who paid a courtesy visit, around 5.30pm – 6pm on It was good to meet both men. Little did we know that this Saturday night 9th December 2023 would be the worst night we have experienced in all our years in the hospitality industry.

The third visit was from PC Peter Randall to go through our cctv – showing the footage from Saturday the 9th 2023 and Sun. 10th December 2023. He recognised the strange man that turned into a maniac. We do not know what happened after that, but we did learn from patrons that he is part of a local family who deal in drugs and had gone underground.

I did call the police that night but there was no response.

It was about a month before we closed, and we were becoming more popular (at last) we were seeing more strangers coming into the Pub. We have since found out that most seem to be from Brixham. And it also stands to reason that as there are now many good hospitality venues, visitors would be coming from the rest of Torbay. Please remember we are talking about months out of season.

To end this section, we feel we must say that whilst we understand and support Rachael Hind and Olivia in their efforts to persuade Devon & Cornwall Police to put ‘police feet on the ground’ in Brixham to help manage/reduce increasing number of incidents of anti-social behaviour – drugs, drink, fights and underage drinking. We can’t help feeling that we are being used like pawns in a chess game.

8. What Now

As a pub and event space we acknowledge that a qualified door-person from 9pm in the evening till close, on Friday and Saturday nights, could help us with any challenging situations and noise control. And we did get quotes when we thought we would be opening over the festive period (see email correspondence to and from Tamar Valley Security Ltd). We also appreciate that some official procedures and documentation around noise management and a sound limiter can be implemented if/when we reopen.

Please remember that up till that dreadful Saturday night in December we had only experienced 3 fights in a year (over quickly and no damage caused) and two underage girls who attempted to sneak in periodically for a month or so. Further we appreciate that residents are entitled to peace and quiet later at night and have always endeavoured to make this so. In total there have been three complainants complaining periodically over a 6 month period and it seems at least one complaint about noise at the front of the building wasn’t even our patrons. And the complainants at the back complaining about loud music, have done so before years ago but Torbay Council Officers came here to investigate and determined they had no case. It seems unfair to come down on us so heavily when there are incidents of anti-social behaviour and public nuisance nearly every weekend in Brixham and at some venues on a regular basis, why do they not have a door- person?

We have not reopened yet because we need to know what constraints you decide to impose on us. As I said our busiest times before we closed were Friday and Saturday nights from 9.30pm/10pm till close, with anticipated footfall increasing over the summer, so if you determine that our music and serving of alcohol (including carry outs) must stop at 11pm. It’s not going to be viable to re-open at all because the running costs here are high given the age and size of the property. Plus, we lost vital income by not opening over the festive period due to stress caused by ongoing complaints and that Saturday night from hell.

It is still our aim to reinstate this wonderful 18th century building to a Hotel with Event space and now in addition (bearing in mind recent anti-social behaviour) a members club. The building is a rare example of an urban coaching inn which is grade II listed and designated as a heritage asset of Brixham. Our patrons love it’s quirkiness and history. But at this time we do not have the funds to complete the vision. So, if it isn’t viable to open as a Pub with Event space, we’ll have to remain closed for the foreseeable future.

9. Appendices

- All emails sent to Rachael Hind and her replies.
- Emails between myself and a security company including quotations for provision of door persons.

- Image of the front of the building, showing the large carriageway doors and to the right, the front Bar and to the left the Lounge
- Plan view of the ground floor .PDF
- Audiovisual .MP4 files are pivotal to our defence. And must be submitted to our hearing.
- Images of glass ware brought into The Old Coaching, by customers from other Pubs. .jpg
- Event advertisement projected on to the back wall.

This is the list of .MP4 files: At the hearing, time will need to be set aside for. through these
Classical music on the piano

Event Advertisement on to the back wall

██████████ sounding of to other people and residence Sun 10 Dec 23

██████████ Sunday 10th Dec 23 Mobile phone recording

Music Quiz Nights

██████████ Birthday Band

Noise On Fore St People Walking up from the front harbour area

Open Music Night with ██████████ and friends at the old coaching inn Fore St Brixham tq58ag

██████████ Pirate Festival Band 2023

The Bell ringers of St Marys Brixham play their set live and on stage in the old coaching inn brixham torbay devon tq5 8ag

The Old Coaching Inn Brixham Commotion Dogs barking outside and we are closed

Us kicking out ██████████

The ██████████ Family kicking our door [missing as yet]

Authors: Lesley Jane Warner (DPS) and Roland Butler

Tamar Valley Security Ltd

82 James Carter Road
Mildenhall
Suffolk
IP28 7DE
+44 7879193453



Estimate

ADDRESS

Lesley
The Old Coaching Inn
61 Fore Street
Brixham
Brixham
Devon
TQ5 8AG

ESTIMATE TVSL-E07
DATE 13/12/2023
EXPIRATION DATE 20/12/2023

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
22/12/2023	SIA Security Staff		5	25.00	125.00
23/12/2023	SIA Security Staff		5	25.00	125.00
24/12/2023	SIA Security Staff (Holidays)	Bank Holidays, Christmas & New Years	5	40.00	200.00
29/12/2023	SIA Security Staff		5	25.00	125.00
30/12/2023	SIA Security Staff		5	25.00	125.00
31/12/2023	SIA Security Staff (Holidays)	Bank Holidays, Christmas & New Years	5	40.00	200.00

Services Provided W/C: 18th Dec & W/C: 25th Dec.

TOTAL

£900.00

Invoices are sent out on Monday mornings and are to be paid on Thursday as staff are paid weekly.

Accepted By

Accepted Date

Tamar Valley Security Ltd

82 James Carter Road
Mildenhall
Suffolk
IP28 7DE
+44 7879193453



Tamar Valley Security
Ltd

Estimate

ADDRESS

Lesley
The Old Coaching Inn
61 Fore Street
Brixham
Brixham
Devon
TQ5 8AG

ESTIMATE **TVSL-E08**
DATE **13/12/2023**
EXPIRATION DATE **20/12/2023**

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
22/12/2023	SIA Security Staff		10	25.00	250.00
23/12/2023	SIA Security Staff		10	25.00	250.00
24/12/2023	SIA Security Staff (Holidays)	Bank Holidays, Christmas & New Years	10	40.00	400.00
29/12/2023	SIA Security Staff		10	25.00	250.00
30/12/2023	SIA Security Staff		10	25.00	250.00
31/12/2023	SIA Security Staff (Holidays)	Bank Holidays, Christmas & New Years	10	40.00	400.00

Services Provided x2 Doorstaff W/C: 18th Dec & W/C: 25th Dec.

