

Appendix B - West Suffolk Council Bury St Edmunds and Newmarket Cumulative Impact Review: Consultation Survey Summary

Background

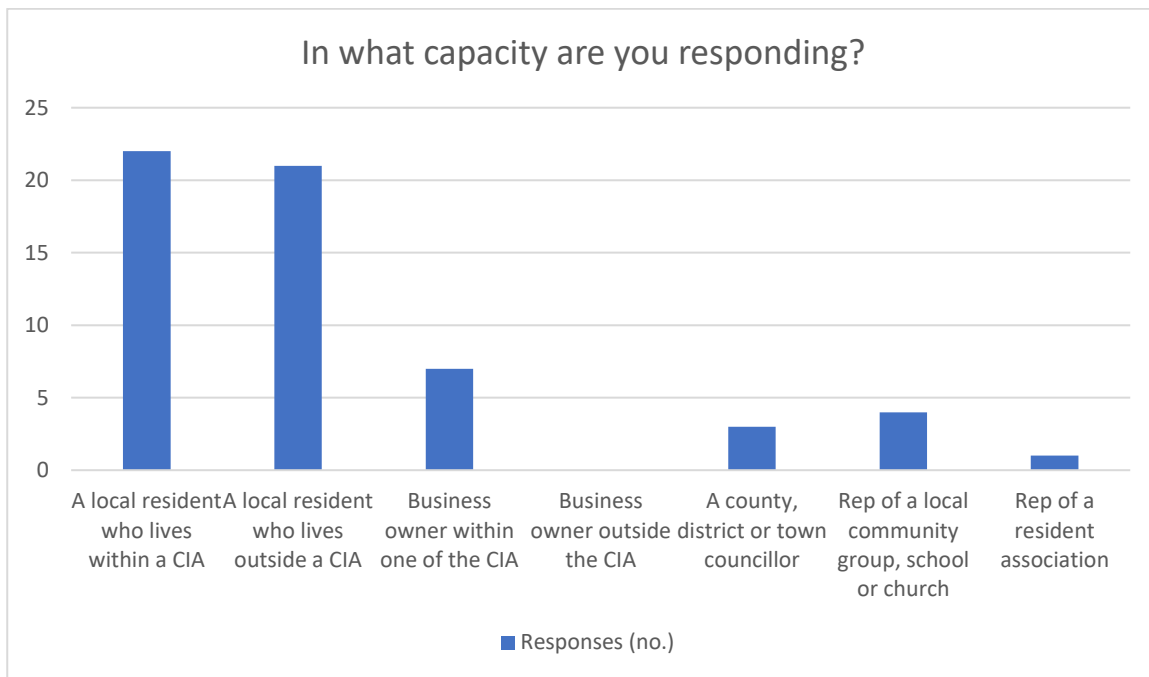
1. The licensing authority must consult the persons listed in section 5(3) of the 2003 act. These are:
 - the chief officer of police for the area
 - the fire and rescue authority for the area
 - persons or bodies representative of local premises license holders
 - persons or bodies representative of local club premises certificate holders
 - persons or bodies representative of local personal license holders, and
 - persons or bodies representative of businesses and residents in its area.
2. Public consultation took place between 9 June and 28 July 2023 on the review of the Bury St Edmunds and Newmarket Alcohol licensing Cumulative Impact Areas (CIAs).

