

REPORT FOR DECISION

Agenda Item	
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DECISION OF:	LICENSING HEARINGS PANEL
DATE:	10th SEPTMEBER 2020
SUBJECT:	AN APPLICATION FROM AN INTERESTED PARTY FOR A REVIEW OF THE PREMISES LICENCE UNDER THE LICENSING ACT 2003 IN RESPECT OF THE GOATS GATE INN, RADCLIFFE NEW ROAD, WHITEFIELD, M45 7QZ
REPORT FROM:	ASSISTANT DIRECTOR (LEGAL AND DEMOCRATIC SERVICES)
CONTACT OFFICER:	MR M BRIDGE
TYPE OF DECISION:	COUNCIL
FREEDOM OF INFORMATION/STATUS:	This paper is within the public domain
SUMMARY:	This report relates to an application pursuant to section 51 of the Licensing Act 2003 from an Interested Party for a review of the premises licence in respect of Goats Gate Inn, Radcliffe New Road, Whitefield, M45 7QZ.
OPTIONS & RECOMMENDED OPTION	<ul style="list-style-type: none"> To revoke the licence To suspend the licence for a period not exceeding three months To remove the Designated Premises Supervisor To exclude a licensable activity from the scope of the licence To modify the conditions of the licence
IMPLICATIONS:	
Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes No
Statement by the S151 Officer: Financial Implications and Risk Considerations:	There are no specific issues from the report other than potential costs/risks associated with legal appeals.
Statement by Executive Director of Resources:	The cost of the licensing function are funded through the fees and charges levied by the Council. There may be additional costs if

	appeals are lodged with the Magistrates and Crown Courts.
Equality/Diversity implications:	Yes No (see paragraph below)
Considered by Monitoring Officer:	Yes Under the legislation the Council is required to determine representations. The report is in accordance with the appropriate legislation.
Wards Affected:	Pilkington Park
Scrutiny Interest:	Overview and Scrutiny Panel

TRACKING/PROCESS

DIRECTOR:

Chief Executive/ Strategic Leadership Team	Executive Member/Chair	Ward Members	Partners
Scrutiny Committee	Committee	Council	

1.0 BACKGROUND

- 1.1 The Licensing Act 2003 and the Licensing Act 2003 (Hearings) Regulations are the relevant legislation.
- 1.2 The Panel will make a decision on the day of the hearing and the parties will be notified subsequently of the decision and the reasons for it by letter from the Licensing Office.
- 1.3 The Premises Licence in respect of the Goats Gate Inn is held by Joseph Holt Ltd, The Brewery, Empire Street, Manchester, M3 1JD. Ms Valerie Watt is the Designated Premises Supervisor (DPS).

2.0 PROCEDURE

- 2.1 The Interested Party has complied with all the necessary procedural requirements laid down by the Act.
- 2.2 As part of the statutory process the Responsible Bodies and interested parties are entitled to make representations in relation to the review of a licence. The Licensing Authority has given Notice of the application by placing a Notice on the premises, at the Council Offices and on the Council web site. Where further representations are made by either the Responsible Authorities or from local residents / businesses and not withdrawn, Members are required to determine them.

2.3 Representations must be relevant to the licensing objectives defined within the Act. The objectives are:-

- a) the prevention of crime and disorder
- b) public safety
- c) prevention of public nuisance and
- d) protection of children from harm

3.0 CURRENT LICENSABLE ACTIVITIES

3.1 The current licensable activities are as follows:

- a. The Supply of alcohol – For consumption on & off the premises:
Monday to Sunday 10.00 to 02.00
- b. The Provision of Live Music (Indoors)
Monday to Sunday 10.00 to 02.00
- c. The Provision of Recorded Music (Indoors)
Monday to Sunday 10.00 to 02.00
- d. Late Night Refreshment (Indoors)
Monday to Sunday 23.00 to 02.00
- e. Indoor sporting event
Monday to Sunday 10.00 to 02.00
- f. Performance of Dance (Indoors)
Monday to Sunday 10.00 to 02.00
- g. The opening hours of the premises:
Monday to Sunday 08.00 to 03.00

4.0 CURRENT CONDITIONS ATTACHED TO THE PREMISES LICENCE:

4.1 The conditions, consistent with the premises operating schedule are attached to the current premises licence are attached at Appendix 1.