TOTAL

£1,800.00

Invoices are sent out on Monday mornings and are to be paid on Thursday as staff are paid weekly.

Accepted By

Accepted Date

Company Number 15102831

From: [REDACTED]
Sent: Friday, December 1, 2023 11:19 am
To: [REDACTED]
Subject: FW: Door Supervisor Requirement (Bark Advert)/ over to LJ

hello [REDACTED]
thanks for your time and helping to sort out some cover...
...but I'll dip out of this... and let Lesley [whom is the DPS] will pick this
up from here.

Here's To A Better 2023/24... 'roly

From: [REDACTED]
Sent: Thursday, November 30, 2023 6:22 PM
To: [REDACTED]
Subject: Door Supervisor Requirement (Bark Advert)

Good Evening Roly,

It was a pleasure speaking with you earlier, just thought I'd pop you an email so you
have my email address.

Also if you can send over any information regarding your needs for the venue that would
be great.

Kind Regards,

[REDACTED]
Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email [REDACTED]



Company Number 15102831

From: [REDACTED]
Sent: 18 December 2023 10:50
To: [REDACTED]
Subject: RE: Door Supervisor Requirement (Bark Advert)/ over to LJ

Hello [REDACTED]

Sorry to mess you around, but we have decided to close till May 2024. We are waiting for Torbay Council to review our Premises Licence, following 2 incidents which occurred here a couple of weeks ago.

Please keep us on file and we'll be in touch (all being well) next year.

Kind regards
Lesley

From: [REDACTED]
Sent: Thursday, December 14, 2023 12:22 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to LJ

Good Afternoon Lesley,

I'm working the night shift over the next few days so I'm free pretty much any time.

My number is in my email signature below.

Kind Regards,

[REDACTED]
Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email: [REDACTED]



Company Number [15102831](#)

From: [REDACTED]
Sent: Wednesday, December 13, 2023 11:57 pm
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to LJ

Hello [REDACTED]
We are away for a few days. We are interested in hiring your services but I need to talk with you. We'll be back in Brixham Saturday. I can call you Sunday or if you need to talk before give me a call. 📞

Sent from my phone

----- Original message -----

From: [REDACTED]
Date: Wed, 13 Dec 2023, 12:48
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to LJ

Good Afternoon Lesley,

I hope you are doing well.

I have attached two quotes to this email:

- TVSL-E07 - Providing x1 Doorstaff
- TVSL-E08 - Providing x2 Doorstaff

These if you are happy with the quotes and would like to go ahead, I will process them to an invoice and split down to each week commencing such as:

W/C: 18th - 22nd, 23rd & 24th Dec
W/C: 25th - 29th, 30th and 31st Dec

Our staff are paid weekly so this would be invoiced on the Monday (25th Dec & 1st Dec) and will need to be paid on the Thursday.

Further to this if you are looking to book in for these shifts, if I could get some notice that would be great as I would like to bring up some radios & body-cameras for use on site.

Kind Regards,

[REDACTED]
Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email: [REDACTED]



Company Number [15102831](#)

From: [REDACTED]
Sent: Wednesday, December 13, 2023 11:17:29 AM
To: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to LJ

Good Morning Lesley,

I will need some timings for the shifts just so give an estimated quote, then once shifts are finished I'll send an invoice with the correct hours.

I'll send x2 quotes which will include 1&2 door staff.

Kind Regards,

Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email: [REDACTED]



Company Number 15102831

From: [REDACTED]
Sent: Wednesday, December 13, 2023 10:06 am
To: [REDACTED]
Subject: RE: Door Supervisor Requirement (Bark Advert)/ over to U
Hello [REDACTED]

Thanks for your email. Sorry we haven't come back to you sooner. Please can you give us a quote for 1 and 2 Doormen/Women for Fri. 22nd Dec., Sat 23rd Dec., Christmas Eve, Fri. 29th Dec. Sat 30th Dec. and New Years Eve.

Kind regards
Lesley

From: [REDACTED]
Sent: Friday, December 1, 2023 12:19 PM
To: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to U

Good Morning Lesley,

I hope your well, we have availability to supply Door Staff at weekends for your venue and we will look at providing the same doorman each weekend as required.

Our costings to provide door staff as follows:

- £25 Per Hour
 - Minimum 4 Hours Each Shift
- The price will be the same for Events and Functions.

I hope this helps, please don't hesitate to contact me for further information.

Kind Regards,

Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email: [REDACTED]



Company Number 15102831

From: [REDACTED]
Sent: Friday, December 1, 2023 11:35 am
To: [REDACTED]
Subject: RE: Door Supervisor Requirement (Bark Advert)/ over to U
Hello [REDACTED]

I am the DPS. Please can you advise me of your charges and availability on Saturday nights and the festive period till end of this year.

Kind regards
Lesley

From: [REDACTED]
Sent: Friday, December 1, 2023 11:24 AM
To: [REDACTED]
Subject: Re: Door Supervisor Requirement (Bark Advert)/ over to U

Good Afternoon Roly,

No problem, it was a pleasure speaking with you and looking forward to hopefully working with you soon.

I will await contact from Lesley regarding next steps.

Kind Regards,

Director - Tamar Valley Security Ltd

Mob: [REDACTED]
Email: [REDACTED]



immediately. The views in this message are personal; they are not necessarily those of Torbay Council.



From: [REDACTED]
Sent: Tuesday, November 7, 2023 2:29 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: The Old Coaching Inn Brixham

You don't often get email from [REDACTED]

Hello Rachael

It was good to meet you today. Please can you just clarify something contained within our Premises Licence.

Our Licenced activities include:

- L. Late Night Refreshments (indoors) Monday to Sunday 11.00pm – 12.30am
- Opening times: 8.00am – 12.30am
- Prevention of Crime and Disorder: (1) There shall be a 30-minute extension of opening hours after the end of the sale of alcohol as the last drink shall be consumed less quickly, with access to the pub's toilet facilities.

So, am I correct in thinking that we can serve alcohol till 12.30am (indoors) and then allow 30 minutes for drinking up time and use of the toilets?

Kind regards
Lesley

2

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 08 November 2023 11:24
To: [REDACTED]
Subject: RE: The Old Coaching Inn Brixham
Attachments: Noise Management Plans.pdf

Dear Lesley

Thank you for your email. It was very nice to meet you both yesterday.

This is a very strange condition which is likely to have included in the original operating schedule to reflect the licensing hours applied for but should have been removed when the licence was granted.

The condition reflects the actual hours on the licence as you are allowed to open and serve late night refreshments (hot drinks and food) until 00:30 hours but you must stop serving alcohol at midnight and then you have the 30 minutes drinking up time before closing at 00:30 hours.