Methodology

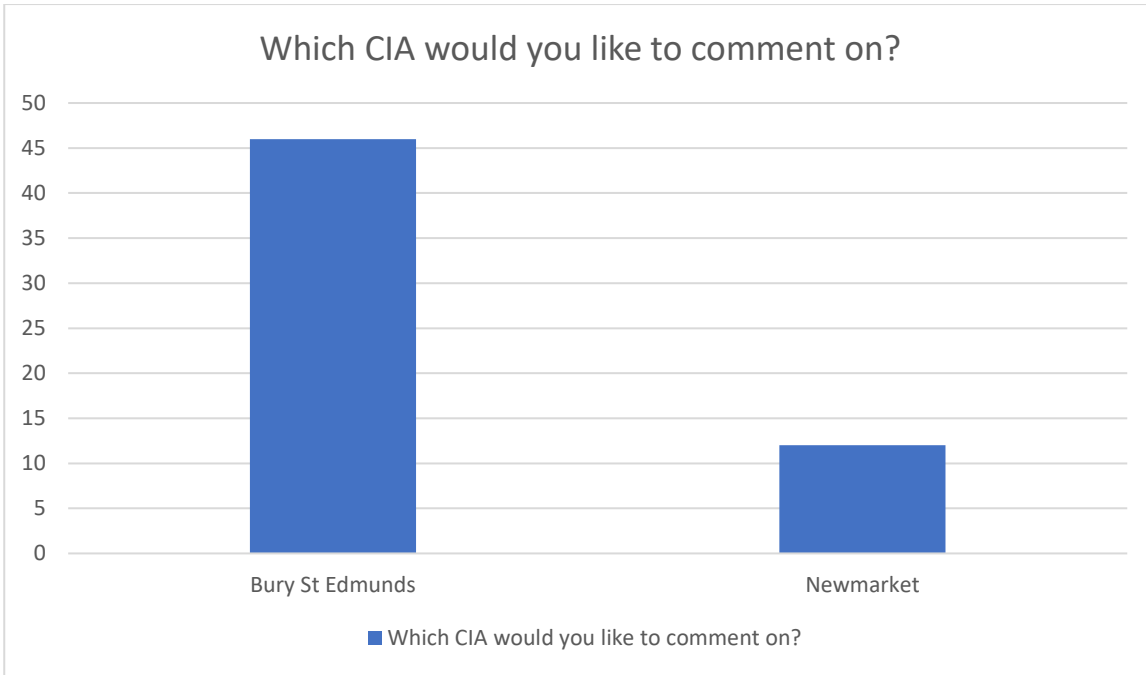
3. During the consultation period, evidence was sought from the public, residents' associations and other community groups or organisations within the Bury St Edmunds and Newmarket areas regarding the intention to renew the CIA.
4. Businesses and licensees from both within and outside the current CIA were also engaged.
5. An online response form was created, and this was published through media, website, social media, councillors, staff and partner organisations, such as the Bury St Edmunds and Newmarket BIDs.
6. At the time the consultation closed, 58 online forms had been completed. This report outlines the results from the analysis of quantitative data and themes that can be drawn from the qualitative (free text) data.
7. Please note:
 - All questions are listed thematically to highlight the key findings of the consultation – namely whether there was agreement to retain the CIA in Bury and Newmarket, and any additional information or suggested areas to add or remove from the CIA
 - A large part of the survey was made up of free text responses. These have been analysed using standard manual techniques for free text analysis, which while highly effective are unable to fully eliminate any degree of judgement or subjectivity.
 - Many free text responses mention street drinking. It should be explicitly noted that while street drinking and antisocial behaviour can be synonymous, the purpose of the CIA is not to reduce street drinking.

Section 1: About the respondents

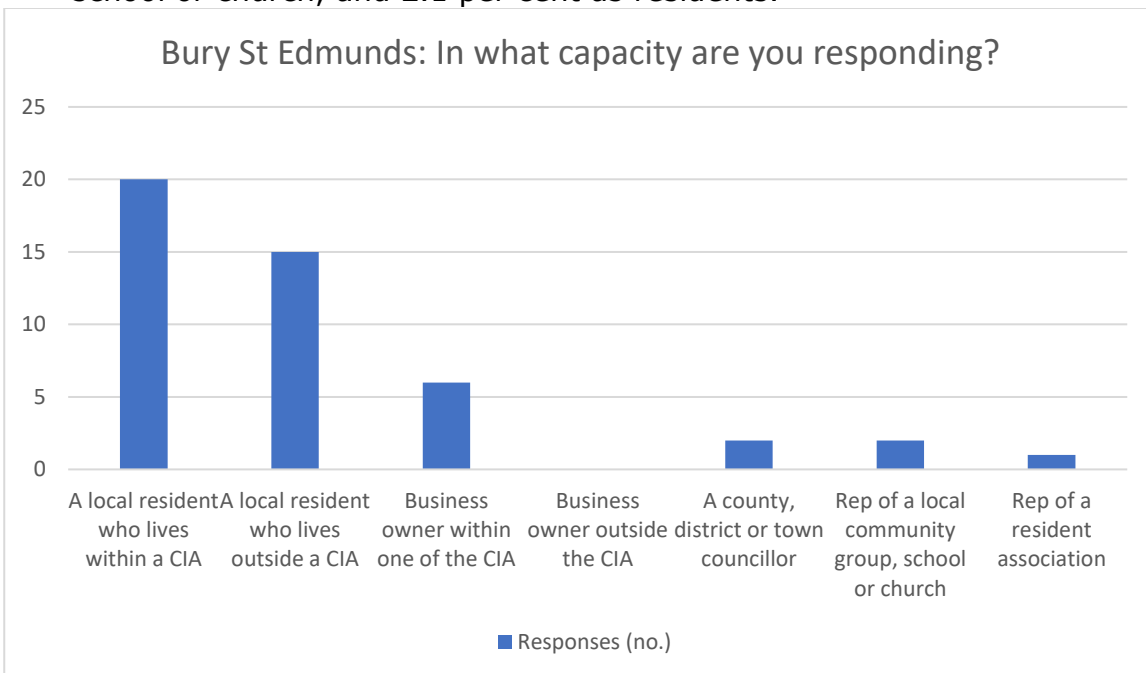
8. Of a total 58 respondents that responded online, the largest group of respondents were residents who live within a CIA (38 per cent), followed by residents who live outside a CIA (36.2 per cent). 12 per cent responded to the survey as representatives of businesses, all of whom are business situated within a CIA. A further 6.9 per cent of respondents identified as representing a local community group, school or church, 5.2 per cent identified as county, district or town councillors, and 1.7 per cent as representative of a resident association.