5.0 REPRESENTATIONS FROM AN INTERESTED PARTY

5.1 The applicant for the review will shortly give his reason(s) for the application for a review of this premises licence.

The representation is attached at Appendix 2

6.0 OTHER REPRESENTATIONS

6.1 Five interested parties have made representation to this application as detailed below, these are attached at Appendix 3:-

- Customers taking drugs
- Noise from customers
- Fighting and disorder/Anti-social behaviour
- littering

We have also received eleven representations of support of the premises at Appendix 4.

7.0 OBSERVATIONS

- 7.1 After hearing the representations made and the evidence presented, Members are obliged to determine the application with a view to promoting the licensing objectives and having regard to the Authority's Licensing Policy and National Guidance.

List of Background Papers:-

Review Application form

For further information on the details of this report, please contact:

Mr M Bridge
Licensing Office
3 Knowsley Place
Duke Street
Bury
BL9 0EJ
Telephone No: 0161 253 5209

LICENSING ACT 2003

CONDITIONS ATTACHED TO THE GRANT OF THIS LICENCE

This licence is granted subject to any Mandatory Conditions imposed by the Licensing Act 2003, and conditions volunteered on the application form to be undertaken by the applicant and where necessary, conditions imposed by the Licensing Authority in order to promote the Licensing Objectives.

Mandatory Conditions:

a No supply of alcohol may be made under the Premises Licence at a time when there is no Designated Premises Supervisor (DPS) in respect of the Premises Licence OR at a time when the Designated Premises Supervisor does not hold a Personal Licence or his/her Personal Licence has been suspended.

b Every supply of alcohol under the Premises Licence must be made or authorized by a person who holds a Personal Licence.

c Any Door Security staff employed to carry out a security activity at the premises must be licensed with the Security Industry Authority (SIA).

d. In respect of the exhibition of films as mentioned below:

1 The admission of children to the exhibitions of any film is restricted as follows:

2 Where the film classification body is specified in the licence, unless 3(b) below applies, the admission of children is restricted in accordance with any recommendation of that body.

3 Where:-

(a) the film classification body is not specified in this licence, or

(b) the licensing authority has notified the holder of the licence that this subsection applies to the film in question,

the admission of children is restricted in accordance with any recommendation made by the licensing authority.

4 In relation to the above:

"children" means persons under the age of 18 years; and

"film classification body" means the persons or person designated as the authority under section 4 of the Video Recordings Act 1984.

Mandatory Conditions pursuant to The Licensing Act 2003

Mandatory Licensing Conditions (Amendment) Order 2014

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises:

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to:

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise)

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that:

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

(i) beer or cider: ½ pint

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

(iii) still wine in a glass: 125 ml

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises, and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Definition:

Responsible person - as defined by section 153 (4) Licensing Act 2003 -

(a) In relation to a licensed premises -

(i) the holder of a premises licence in relation to a premises

(ii) the designated premises supervisor (if any) under such a licence

(iii) any individual aged 18 or over who is authorised for the purposes of this section by such a holder or supervisor.

(b) In relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables him to prevent the supply in question.