As discussed during our meeting, please keep records of the monitoring you complete when walking around your premises to ensure the music cannot be heard at the nearest residential properties. I would recommend keeping your front door closed or reducing the levels emanating from the speakers in the corridor to prevent noise escape. There is also very little insulation to the metal roof in the rear event space, so I would recommend reviewing the noise levels in this area. If noise complaints continue, then you may need to provide additional acoustic insulation in this area and consider the use of a sound limiter. I would also recommend you stop live music by 11pm and only play background music after 11pm.

I will advise the complainants that the shouting, screaming and dog noise is unlikely to be caused by your premises following the video you showed us, however please ensure you encourage your clientele to leave the premises as quietly as possible.

I have attached a noise management plan guidance note which you may find useful.

Please do not hesitate to contact me if you wish to discuss this matter further.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk

[Facebook](#) | [Twitter](#) | [LinkedIn](#) | [Instagram](#)

This electronic email is confidential and may also be privileged. If you are not the intended recipient, please notify the sender, and please delete the message from your system

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 15 November 2023 08:47
To: [REDACTED]
Cc: KEMPTON Olivia 31386
Subject: The Old Coaching Inn, 61 Fore Street, Brixham

Dear Lesley

We have received a complaint advising that on Sunday 12th November 2023, the Old Coaching Inn, Fore Street, Brixham was open beyond the licensed hours.

The complainant has advised that there was a lot of noise in the early hours of Sunday morning from people entering and leaving your premises and banging on doors, which woke them up four times. They have advised that there were numerous groups leaving and that the ones that had the lollies were quiet but there were others with takeouts which were louder and there was a girl kicking the doors. They advised they called the police around 1am but doesn't think they attended.

I asked our CCTV department to see if there was any Council CCTV footage in the area and they have sent me footage which shows a group of people leaving your premises at 00:48hours, some 18 minutes after you should have closed.

I would again like to advise you of the current hours and licensable activities you are covered for under your premises licence, as follows:-

Opening hours – Monday to Sunday 08:00 to 00:30 hours

Sale by retail of alcohol for consumption on and off the premises Monday to Sunday 9am – Midnight.

Films: Monday to Sunday 08:00 to 0:00 hours

Indoor Sport: Monday to Sunday 10:00 to 00:00 hours

Live Music: Monday to Sunday 10:00 to 00:00 hours

Recorded Music: Monday to Sunday 10:00 to 00:00 hours

Late Night Refreshment (Indoors): Monday to Sunday 23:00 hours to 00:30 hours.

I would also like to advise you of the following: -

Part 7, section 136 of the Licensing Act 2003.

(1) A person commits an offence if-

- (a) he carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation, or
- (b) he knowingly allows a licensable activity to be so carried on.

(4) A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to an unlimited fine, or to both.

Please ensure that you abide by the conditions of your licence and the above licensing hours, or we will have no choice but to take formal action, which may also include the review of your licence.

Yours sincerely

4

From: [REDACTED]
Sent: Wednesday, November 15, 2023 6:08 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Cc: [REDACTED]
Subject: The Old Coaching Inn, 61 Fore Street, Brixham

From: [REDACTED]
Sent: Wednesday, November 15, 2023 1:17 PM
To: [REDACTED]
Subject: RE: The Old Coaching Inn, 61 Fore Street, Brixham

Hello Rachel

Thank you for your email. We are preparing a reply covering the specifics, but in the meantime, would just like to provide you with some background information.

As I think we mentioned at our meeting, when we bought the Coaching Inn twelve years ago it had been closed for some time and was in a terrible state both inside and out. Over the years we have faced many challenges setting us back - probably years in total. Nevertheless, we have pushed on with energy, positivity and continued financial investment because we believed in the project. We have almost completed works on the Ground Floor but still have Floor's one and two to finish – which will return the Coaching Inn to its former glory as a Hotel, for both locals, their families and visitors to enjoy.

This is a special place, and a rare example of a late 18th century urban Coaching Inn, with a footprint that has barely changed over the years – it's Grade II listed, in a conservation area, and deemed a heritage asset of Brixham. The local community have been very supportive of our aims and look forward to the project being completed. It's seen as a sort of beacon on Fore Street, as shops, cafes and offices are closing around it.

Yet even with so much support, yet another obstacle presents itself. We are completely exhausted Rachel and have decided for both our mental and physical health that if we can't resolve this situation amicably, we'll abandon the project altogether and move on. This will entail closing the place down completely, boarding it up (for security) and letting it sit unused for the foreseeable future until we have decided what to do with it. We don't want things to come to this but feel we have no choice under the circumstances and the one sided content of your email.

We hope you find this email helpful in understanding our thoughts. We'll send the second one tomorrow.

Kind regards
Lesley

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Wednesday, November 15, 2023 8:47 AM
To: [REDACTED]
Cc: KEMPTON Olivia 31386 <olivia.kempton@devonandcornwall.pnn.police.uk>

Subject: The Old Coaching Inn, 61 Fore Street, Brixham

Dear Lesley

We have received a complaint advising that on Sunday 12th November 2023, the Old Coaching Inn, Fore Street, Brixham was open beyond the licensed hours.



5

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 16 November 2023 08:51
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: The Old Coaching-Inn, 61 Fore Street, Brixham

Dear Lesley and Roly,

Thank you for your reply.

I totally appreciate the hardwork and financial investment you have made to the property, however as we discussed at the meeting, you must stick to your licensing hours and conditions and prevent any noise nuisance to local residents.

Unfortunately, the weekend after our meeting, we received a complaint and I was able to substantiate the times on the local CCTV and saw people leaving at 00:48hours.

Please ensure everyone has left the building as quietly as possible by 00:30hours. As Olivia and I discussed with you at the meeting, you may want to consider using door staff if your customers are struggling to leave in an orderly manner.

I look forward to hearing from you.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk

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From: [REDACTED]
Sent: Thursday, November 16, 2023 3:08 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: RE: The Old Coaching Inn, 61 Fore Street, Brixham

Hello Rachel

Thanks for your email. There is little point in dwelling on the past, it is what it is but to recap briefly:

On Saturday we were very busy we had a party in the back, our Rugby contingent and some customers we hadn't seen for months. I was on the door and can assure you last orders were called at 11.50pm, but it's hard to get customers out of the door by 12.30am on the dot when they don't want to go. As you know I use the charm offensive – repeatedly saying 'come on you lovely people it's time for you to go home and for me to go to bed' and requesting/taking away their empty glasses. I have found this tactic works, some might say I'm like a nagging aunt in (fine by me) and being more assertive can be perceived as aggressive and potentially create a very negative outcome. I am pleased to say there was no animosity or fights.