9. Of the 58 total respondents, 46 responded to comment on the Bury St Edmunds CIA, 12 for the Newmarket CIA.

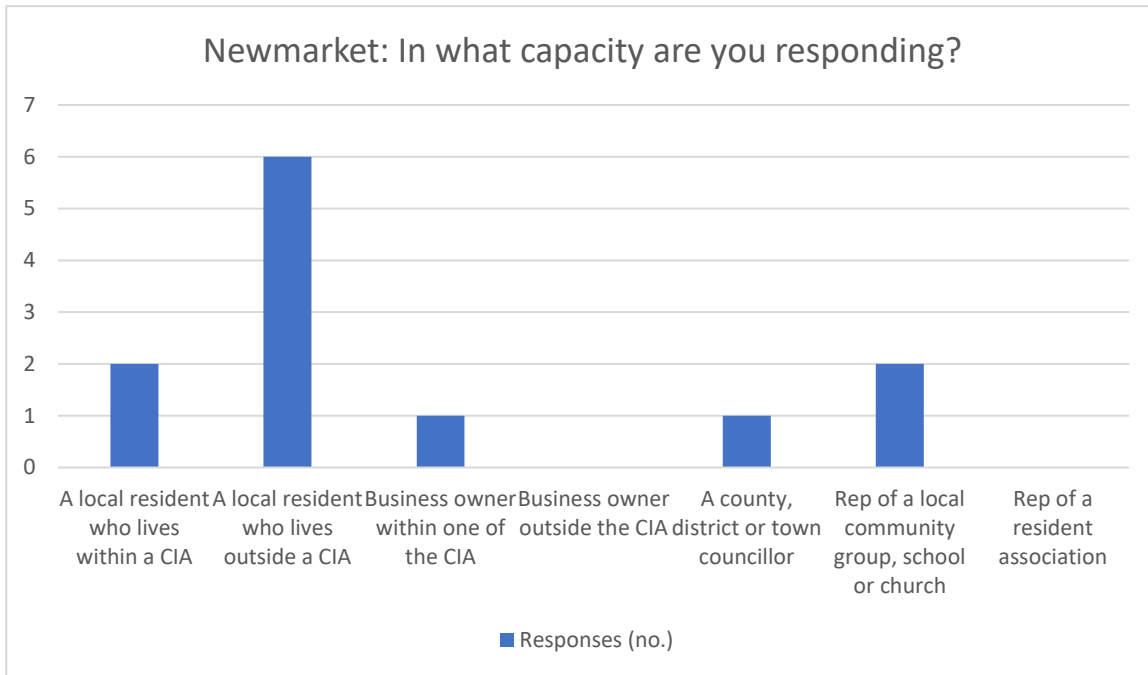


10. A further breakdown of Bury St Edmunds respondents shows that most were residents who live within the CIA (43.5 per cent), with a further 32.6 per cent responding as local residents who live outside the CIA in Bury St Edmunds. 13 per cent responded as business owners from within the CIA, 4.4 per cent as county, district or town councillors, 4.4 per cent as a local community group, school or church, and 2.1 per cent as residents.



11. Newmarket respondents differed slightly from Bury St Edmunds. While most were also residents, only 16.7 per cent were residents who live within the CIA, with 50 per cent living outside the CIA. 16.7 per cent of Newmarket respondents were a representative of a local community group, school or church, with