The Licensing Act 2003 (Mandatory Conditions) Order 2014

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1-

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979

(b) "permitted price" is the price found by applying the formula-

where-

$$P = D + (D \times V)$$

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence-

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on

the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Embedded Conditions - Justices' On and Off Licence (not having a Children's Certificate)

1 Permitted hours. Alcohol shall not be sold or supplied except during permitted hours.

In this condition, permitted hours means:

- (1). On weekdays other than Christmas Day Good Friday or New Years Eve from 11am to 11pm
- (2) On Sundays, other than Christmas Day or New Years Eve and on Good Friday 12noon to 10.30pm
- (3) On Good Friday: 12noon to 10.30pm
- (4) On Christmas Day: 12noon to 3pm and 7pm to 10.30pm
- (5) On New Years Eve except on a Sunday, 11am to 11pm
- (6) On New Years Eve on a Sunday: 12noon to 10.30pm.
- (7) On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, midnight on the 31st December)

The above restrictions do not prohibit

- (a) the consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
- (b) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (c) the sale of alcohol to a trader or club for the purposes of the trade or club;
- (d) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (e) the taking of alcohol from the premises by a person residing there; or
- (f) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
- (g) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.
- (h) during the first twenty minutes after the above hours, the taking of alcohol from the premises unless the alcohol is supplied or taken in an open vessel.

2. No person under fourteen years of age shall be in the bar of licensed premises during permitted hours unless one of the following applies;

- a. He is the child of the holder of the premises licence.
- b. He resides in the premises, but is not employed there.
- c. He is in the bar solely for the purpose of passing to or from some part of the premises which is not a bar and to or from which there is no other convenient means of access or egress
- d. The bar is in a railway refreshment rooms or other premises constructed, fitted and intended to be used bona fide for any purpose to which the holding of the licence is ancillary

In this condition "bar" includes any place exclusively or mainly used for the

consumption of intoxicating liquor.

An area is not a "bar" when it is usual for it to be, and it is, set apart for the service of table meals and alcohol is only sold or supplied to persons as an ancillary to their table meals.

3. The relaxation provisions in section 182 Licensing Act 1964 shall apply in relation to the provision of public entertainment in the premises by the reproduction of wireless (including television) broadcasts or music and singing solely provided by the reproduction of recorded sound.

Conditions consistent with the Operating Schedule

1. Prominent, clear and legible notices should be displayed at all exits requesting that customers respect the need of local residents and to leave the premises and area quietly and at an appropriate time before closing, announcements should be made reminding customers of the above and not to slam car doors.

2. All emergency lighting, fire exits, escape routes, fire safety equipment including fire alarms, electrical and gas installations should be regularly checked to ensure that they are properly maintained and in good working order.

3. Between 23.00 hours and 07.00 hours any music and noise should not be audible inside noise sensitive property at any time and noise levels should be regularly checked to prevent any nuisance to residents in the vicinity.

4. Between 23.00 hours and 07.00 hours bottles and glassware will not be emptied into any skips.

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Thomas Postlethwaite

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Goats Gate Inn Radcliffe New Road, Greater Manchester	
Post town Whitefield	Post code (if known) M45 7QZ

Name of premises licence holder or club holding club premises certificate (if known) Joseph Holts

Number of premises licence or club premises certificate (if known) PL0167

Part 2 - Applicant details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- Please tick one or more boxes ✓
- 1) the prevention of crime and disorder ✓
 - 2) public safety ✓
 - 3) the prevention of public nuisance ✓
 - 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 2)
Since February 2017, the pub has been a regular source of nuisance behaviour, criminal behaviour and behaviour that undermines public safety.

We have collated 28 separate incidents which we have witnessed where the objectives of the 2003 Licensing Act were not upheld. Please see the document which has been attached to this form. Against each incident, we have listed which of the 4 licensing objectives we believe was not upheld. Additionally, we have noted to whom we have raised the issue at the time.

It should be noted that we are the pub's closest neighbours, and we spend most of our living time at the back of our house. As we do not have constant surveillance of the pub, the incidents that we have logged are only the ones that we have happened to capture when in the front lounge or the kitchen. Therefore, it is possible that the number of times the objectives of the Licensing Act have not been upheld is higher.