As the complainant(s) says we got the lollies, and I handed them out at the door as customers left wishing them a good night and asking them to be quiet and not loiter because this area is residential. I'm not sure what else I can do Rachel short of gagging them. I don't understand why anyone would choose to live on the doorstep of a pub and think there will not be loud noise late at night/early hours as people leave pubs. We live at the front of the building and frequently hear loud noises and dogs barking late at night. It really is unfair. I read that 2 pubs are closing per day in England & Wales, unsurprisingly all things considered.

Further, with regards to the door kicking incident, that was one of the 2 girls Roly mentioned at the meeting, both are underage, and both will not stop trying to get in. They were very drunk and/or had taken something else, maybe both – they are lawless! Olivia is so right we need a police presence in Brixham on Friday & Saturday nights from 9.00pm because more and more trouble is brewing as we see more people coming over from Paignton and Torquay, that blended with the minority 'bad' element in Brixham is toxic and will all end in tears!

There are two reasons why we can't employ a doorman. The first is cost and the second it breaches the terms of our insurance. However, Roly and I will take turns for the time being. We'll remain open till end of the year, and then make some decisions about 2024 and beyond. In the meantime, this weekend we'll call last orders at 11.15pm and off licence orders till 11.30pm. This gives us an hour for us to get them out of the door with their lollipop. Of course, this does mean it will impact our takings (another nail in the coffin) and we believe it will simply displace them to another pub where they can get more alcohol.

One final thing, please can you advise what we/if we need to apply for a late opening licence covering the festive period including New Years Eve?

Kind regards
Lesley



From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 16 November 2023 16:06
To: [REDACTED]
Subject: RE: The Old Coaching Inn, 61 Fore Street, Brixham

Dear Lesley and Roly

Thank you for your email.

You will need to apply for Temporary Events Notices if you wish to open later hours over the Christmas/New Year period. You can apply online at [Temporary Event Notice - Torbay Council](#). As you have had noise complaints, I would be asking that any conditions on your premises licence are added to the TEN to ensure adequate controls are in place.

I appreciate that it may be hard to get people to leave the premises but you must ensure they have all left by 00:30 hours. As I advised from the feedback by one of the complainants, the lollipops did seem to help with some of the noise so thank you for taking on board our recommendations. Please also ensure that you do not sell off-sales i.e. allow them to leave with their takeout alcoholic drinks after 00:00 hours as your off sales are the same as your on sales and must cease at 00:00 hours.

I am surprised that having door staff will affect your insurance as they would be an added protection to you and your business and I would recommend you appoint SIA door staff. You will also have to risk assess this if you apply for additional hours after midnight for the Christmas and New Year season.

Do you have any images from your CCTV of the girl who has been banging on the door that you can email Olivia Kempton, Police Licensing so that she can share these with her Police colleagues as they may be able to take action with regards to the antisocial behaviour she is causing. Olivia and I have raised the lack of police presence in Brixham to the Neighbouring Policing Inspector and hope that this can be addressed.

Thank you for your suggested change to your timings of last orders and I hope this helps to resolve the issues.

Please do not hesitate to contact me if you wish to discuss this further.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk

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[REDACTED]

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 27 November 2023 10:49
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn
Importance: High

Dear Lesley

Thank you for your email.

I received emails from a complainant at 00:16 and 00:22 on Sunday morning regarding this issue. They have sent me videos and there are a number of your customers outside being very loud and rowdy and I cannot see yourself or any employees from your premises asking them to be quiet and moving them along.

From the video evidence I have seen, the behaviour of your customers outside of the premises is not acceptable and has caused undue disturbance to the local residents. This is also in breach of your licensing condition which states 'As far as is practical, that persons on or leaving the premises shall be reminded to conduct themselves in an orderly manner and do not in any way cause annoyance to residents or persons passing by'.

Whilst I appreciate you have signage and you have been giving out lollies to try to assist, you still need to be managing your customers as they leave so that they move on and do not congregate outside of your premises. As previously suggested, I would recommend you employ SIA door supervisors to assist you.

Someone who lives near a public house cannot expect silence and there will always be some noise when people leave a building, however they should not have to experience the current noise levels from the patrons congregating outside of your premises.

If this continues, then unfortunately I will have no choice but to review your premises licence.

Please do not hesitate to contact me if you wish to discuss this matter further.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

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From: [REDACTED]
Sent: Sunday, November 26, 2023 2:59 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: [REDACTED]

Hello Rachel

I thought I would write this email, following a complaint about noise outside the building last night (Sat). I received a call from a man who said that there was a group of our customers moving slowly up Fore Street (c.30 yards from the building) and could I move them on (last orders was at 11.30pm - time they left the building was 12.17am). I asked where he was calling from and he said behind the pub. Which I thought was odd because we don't have a rear exit! He said that wasn't the point at which stage I said to him "I'm not sure what you want me to do".

We have an A3 poster on the inside of the exit door telling customers to be quiet which I reiterated as they left with lollipops, I handed out for those who wanted one. I popped my head out of the small inset exit door and saw the group, I didn't hear anybody making lots of noise. The man said that he works long hours and has to get up early. I think by that stage the group had moved along so the phone call ended. The number came up as unknown, so unfortunately I can't provide you with this.

We have heard that certain publicans in town don't want The Old Coaching Inn to succeed so noise and underage drinking complaints are a good tactic. Our view is, this could just be title tattle and the outcome of living in the Brixham bubble, but it does make you wonder.

Finally, we keep coming back to the 'public nuisance' part of Licencing protocol. We think landlords should make their tenants aware that there are lots of hospitality businesses in the town, and many of their customers use Fore Street to get to where they are living/staying especially on a Friday, Saturday, and special events/celebrations. We can understand why don't - they want their flats let. But I'm wondering is there anything the Council can do to 'encourage' landlords to make it crystal clear to their prospective tenants that where they are moving to will get noise some nights?

I would appreciate your thoughts.

Kind regards
Lesley

[REDACTED]

From: [REDACTED]
Sent: 29 November 2023 20:25
To: [REDACTED]
Cc: 'Hind, Rachael'
Subject: RE: Noise - The Old Coaching Inn

From: [REDACTED]
Sent: Monday, November 27, 2023 1:48 PM
To: 'Hind, Rachael' <Rachael.Hind@torbay.gov.uk>
Cc: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

Thank you for your email. With regards to a door person, we are looking into the cost of this in the short-term, and it is true I did not go into the street with our customers. We honestly didn't know that Torbay Council as part of Licence compliance expect us or a representative to escort our customers away from our premises along a public highway telling them to be quiet. And in real terms what would this achieve? Aren't we simply moving the noise to another part of Fore Street where there are more residential dwellings.