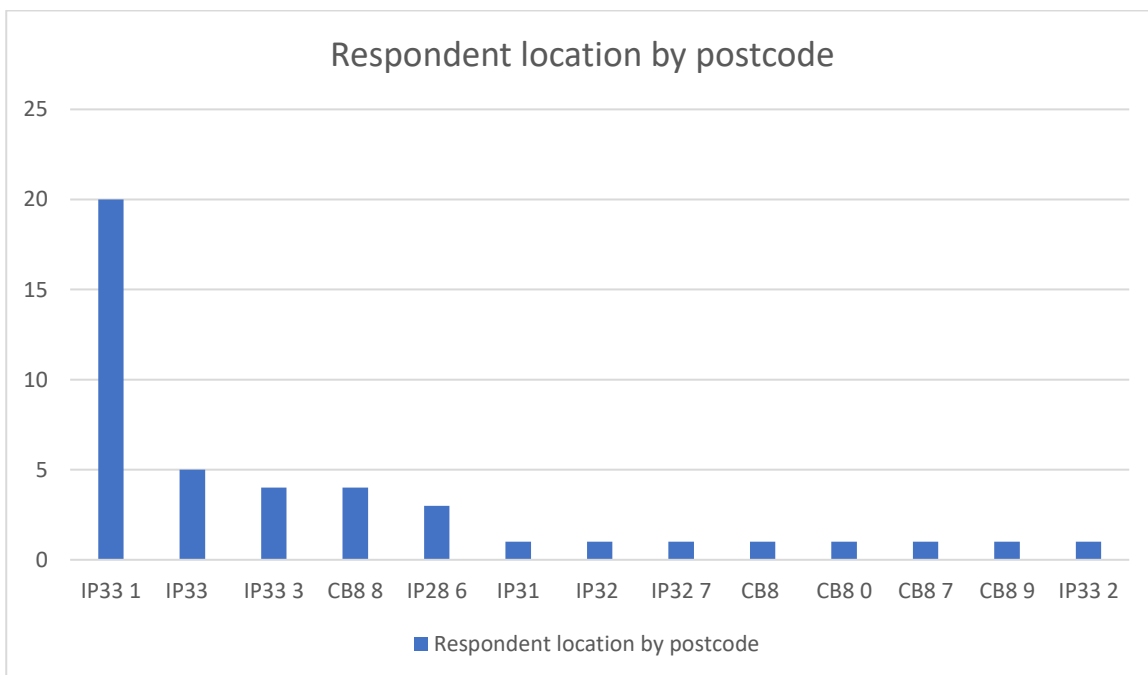
business owners within the CIA and county, district and town councillors each representing 8.3 per cent of respondents.



Business respondents

12. Of the seven respondents that identified as business owners, four hold a licence or club premises certificate. All four licensees hold an alcohol licence, with one also holding a licence for the sale of food and another licensee holding an entertainment licence.

Respondent location



Gender

13. The survey was completed by a majority of female respondents, representing 51 per cent of the total. Male respondents represented 47.1 per cent, with 2 per cent stating that they would “prefer not to say”.

Age and health-disability

14. The age breakdown (see chart below) shows a larger proportion of older people completed the survey; ages 45 to 70+ represents 86.3 per cent of the total. There is no representation from those aged under 24 and very few 25- to 44-year-olds responding to the survey. 21.6 per cent of respondents also stated that they had a longstanding disability, illness or infirmity, which is above the Suffolk average of 18 per cent.

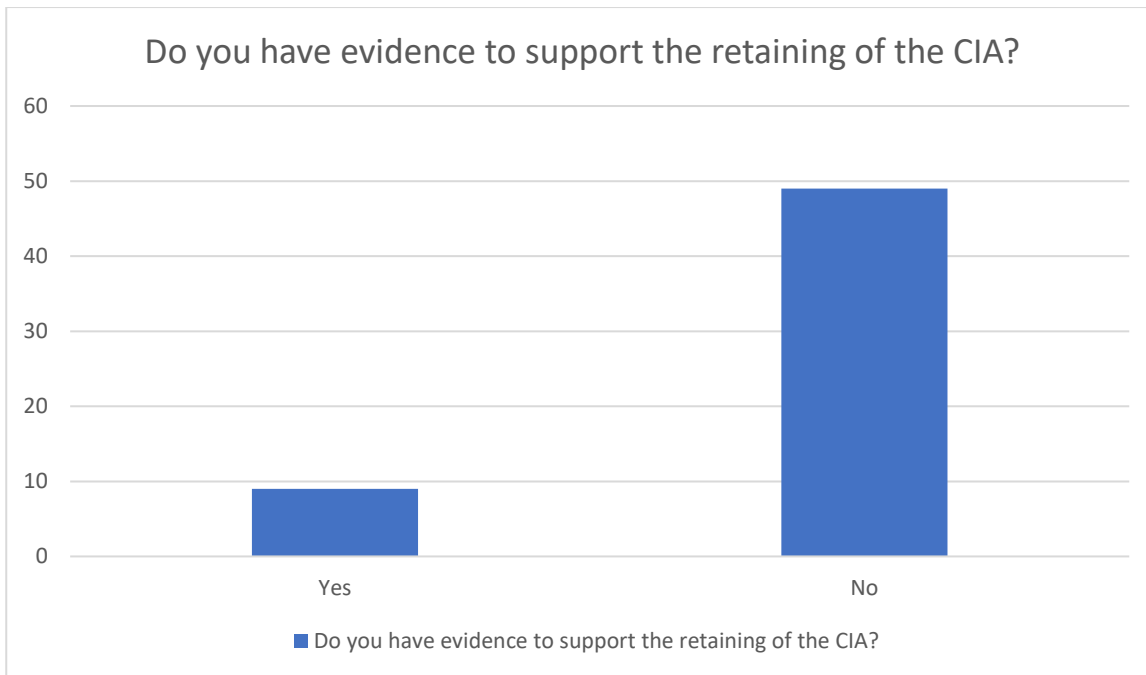
Age breakdown of respondents		
Age categories	% in each category	West Suffolk % (2020)
0-17	0	21.2
18-24	0	6.8
25-34	7.8	13.3
35-44	5.9	12
45-59	37.3	19.4
60-69	19.6	11
70+	29.4	16.4