We would also like to point out, as can be seen in the accompanying document, that we have always made efforts to engage with the most suitable stakeholders to resolve our queries before escalation. For example, we originally discussed incidents with the premises supervisor at the time, Ms Lisa Moran. When the situation did not improve, we escalated to the Joseph Holts Operations Manager, Mark Norbury. As the situation still did not improve, we escalated to the Joseph Holts Chief Executive, Richard Kershaw. Finally, when all these avenues were exhausted with only superficial and temporary improvements being implemented, we began to involve the Bury Council Licencing team.

Following the change of premises supervisor, we again reverted to engaging directly with her (Ms Valerie Muirhead Watt) as we were hopeful that she would be more successful at upholding the four objectives of the 2003 Licensing Act than Ms Lisa Moran. Unfortunately, as can be seen from

the incident record we have provided, this is not the case and the pub remains as much a source for criminality and anti-social behaviour as it was in 2017, if not worse, since the refurbishment seems to have attracted even more of the undesirable element. The whole design of the refurbishment was badly thought out, and greatly increases the exposure of houses on Dales Lane to the pub. For example, the large windows mean that on a busy night, hundreds of customers can be staring across into our front room and kitchen. Additionally, we are forced to be exposed every day, 7 days a week, from 11am onwards, to Goats Gate customers in the pub car park, smoking, swearing, spitting, using bad language and drinking.

The most serious recent incident, on 4th July 2020 included:

- Witnessing customers consuming drugs directly opposite our house;
- A large melee of approximately 30 people in the car park, swearing loudly, squaring up to each other and fighting;
- A Goats Gate customer repeatedly and deliberately trying to run down with their car another customer on Dales Lane;
- A glass being thrown which resulted in shattered glass landing all over our driveway.

We are a young family, and myself and my wife are busy professionals. We value our homelife dearly, and the continual failure to uphold the objectives of the 2003 Licensing Act by this premises is impinging on our enjoying this time together. It has created stress in our house and also it takes time for us to log and complain about the regular incidents that we witness taking place. It is distressing and intimidating for us and our daughter to witness criminality and anti-social behaviour of this type, literally on our doorsteps.

All of our neighbours on this side of Dales Lane have similar concerns and many have contacted the brewery in the past to complain. These households include:

- i) 2 young families such as our own;
- ii) An elderly couple;
- iii) A single female who lives alone.

We have engaged reasonably at all stages and tried to work with the relevant stakeholders to provide us with solutions. Every time, both the licensee and the brewery have failed us. As we have exhausted all of these avenues, we feel that the Licence Review is our only option with a view to the Licence being revoked. This pub is completely unsuitable for the demographics of the residential area in which it is located.

Please provide as much information as possible to support the application (please read guidance note 3)

Please see attached incident log for full details.

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day Month Year

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If you have made representations before relating to the premises please state what they were and when you made them

Please see attached document where we have recorded who and how we have made previous representations. As stated in the section further up the application form, we are only applying for the licence review as a last resort having engaged with every reasonable stakeholder from the premises supervisor herself right up to the Chief Executive of the brewery.

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ✓
- I understand that if I do not comply with the above requirements my application will be rejected ✓

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature *[Handwritten Signature]*

Date *16/07/20*

Capacity *Individual Applicant*

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)	
Post town	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	

Data Protection agreement

In this form, we may ask for some personal information (such as name, address, date of birth, etc.) in order to fulfil your request for information or services.

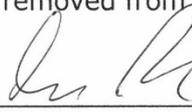
This information will be held securely and will be used to provide you with the service you have requested.

Any processing will be performed in line with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation.

Bury Council is the Data Controller for the information you give us. Further details about how we process personal data can be found in our privacy notice at: <https://www.bury.gov.uk/privacy>

Consent

I consent to the Council capturing and storing the personal details in this form for providing the service requested. I understand that I can request for my details to be removed from your records

Signed Applicant  Date 16/07/20

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Privacy Policy

Please visit www.bury.gov.uk/privacy to read our recently updated Privacy Policy which explains how Bury Council uses and shares your personal data to give you the best possible experience across our services.