We reopened on Thursday 21st June 2022 and until you contacted us, we had received NO complaints of any kind. Now we just open on Fridays and Saturdays and will continue to do so till the Festive period when we will open for 4 days a week till end of the year. Then we will close and rethink our way forward.

We do feel unfairly treated because it seems to us that residents are getting more and more angry with the increasing noise levels outside their dwellings late on Friday and Saturday nights (we have discussed increasing late-night footfall) but can't complain to Torbay Council because they haven't got a specific Business to complain about - it could be one or many of the Pubs and Restaurants around the Harbour. So, they complain about us, when in truth they are really complaining about all hospitality businesses negatively impacting on their state of mind.

I will email you on Sunday with an update of how things have gone Friday and Saturday night.

Kind regards
Lesley

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Monday, November 27, 2023 10:49 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn
Importance: High

Dear Lesley

Thank you for your email.

shouting and bashed at the door trying to get in. I told the customers to stay calm and not to engage which they did. She then tried to smash one of our windows but couldn't. Roly told me to call the police which I did but no reply. I called Pete Randall but got the answerphone. Things calmed down again. I stayed on the closed door so I could only let in our regulars. There was a knock, I opened the door and it was that mad man again. He said he wanted to come in for a drink. I said I'm sorry but you can't. He then said "I'm going to destroy you" I firmly closed the door. This was now close to closing time, so everybody began to leave. I escorted them out with their lollies. I went out with them as they quietly moved up the road. Roly noticed broken glass in front of our window outside so we cleared this up, went in and locked the door! I can't be totally accurate on times Rachael but the Street cctv should provide that and perhaps the complainant across the road saw things too. I can tell you this, in the 12 years I have been here I have never experienced such madness. Where are these people coming from. Let me know how you would like to move forward Rachael. I am sending this on my phone as my computer has crashed so not sure how it will look your end. Please can you copy in Olivia.

One last thing, we are seriously considering creating a Club next year, so no one apart from Club members and their guests and holiday makers who can buy a pass for the duration of their stay will be allowed access.

Kind regards

Lesley

Sent from my phone

----- Original message -----

From: "Hind, Rachael" <Rachael.Hind@torbay.gov.uk>

Date: Wed, 29 Nov 2023, 20:25

To: [REDACTED]

Subject: Automatic reply: Noise - The Old Coaching Inn

I am out of the office until Thursday 30 November. If your enquiry is urgent please email licensing@torbay.gov.uk. Kind
Regards, Rachael Hind

[REDACTED]

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 30 November 2023 09:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email, although the email you have forwarded is different to the one you sent me on Monday at 13:48 as the last paragraph is completely different.

Whilst there will be noise in the street by passers by from other public houses, which cannot be controlled, I can assure you from the video footage I have seen, that these customers were from your premises and were causing substantial noise nuisance to local residents, waking them up in the early hours of the morning. It is your responsibility as the Designated Premises Supervisor to ensure you manage your customers and do everything you reasonably can to get them to leave the premises quietly and to move them away from outside of your premises. I am pleased that you tried the lollipops, however you need to ensure you check that your customers are not loitering outside and are not causing disturbance as you are in very close proximity to local residents.

I look forward to hearing your feedback from this coming weekend and I will also send you any feedback I receive from the complainants.

Kind regards Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk

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From: [REDACTED]
Sent: Wednesday, November 29, 2023 8:25 PM

01803 208028 | rachael.hind@torbay.gov.uk

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From: [REDACTED]
Sent: Sunday, December 3, 2023 1:12 AM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

We called last orders at 11.15pm both nights. Patrons who wanted them got their lollies. And if they wanted more alcohol, they had time to go elsewhere. However, this approach means we are taking a lot less over the bar, and this is a big place (as you know) so we'll get to the end of the year and will have to rethink the future for The Old Coaching Inn. We can't be held hostage by residents, there has to be a middle ground.

Please let me know if you got any complaints.

Kind regards
Lesley

As I think I have mentioned previously once customers from any of the hospitality venues around the harbour come up Fore Street causing disturbance late at night, residents can't/won't complain because they don't know where they have come from.

We can't keep closing early Rachael, it's crippling our takings as we are fairly quiet till 9pm – 10pm, so rely on business after that time. We appreciate that our procedures have appeased the complainant, but what about our livelihood? We can't keep this up as we approach the festive period. There has to be a middle ground. How come we've never had complaints till now. I can only assume the complainant over the road who is the main one (I'm guessing) must have moved in recently and whilst he has a right to expect quiet late at night, he decided to move in across the street

We will carry on with lollipops and escorting customers away from our premises as quietly as possible and that is the most you can expect us to do.

There was no need to call the police because it wasn't a big deal.

I meant to ask you about our Premises Licence which was issued to us by Torbay Council when we bought the building in 2012. Please can you explain why our Licence says one thing and Torbay Council says another?

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>

Sent: Tuesday, December 5, 2023 1:54 PM

To: [REDACTED]

Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

I have contacted the main complainant, who advised that it was quiet on Friday night but there was a fight outside from people within your premises at around 11.30pm. However, I have advised that there will be the occasional fight outside pubs and they are thankful that you have closed earlier and are taking measures to reduce the noise disturbance from people leaving the premises. Did you have to call the police regarding this fight?

Kind Regards Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

[REDACTED]

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 05 December 2023 13:54
To: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

I have contacted the main complainant, who advised that it was quiet on Friday night but there was a fight outside from people within your premises at around 11.30pm. However, I have advised that there will be the occasional fight outside pubs and they are thankful that you have closed earlier and are taking measures to reduce the noise disturbance from people leaving the premises. Did you have to call the police regarding this fight?

We have a duty to investigate all complaints and ensure that you are managing the premises appropriately and abiding by your licence conditions. If you are complying with the licensing conditions and not causing any unnecessary disturbance, then this should reduce the likelihood of complaints. We always ensure we take into consideration the local area and a person living in an area near a public house cannot expect silence, but they can expect the licensed premises to abide by their opening hours and conditions of their licence.

Thank you for your cooperation with this matter and I will contact you if we get any further complaints.

Kind Regards Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

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From: [REDACTED]
Sent: Sunday, December 3, 2023 1:12 AM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

We called last orders at 11.15pm both nights. Patrons who wanted them got their lollies. And if they wanted more alcohol, they had time to go elsewhere. However, this approach means we are taking a lot less over the bar, and this is a big place (as you know) so we'll get to the end of the year and will have to rethink the future for The Old Coaching Inn. We can't be held hostage by residents, there has to be a middle ground.