Equalities information

15. 50 respondents answered questions on ethnic origin. Of all respondents, 43 identified as English, Welsh, Scottish, Northern Irish or British (86 per cent). 5 (10 per cent) respondents identified as any other White background – of this group, three respondents added a self-description: one described as white European; one as European; one as white Mediterranean.
16. One respondent (2 per cent) identified as Irish and another (2 per cent) as any other mixed/multiple ethnic background.

Section 2: Do you have evidence to support the retaining of the CIA?

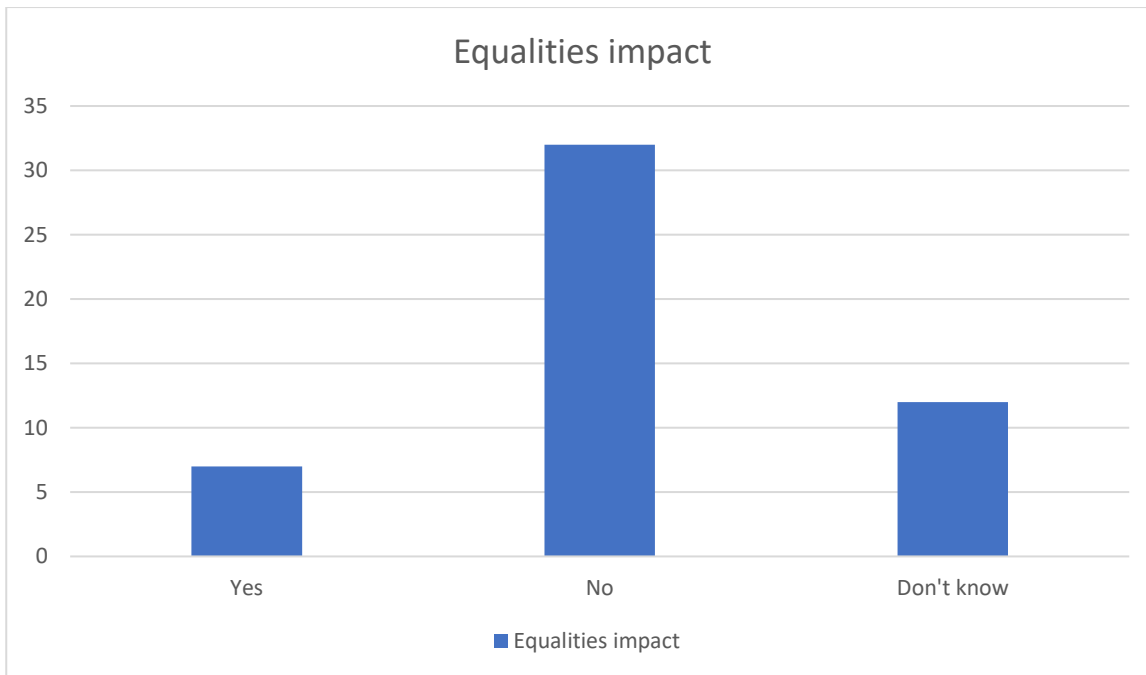
17. Of 58 responses to this question, 49 (84.5 per cent) stated that they did not have evidence. Nine (15.5 per cent) did provide evidence.



18. An assessment of the evidence can be viewed in Annex 1.
19. All nine evidence submissions concerned the Bury St Edmunds CIA, although one is disregarded as it is focused on dog fouling rather than alcohol. The cumulated information provides some good intelligence and helps build an overall picture of the CIA area in Bury St Edmunds.
20. The evidence provided makes it clear that the council needs to do more to undertake effective enforcement activity of licenced premises, with several complaints concerning noise outside of licenced times. What is more, the evidence makes it clear that issues arising with licensing premises are not always brought to the attention of the licensing authority and are instead handled directly with the business. The council needs to undertake engagement with residents to ensure that the licensing authority is involved in any such issues, so that any necessary enforcement action is necessary is undertaken.

Equalities impact

21. Respondents were asked an additional question around equalities impact. 32 out of 51 respondents (62.8 per cent) answered that they did not think that any aspect of the CIAs had a disproportionate impact on any individual or group. 7 respondents (13.7 per cent) answered that they did think it had a disproportionate impact, and 12 respondents (23.5 per cent) stated that they "Don't know". 8 free text comments were added by respondents.