Date	Event	Which objective of the Licensing Act 2003 has not been upheld?	Raised with whom?
6 miscellaneous occasions (prior to our keeping a formal diary)	Customers urinating against the side of the pub or in the bushes next to it	Prevention of Crime and Disorder	Engaged directly with the premises supervisor
17/04/2017	Customers sniffing drugs outside bar entrance	Prevention of Crime and Disorder	Mark Norbury, Joseph Holts Operations Manager
17/06/2017	Customers sniffing drugs outside bar entrance	Prevention of Crime and Disorder	Mark Norbury, Joseph Holts Operations Manager
24/06/2017	Customers urinating against the side of the pub or in the bushes next to it	Prevention of Crime and Disorder	Mark Norbury, Joseph Holts Operations Manager
Miscellaneous in 2017 & 2018	Scruffy and dirty appearance and upkeep of pub (including cigarette butts not being cleaned up and blowing across the street)	Public Safety Prevention of Public Nuisance	Mark Norbury, Joseph Holts Operations Manager
07/04/2018	5 men shouting, swearing and threatening each other	Prevention of Crime and Disorder Prevention of Public Nuisance	Mark Norbury, Joseph Holts Operations Manager
07/04/2018	Large fight involving approximately 15 men. Fighting was in the car park and also up Dales Lane in the middle of the street. Licensee actually allowed most of the people involved back into the pub and locked them in. She also denied to police that an incident had occurred.	Prevention of Crime and Disorder Public Safety Prevention of Public Nuisance	Mark Norbury, Joseph Holts Operations Manager Mark Norbury, Joseph Holts Operations Manager
29/06/2018	Loud unlicensed outdoor event with music playing loudly until after 12am	Prevention of Public Nuisance Public Safety	Laura Jones, Bury Council Deputy Licensing Officer Richard Kershaw, Joseph Holts Chief Executive
03/03/2019	Fight between customers in the pub car park which resulted in a head injury. My wife, a doctor, had to attend. The landlady stated about the fight between two of her customers that "this was nothing to do with her"	Prevention of Crime and Disorder Public Safety Prevention of Public Nuisance	Laura Jones, Bury Council Deputy Licensing Officer
23/03/2019	A customer was observed consuming drugs at 21.26	Prevention of Crime and Disorder	Logged and recorded. We were unaware at this point that we could log these incidents on Police 101 and did not want to call 999 as it was not an immediate emergency
23/04/2019	A customer in a red t-shirt urinated outside the pub at 22:58	Prevention of Crime and Disorder	Logged and recorded. We were unaware at this point that we could log these incidents on Police 101 and did not want to call 999 as it was not an immediate emergency
05/08/2019-05/11/2019	PUB CLOSED FOR RECURRING SHAME NT	Prevention of Crime and Disorder	Engaged directly with the premises supervisor
08/11/2019	Pub closed approx 21.45. People thrown out of pub later in car park until 23:00 talking loudly to each, on phones, squaring up to each other, shouting.	Prevention of Public Nuisance	Engaged directly with the premises supervisor