Please let me know if you got any complaints.

Kind regards
Lesley

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Tuesday, December 5, 2023 1:54 PM
To: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

I have contacted the main complainant, who advised that it was quiet on Friday night but there was a fight outside from people within your premises at around 11.30pm. However, I have advised that there will be the occasional fight outside pubs and they are thankful that you have closed earlier and are taking measures to reduce the noise disturbance from people leaving the premises. Did you have to call the police regarding this fight?

Kind Regards Rachael

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Community Safety
Town Hall, Torquay TQ1 3DR
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From: [REDACTED]
Sent: Sunday, December 3, 2023 1:12 AM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

We called last orders at 11.15pm both nights. Patrons who wanted them got their lollies. And if they wanted more alcohol, they had time to go elsewhere. However, this approach means we are taking a lot less over the bar, and this is a big place (as you know) so we'll get to the end of the year and will have to rethink the future for The Old Coaching Inn. We can't be held hostage by residents, there has to be a middle ground.

Please let me know if you got any complaints.

Kind regards
Lesley

From: [REDACTED]
Sent: Tuesday, December 5, 2023 3:28 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: FW: Noise - The Old Coaching Inn

Hello Rachael

Sorry I'm not having a good day – mega stressed. We actually bought the building in 2011 and moved in, 12th July 2011.

[REDACTED]
Kind regards
Lesley

From: [REDACTED]
Sent: Tuesday, December 5, 2023 2:58 PM
To: 'Hind, Rachael' <Rachael.Hind@torbay.gov.uk>
Subject: FW: Noise - The Old Coaching Inn

From: [REDACTED]
Sent: Tuesday, December 5, 2023 2:46 PM
To: 'Hind, Rachael' <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

Thank you for your email.

It was not a fight on the premises it was lots of men pushing and shoving, the culprits were removed from the Inn by relatives and friends. They moved up the street quite quickly and when I last looked, they were near Brixham Grill.

As I think I have mentioned previously once customers from any of the hospitality venues around the harbour come up Fore Street causing disturbance late at night, residents can't/won't complain because they don't know where they have come from.

We can't keep closing early Rachael, it's crippling our takings as we are fairly quiet till 9pm – 10pm, so rely on business after that time. We appreciate that our procedures have appeased the complainant, but what about our livelihood? We can't keep this up as we approach the festive period. There has to be a middle ground. How come we've never had complaints till now. I can only assume the complainant over the road who is the main one (I'm guessing) must have moved in recently and whilst he has a right to expect quiet late at night, he decided to move in across the street

We will carry on with lollipops and escorting customers away from our premises as quietly as possible and that is the most you can expect us to do.

There was no need to call the police because it wasn't a big deal.

I meant to ask you about our Premises Licence which was issued to us by Torbay Council when we bought the building in 2012. Please can you explain why our Licence says one thing and Torbay Council says another?

[REDACTED]

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 05 December 2023 15:49
To: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

It is entirely up to you what time you close as long as you keep to your licensing hours as previously discussed. However, you must ensure your customers leave the premises as quietly as possible and not loiter outside.

I am not sure what you mean by 'Please can you explain why our Licence says one thing and Torbay Council says another?'

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)
Community Safety
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From: [REDACTED]
Sent: Tuesday, December 5, 2023 3:28 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: FW: Noise - The Old Coaching Inn

Hello Rachael

Sorry I'm not having a good day – mega stressed. We actually bought the building in 2011 and moved in, 12th July 2011.

Kind regards
Lesley

From: [REDACTED]
Sent: Tuesday, December 5, 2023 2:58 PM
To: 'Hind, Rachael' <Rachael.Hind@torbay.gov.uk>
Subject: FW: Noise - The Old Coaching Inn

From: [REDACTED]
Sent: Tuesday, December 5, 2023 2:46 PM
To: 'Hind, Rachael' <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

Thank you for your email.

It was not a fight on the premises it was lots of men pushing and shoving, the culprits were removed from the Inn by relatives and friends. They moved up the street quite quickly and when I last looked, they were near Brixham Grill.

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From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 06 December 2023 16:54
To: [REDACTED]
Subject: Noise - The Old Coaching Inn

Dear Lesley

Please refer to my email that I sent on 8 November 2023 and copied below which explains your licence times and that the condition merely reflected what it states in your operating hours, which are on the attachments you sent me i.e.

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES			
Activity and time of operation	Days	Time From	Time To
B. Exhibition of films (Indoors)	Monday to Sunday	8.00am	Midnight
C. Indoor sporting event	Monday to Sunday	10.00am	Midnight
E. Performance of live music (Indoors)	Monday to Sunday	10.00am	Midnight
F. Playing of recorded music (Indoors)	Monday to Sunday	10.00am	Midnight
H. Entertainment of a similar description to that falling within E, F, or G (Indoors)	Monday to Sunday	10.00am	Midnight
L. Late night refreshment (Indoors)	Monday to Sunday	11.00pm	12.30am
M. The sale by retail of alcohol for consumption ON and OFF the premises	Monday to Sunday	9.00am	Midnight

Printed by LatPac on 30 Jun 2017 at 10:36



PL099948544 Page 1 of 8

You must abide by these operating hours at all times.

As advised in the email below, the condition reflects the actual hours on the licence. You are allowed to open and serve late night refreshments (hot drinks and food) until 00:30 hours but you must stop serving alcohol at midnight and then you have the 30 minutes drinking up time before closing at 00:30 hours.

I hope this clarifies this matter.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk

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From: [REDACTED]
Sent: Sunday, December 10, 2023 2:20 PM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: Re: Noise - The Old Coaching Inn