22. Three comments referenced discrimination against younger people, usually as a hindrance to entertainment or social activity, and three comments stated that the CIA hindered businesses. One comment stated that, as an elderly man restricted opening times hindered his social life, while another stated that the elderly are affected by anti-social behaviour. One comment referenced the registered blind but did not elaborate on how they could be affected, and another responder commented that people regularly urinate in the street during the day.

Comments - Equalities	Frequency of inclusion
Discrimination against younger people	3
Hindrance to business	3
Elderly hindered by early closing	1
Elderly affected by anti-social behaviour	1
Registered blind	1
People urinating in street	1

Conclusion

23. During the seven-week consultation period, the responses received to the consultation did not provide additional evidence to support the renewal of the CIA.
24. However, the evidence that has been supplied provides excellent intelligence that is highly useful to the licensing team. It is clear that there is still misunderstanding around what a CIA is and what it does, however it is equally

clear that the CIA in Bury St Edmunds remains popular among certain residents in the area.

25. Most issues that have been raised by the evidence submitted is primarily concerning enforcement issues. In addition, the need for the council to undertake engagement with residents to ensure that the council, as licensing authority, is involved with any issues arising with licenced premises is noted and will be taken forward.
26. Some evidence raised the point concerning the impact of the pandemic – first in terms in how it impacts the historical data, and second in terms of its ongoing potential impact on long term habits in the night-time economy. This is a valid point, and all accumulated evidence will be considered against this context.

Annex 1 – Evidence Assessment

CIA	Evidence type	Evidence description	Respondent comment	Evidence assessment
BSE	JPEG	<p>Message from the pub apologising for the music disturbing the resident on a Thursday evening. The message invites the resident to discuss plans to minimise noise disturbances in the future.</p>	<p>“As residents of the town on a street that is predominantly occupied by residential dwellers we are regularly disturbed by noise from a neighbouring bar, pub and a meeting hall. We hear screaming, shouting and singing, loud cars etc on at least a weekly basis. We have had to complain in the past when music has been going on past 10.30pm mid-week as this really prevents us sleeping. The problem is exacerbated over the summer months when doors and windows are open. We can hear word for word conversations happening on the street, on PA systems in the meeting hall and from the live musicians at the bar and general noise and doors slamming in the pub garden. If the CIA was removed and licenses extended, we would have no choice but to sell and move. We’ve had to complain on a couple of occasions about disturbances but we have never involved the police so this would never have been registered.”</p>	<p>This provides good intelligence of noise disturbances in the IP33 1 area. The pub is not named, however it is likely that this information was not captured by WSC noise complaints data, as the resident approached the pub individually.</p> <p>The evidence suggests that the council was not involved in this complaint and means that engagement with residents is necessary to ensure that they know to involve the council in these matters.</p> <p>The removal of the CIA will not on its own, result in the licences being extended. Licensing applications would still need to be considered against the four licensing objectives and applications may still be refused.</p> <p>However, it would appear that additional enforcement work may be necessary to ensure that licensees in this area adhere more closely to their agreed licencing hours.</p>

BSE	JPEG	As in respondent comment – three photos submitted.	“Photo evidence of litter on 16th July, a typical Sunday. A bottle on the path at junction of Tuns Lane/Crown St. Another bottle and broken wine glass in St Andrews St South.”	Evidence shows potentially dangerous litter, with relevant location info. This info is unlikely to have been captured by WSC. This shows possible evidence of street drinking – potentially from alcohol bought at local supermarkets – and provides additional evidence for PSPO enforcement against street drinkers. It does not show evidence that the number of licences to sell alcohol in the area or licensing hours, led to this particular piece of litter.
BSE	JPEG	As in respondent comment.	“Email of support for the CIP from a resident.”	Unfortunately, statements that elaborate on a quiet neighbourhood with minimal noise or other complaints cannot be used as evidence to support the retention of the CIA. However, local support for the CIA is noted.
BSE	JPEG	As in respondent comment.	“Email to a local restaurant manager about a noise complaint made to the CAA chairman. May 2023.”	Shows evidence of noise complaints in the Abbeygate area. This issue was reported to WSC Environmental Health team.
BSE	JPEG	As in respondent comment.	“Email from a resident about noise and alcohol related anti-social behaviour. July 2023”	Evidence shows exchange with CAA about noise, waste, public urinating and vomiting around residential areas in Hatter Street – specifically references issues from The SO Bar.

				The issue around noise, specifically concerning the SO Bar is noted – and will be reviewed by enforcement.
BSE	PNG	Written message repeating respondent comment.	“I would like to support retaining the CIA for Bury St Edmunds. The period under review has seen unusual circumstances for businesses with covid lockdowns, reduced trading and cost of living. For this reason, I feel it would be unrepresentative of usual activity to base the decision on this period when it is likely not a true reflection if normal trading and licence growth. I am in full support of my residents who wish to retain the CIA for another period as a safety net. The trading picture is likely to be significantly different in the next three years. This will allow the review to judge the impact and need of CIA under (new) normal conditions. To stop this now I feel would be premature, particularly given no licences have been refused as a result so it is not having any negative impact on businesses but would show the residents that there is a reasonable balance to protect those living in the town centre.”	While this does not provide new evidence, the statement is nonetheless valid. Attempts have been made in the broader evidence base to mitigate against the issues raised here, showing longer term trend analysis since 2017. However, it is possible that regular habits and activity in the nighttime economy have not yet fully recovered.
BSE	Word Doc	Written message highlighting new developments,	“My wife and I have lived in the Risbygate St area since 2013. When we moved in there was frequent	This does not highlight the need for the CIA.

		<p>resulting in more residents living in Bury St Edmunds town centre. It is therefore reasonable to require new applicants to show mitigating measures they will put in place to minimise noise.</p>	<p>night-time noise from local bars which was largely brought under control with the help of the council. We therefore supported the extension of the CIA to include Risbygate St and have supported its continuation since."</p>	
BSE	Word Doc	<p>Written submission – repeated in comment.</p>	<p>"How can a truly accurate view be established as to the control of antisocial behaviour or licensing controls when you consider the time scale in question included the lockdowns caused by the pandemic. I therefore suggest that the CIA should be continued/extended, particularly when you consider how many late night/early morning licences exist within the St Andrews Street and Risbygate Street area of the town. This area already comprises seven such establishments selling alcohol within a radius of 400 yards - three with licenses till 4am in the morning.</p> <p>Add to this the number of residential developments now within this area alone - The Lantern, Merchants Place , The Bowers Development, Post Office Development, The Arc Development, St Louis School Development, Together with residential properties</p>	<p>The issue around timescale, including the pandemic, is mitigated against – as indicated in the response above.</p> <p>The other issues are relevant to wider licencing considerations, but not necessarily arguments for the renewal of the CIA itself.</p> <p>The issue with The Grapes is noted and represents useful intelligence and can be taken into account in future dealings with the premises. However, this requires further investigation and is an enforcement issue, rather than an issue relevant to the CIA (in that it is focused on entertainment, rather than the impact of alcohol).</p>

			<p>now being built in the grounds of the Solicitors in St Andrews Street North, Palmers Development in the Market Square, Looms Lane development, The Churchill Development (built on the old Lloyd's Bank site.)</p> <p>Unfortunately, late night drinking establishments do not go hand in hand with the problems faced when such late night establishments disgorge their patrons at 3.30 am/4 a.m. in the morning of Friday/Saturday.</p> <p>One serious problem is The Grapes public house notoriously playing loud music on either a Friday or Saturday night or both. There is not adequate soundproofing provided within this old building, loud music clearly heard within Merchants Place properties till the early hours when live music is played. The Gym Bar was very successfully soundproofed by Greene King, and their small outside space closed to patrons after 11 p.m.</p> <p>One would only have to check police call outs to see what unruly behaviour ensues from excessive late-night licences, probably most patrons having already consumed alcohol before going out.</p>	
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			I strongly hope that this statement is sufficient evidence to support that the CIA remains in place.”	
BSE	Word Doc	Written submission – repeated in comment.	<p>“As a Residents Association we would like to put forward two main reasons that the CIA should be renewed on this occasion, and evidence to support the order.</p> <p>1. It is regrettable that we have been asked to provide evidence at the renewal of the CIP. Had we been made aware of the need to obtain evidence during the previous 3 years we would have had the opportunity to gather this. Even if we had been notified of policy changes, is it reasonable to expect residents to patrol the street taking photos of drunken behaviour? However, I am sure the police have records of their call outs, and frequent visits to the late-night pubs and nightclubs which should provide the evidence needed.</p> <p>2. An obvious reason that complaints are fewer will be due to Covid restrictions closing pubs and clubs for 15 months from March 2020 when the CIA was renewed. They were the last establishments to reopen and were closed for a total of 458 days. Karooze did not reopen, which would</p>	<p>Issues relating to the impact of the pandemic on the decision-making process are noted, as above.</p> <p>Issues around Nelson Road are noted and useful intelligence. It should be considered whether there is anything the council can do through enforcement with further investigation. However, the CIA is not necessary for this and there is no indication in the evidence provided of this happening again or of persistent problems relating to individuals mentioned or the location.</p> <p>Issues regarding the Grapes have been noted and will be investigated.</p> <p>Unfortunately, the licensing has no influence on issues of loud driving around Risbygate Street.</p>