Hello Rachael

I'm checking in with you and it's not all good news I'm afraid. So Friday was fine, nothing to report. Saturday however was not! Things started well. We had a visit from the police about 5/5.30pm. PC 7113 Pete Randall and a colleague from Torbay. It was good to meet them. Pete explained that he would be checking in on us late at night, but unfortunately not this night because he would be off duty at 10/11pm. He gave me a card with his details. We opened at 6pm All started well. Then at about 8.30/9.30pm. I heard women screaming, shouting and hurling abuse at some Romanian men who are in Brixham working on a building project. We know them as they have been in before and there has never been any trouble. I went over to the women, who I had never seen before and managed to usher them out of the building shouting and screaming as they went. The Romanians left shortly after. All was peaceful for a short while then I heard loud male voices shouting in the Carriage Way. I went to investigate and another male stranger was engaged with some of our regulars. I asked what the problem was and this stranger who was quiet and friendly when he came in had said to 2 of our regulars he was going to kill their families. Later the men told me that this mad person had just been released from prison in Birmingham. We managed to get him off the premises and away from the building. Then it was calm for a while. I then locked the big doors. So only the small inset door was available for customers to leave. I was collecting glasses and saw that the mad man had got back in. I asked him to leave he said no I have left my vape charging. So I escorted him to where it was he got it but wouldn't leave he apologised for his behaviour to the regulars, who accepted his apology then eventually we got him out of the door. Then one of the women who had been in earlier causing trouble and was on crutches was screaming and shouting and bashed at the door trying to get in. I told the customers to stay calm and not to engage which they did. She then tried to smash one of our windows but couldn't. Roly told me to call the police which I did but no reply. I called Pete Randall but got the answerphone. Things calmed down again. I stayed on the closed door so I could only let in our regulars. There was a knock, I opened the door and it was that mad man again. He said he wanted to come in for a drink. I said I'm sorry but you can't. He then said "I'm going to destroy you" I firmly closed the door. This was now close to closing time, so everybody began to leave. I escorted them out with their lollies. I went out with them as they quietly moved up the road. Roly noticed broken glass in front of our window outside so we cleared this up, went in and locked the door! I can't be totally accurate on times Rachael but the Street cctv should provide that and perhaps the complainant across the road saw things too. I can tell you this, in the 12 years I have been here I have never experienced such madness. Where are these people coming from. Let me know how you would like to move forward Rachael. I am sending this on my phone as my computer has crashed so not sure how it will look your end. Please can you copy in Olivia.

One last thing, we are seriously considering creating a Club next year, so no one apart from Club members and their guests and holiday makers who can buy a pass for the duration of their stay will be allowed access.

Kind regards
Lesley

Sent from my phone

----- Original message -----

From: "Hind, Rachael" <Rachael.Hind@torbay.gov.uk>
Date: Wed, 29 Nov 2023, 20:25

Community Safety
Town Hall, Torquay TQ1 3DR
01803 208028 | rachael.hind@torbay.gov.uk

www.torbay.gov.uk
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From: [REDACTED]
Sent: Monday, December 11, 2023 11:40 AM
To: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

Firstly, I need to give you an update on my previous email. As you know we only open Friday and Saturday nights and will do till nearer Christmas, which is just as well because the mad man was shouting and screaming outside our building around 8.30pm last night. We called PC Pete Randell and he had also received a call from The Blue Anchor (near the Harbour) a little earlier regarding the same man. The Constable has asked us to go through our cctv footage so the Neighbourhood team can see what he looks like. It should also show the mad woman.

Unfortunately, we can't meet tomorrow because we are going away till Friday late afternoon. Have you/Olivia touched base with the Neighbourhood team? Have you both gone through the cctv footage on Fore Street to identify the mad man and the mad woman on crutches? Is there anything we can do to today to move things forward, even if we can't meet up? Because this is scary stuff Rachael and both Roly and I feel anxious and don't want to go outside today in case the mad man is or will be lurking ready to pounce. We have never experienced anything like it before – whatever is happening to/in Brixham!

Kind regards
Lesley

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Monday, December 11, 2023 10:40 AM
To: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

[REDACTED]

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: 11 December 2023 12:30
To: [REDACTED]
Cc: GIFFORD Olivia 31386; West, Thomas
Subject: RE: Noise - The Old Coaching Inn

Hi Lesley

Thank you for your email. Olivia and I have been discussing this today and our police colleagues are looking into this for you.

However, we are very concerned about some recordings we have been sent by a complainant and we really need to speak to you urgently about this, preferably in person or if not, would you be available for a Microsoft teams meeting (you can download teams on your mobile phone).

I am reviewing all of the evidence with Olivia and it is likely that I am going to have to request a review of your premises licence as you are not adequately controlling your customers and have no door staff to support you.

Please can you advise what time you are available this week so that we can either meet in person or set up an online meeting.

Kind Regards, Rachael

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

Community Safety

Town Hall, Torquay TQ1 3DR

01803 208028 | rachael.hind@torbay.gov.uk

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Kind regards

Lesley

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>

Sent: Monday, December 11, 2023 10:40 AM

To: [REDACTED]

Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your email.

Olivia and I would like to visit you tomorrow at 11.30am to discuss this with you. I will also bring my new licensing officer, Tom West along with me.

Is this a convenient time for you both?

Kind Regards, Rachael

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Community Safety

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www.torbay.gov.uk

Facebook | Twitter | LinkedIn | Instagram

[REDACTED]

From: [REDACTED]
Sent: 11 December 2023 13:52
To: 'Hind, Rachael'
Subject: RE: Noise - The Old Coaching Inn

Hello Rachael

Please see my answers below.

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Monday, December 11, 2023 12:30 PM
To: [REDACTED]
Cc: GIFFORD Olivia 31386 <olivia.gifford@devonandcornwall.pnn.police.uk>; West, Thomas <Tom.West@torbay.gov.uk>
Subject: RE: Noise - The Old Coaching Inn

Hi Lesley

Thank you for your email. Olivia and I have been discussing this today and our police colleagues are looking into this for you.

Good. This man needs to be sectioned, he showed psychogenic traits. We are currently looking at our cctv.

However, we are very concerned about some recordings we have been sent by a complainant and we really need to speak to you urgently about this, preferably in person or if not, would you be available for a Microsoft teams meeting (you can download teams on your mobile phone).

No need Rachael, given all that has happened over the last couple of months we have decided to close. When we bought this building, our intention was always to reinstate it as a Hotel and that is what we have permission for, so that is what we'll endeavour to do. We have no idea how long that will take and whether we can afford it. If we can't we'll have to sell. But Saturday and last night was scary and we don't want to put through that again. We still don't know whether that mad man will return tonight. If he does, we will be prepared with taking a video. It is a shame, especially for our regular customers but it is what it is. We'll make it known that we have closed to focus on our bedrooms and to reinstate the Hotel.

I am reviewing all of the evidence with Olivia and it is likely that I am going to have to request a review of your premises licence as you are not adequately controlling your customers and have no door staff to support you. Just one thing we would say. Whether we had a Doorman at the entrance or not, the mad man and mad woman would have been allowed entry. They came in earlier in the evening and were fine and we had never seen them before. We just hope Torbay Council and the Police can overcome the growing negativities about Brixham, when it has been doing so well as a destination resort. Do you need us to send you our cctv footage or shall we carry on working with the Police?

Please can you advise what time you are available this week so that we can either meet in person or set up an online meeting.