			<p>have attracted complaints, and the fact that fewer noise complaints were reported surely reinforces the need for a CIA to be in place.</p> <p>West Suffolk Council cannot have the best of both worlds. Planners are encouraging more residents into the town with extensive building applications approved for flats, living over retail, and residential retirement living and of course benefit through increased Council Tax. Licence applications should reflect the increase in residents and give them the opportunity to consult and comment on the issues of a licence application. The majority of businesses selling food and drink close at a reasonable time, it is only the few nightclubs that attract a different patron who drink to excess. WSC has a responsibility to protect their residents and the CIA is just one of the means to do this.</p> <p>We would cite our recent negotiations with Everyman Cinemas who have compromised to stop selling alcohol before the late night showing of films ends. This is a reasonable attitude to accommodate both the residents and enable the business to run.</p>	
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			<p>In Nelson Road we have experienced problems from extended drinking hours and readily available alcohol, through damage to property. The culprit responsible put his head through the glass on the front doors. residents have to either claim on their house insurance or pay themselves for the damage caused. Photos attached.</p> <p>We also had a late-night drinker trying to get into a vehicle naked at 3am. Naked because he had vomited down himself and removed his clothes, and trying to enter the vehicle because he thought the line of parked vehicles was the taxi rank. We did not take photographic evidence of this occurrence, but the police were called.</p> <p>Risbygate Street roundabout now has two large residential homes, and a care home on three of its corners. The fallout from alcohol is not just about late-night drinkers, but also late-night car drivers. Parkway and Risbygate are used as a racetrack when the clubs turn out, for those not responsible enough to use a taxi. Loud exhausts and car horns are used, but it is impossible for residents to record the vehicle numbers and so</p>	
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			<p>the problem continues.</p> <p>With the late-night extensions allowed to establishments, the residents in town are disturbed by the patrons leaving noisily and the further out we live the later the disturbance will be as they wind their way home. The opinion that if you live in town, you should expect noise is unacceptable as this is not the noise of town living, but that created by late night alcohol licences. It is laughable to think notices in clubs asking patrons to respect the neighbours as they leave will be read let alone comprehended. The example of someone who thinks our vehicles are a line of taxis would prove they are incapable of logical thought.</p> <p>The Grapes, the nearest public house to us, that has late night music, takes full advantage of the licensing hours and does not itself comply with the sign displayed to respect their neighbours. It is no wonder that the police had to be called to break up a fight recently. Members of our Association who live in Merchants Place are particularly affected from thoughtlessness by The Grapes and their patrons.</p>	
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			Personally I feel uncomfortable being in town alone later than 9pm, which is a sad reflection of how Bury St Edmunds is changing."	
BSE	PNG	<p>Message setting out argument against new premises on Whiting Street. Highlights large number of licensed premises already, which results in public disturbance, including crime, noise and vomiting.</p> <p>Sets out reservations to allow music to be played at newly licenced 3 Whiting Street.</p>	"Aug bank holiday 2017 Broken front window reported to the police. Criminals were seen by myself in the street as I spoke to the police. They were laughing at me. There were no police officers available to attend. No police officers came to speak to us to investigate. The case was closed."	Not relevant information. The incident in question occurred six years ago, and there is no indication in the evidence provided of this happening again or of persistent problems relating to individuals mentioned or the location.
BSE	Word Doc	Written submission – repeated in comment.	"Repeated episodes of broken glass along Churchgate street comprising "pub glasses" - evidenced by additional items such as slices of lemon mixed in the debris. Noise along Hatter and Churchgate street at closing times of the respective venues. Obvious urine stains (evidence by smell) along both roads particularly on Saturday and Sunday mornings - we note that the road sweeper comes at 630/7am on	<p>This evidence is useful to building a picture of an affected area over the weekend.</p> <p>West Suffolk Council has no intention of removing street cleansing from this area on a Sunday morning – as it is known to be necessary as a means to support the town’s nighttime economy.</p>

			Sundays. The policy needs to be retained so that reaction is just that - a reaction to need and absent a policy there is risk of disconnect - disjointed and delayed response to needs."	However, the council will review whether any enforcement action is necessary with any of the licensees in the area to try to limit disruption.
BSE	Word Doc	Dog mess notice for newsletter (March 2023)	"The 10 streets in the Historic Grid, Bury St. Edmunds (Guildhall Street, Whiting Street, College Street, Bridewell Lane, Crown Street, Westgate Street, Churchgate Street, Athenaeum Lane, Angel Lane and Hatter Street) have seen an increased amount of dog fouling on the pavements. It's disgusting and is stepped in by mistake by school children and adults alike."	Not relevant to the CIA but has been forwarded to the Parks and Leisure team for information.