Kind Regards, Rachael
Dito Lesley & Roly

TORBAY COUNCIL

Rachael Hind | Regulatory Service Manager (Commercial)

[REDACTED]

From: [REDACTED]
Sent: 11 December 2023 16:36
To: 'Hind, Rachael'
Subject: RE: Noise - The Old Coaching Inn

From: Hind, Rachael <Rachael.Hind@torbay.gov.uk>
Sent: Monday, December 11, 2023 2:44 PM
To: [REDACTED]
Subject: RE: Noise - The Old Coaching Inn

Dear Lesley

Thank you for your reply. Are you intending to close with immediate effect?
Definitely. We are going away tomorrow till Fiiday. Then all of January. Other than that we'll be about if you and Olivia want to meet up.

Please send the CCTV images to the Police as they will need these for their investigation. Did you get a police log when you reported it on Saturday night as the police haven't been able to find your log number on their system.
OK. The Police Ref. is DCP-20231209-0959.

I will be reviewing all of the evidence and will notify you of my decision of whether I will be pursuing a review of your premises licence.
OK. And remember when/if we re-open it will be as a Hotel for guests and Club members only so we have control of who's coming and going, and each member will have to sign in themselves and any permitted guests at a manned reception. To be honest much depends on finances and whether we want to remain in Devon. At the moment everything is hanging in the balance.

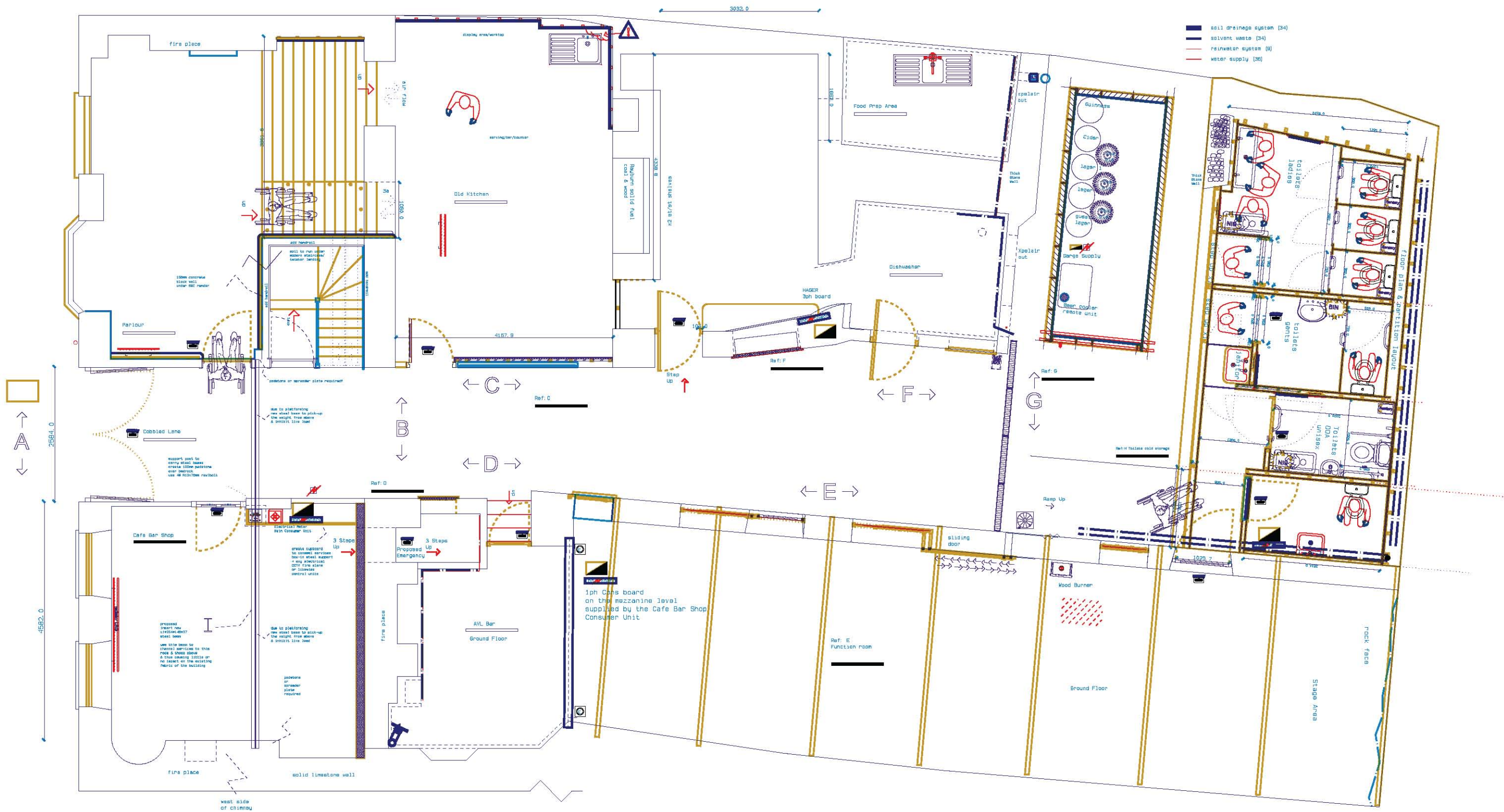
At least you have someone to help you now. You'll need it, given how things seem to be changing in Brixham. We'll be counting on you and your police colleagues to set Brixham back on the right path again as it was doing so well.

Kind Regards, Rachael
Dito
Lesley

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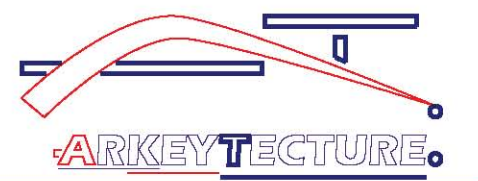
- soil drainage system (34)
- solvent waste (34)
- rainwater system (3)
- water supply (36)

Project: The Old Coaching Inn
 Site: 61 Fore St Brixham TQ5 8AG
 Drawing type: ground floor

Drawing scale: 1:50 @A2
 Text scale: B0 11b Brixham
 Alteration: 13 Nov 2023
 page scale
 1000.0
 2000.0
 3000.0

Drafted: Pageants Plus Ltd
 (inc of Arkeyecture)
 Roly Butler 07785 577 822
 roly@arkeyecture.uk
 C/o The Old Coaching Inn
 61 Fore St Brixham
 TQ5 8AG

Geographical orientation
 Hotel Front, Fore St, Brixham, TQ5 8AG
 Hotel Front Fore St Brixham TQ5 8AG



The Old Coaching Inn 61 Fore St Brixham



Main
Doors
In & Out