07/12/2019	There was insufficient car parking in the pub as it was so busy. People parked all the way up Dale's Lane causing noise and disturbance in a residential Operations. Chanting in the street.	Prevention of Public Nuisance Public Safety	Richard Kershaw, Joseph Holts Chief Executive Richard Kershaw, Joseph Holts Chief Executive
13/12/2019	Disturbance in pub to which police were called	Prevention of Crime and Disorder	Richard Kershaw, Joseph Holts Chief Executive
21/12/2019	11.50pm, a disturbance with people screaming and threatening and pushing each other	Prevention of Public Nuisance	Phoned pub twice
24/12/2019	Men sniffing drugs outside the bar entrance	Prevention of Crime and Disorder	Phoned pub twice
24/12/2019	Couple having a loud domestic dispute outside bar entrance	Prevention of Public Nuisance	Logged with Police on 101
18/01/2020	2 men sniffing drugs outside Bar Entrance	Prevention of Crime and Disorder	Logged with Police on 101
21/02/2020	Man sniffs drugs in corner outside Bar Entrance	Prevention of Crime and Disorder	Logged with Police on 101
23/02/2020	Man sniffs drugs in corner outside Bar Entrance	Prevention of Crime and Disorder	Logged with Police on 101
23/02/2020-03/07/2020	PUB CLOSED DUE TO COVID LOCKDOWN 3 men sniffing drugs at the bar Entrance. We reported to the pub. The licensee's husband attended our house, and we provided video of the customers. They were ejected. Later in the night, the licensee told us that they had only ejected these people "to help us [i.e. myself and Ekai] out"	Prevention of Crime and Disorder	Engaged directly with the premises supervisor
04/07/2020	<ul style="list-style-type: none"> •A large melee of approximately 30 people in the car park, swearing loudly, squaring up to each other and fighting; •A Goats gate customer repeatedly and deliberately trying to run down another customer on Dale's Lane with their car; •A glass being thrown which resulted in shattered glass landing all over our driveway. <p>This was a large group of very drunk and unruly people. It seems unlikely that they were properly adhering to social distancing rules inside the pub.</p>	Prevention of Crime and Disorder Public Safety Prevention of Public Nuisance	Called 999, spoke to premises supervisor on the evening
06/07/2020	Group of approximately 20 young looking customers loitered in the car park after closing for approximately 40 minutes. They were shouting, play fighting and smoking. The licensee's husband moved a couple of people on who were sat on the wall at the side but did not bother to come down and move the main group on. This was a large group of friends. It does not seem likely that they were socially distancing correctly in the pub.	Prevention of Public Nuisance Public Safety	Not raised due to licence review already being in progress, and also due to the fact that the licensee's partner was aware of the issue anyway.

Notes

- i) We have video footage to support a number of these incidents, which is available on request
- ii) Per the log above, all of these incidents have been raised directly with the premises supervisor, the brewery and/or logged on police 101

Dear licensing@ Bury Council-Goat's Goat, Radcliffe New Road, licensing review.

The word on the street was that the Goat's Gate public house was going to be renovated and turned into a residential hotel, we were delighted. When it reopened we were sadly disappointed. We didn't realise that it was to become a lounge for larger louts, and a venue for drunk and loudmouthed people to vent their feelings. Nighth after night, particularly at weekends, there is so much arguing and shouting taking place, it is awful to listen to, and disturbs my sleep. I expect better than this in my retirement.

Twice per week, when football matches are being played, the noise from the venue is so loud. Margaret, my wife and myself are in our eighties, and we both wear hearing aids. When the football matches are on, we need to take them out. Late at night, (usually 11,30 pm. to after midnight) the pub car park becomes so many things. It becomes when the streets are quiet as a sounding board for noise. It seems as if they are trying to out-shout and out-argue one another, breaking the disordered act and giving us no peace. I fully expect over the next few weeks, to see, not only the police in attendance but also ambulances. Families and individuals can be heard using threatening language in the car park. If you watch you can see them taking drugs at the back door and at the side of the venue. I can't remember the dates or days some of these offences have taken place, but the incidents are many rather than few. 4/7/2012, a large crowd gathered and were rioting in the car park. I was unable to sleep because of the noise. 30 people gathered fighting with one another. A glass was thrown onto the floor creating a hazard from broken glass. 6/7 2020 another large crowd of young people gathered. The result was the same. Fighting, challenging shouting and arguing, and, remember as the goes out, as from a sounding board into the streets.

Our front gate has been taken off its hinges, carried 30 years down the street, and left in another person's garden. Last Wednesday, 29th July, they turned over the blue bin outside of number 9 Dales Lane and scattered the contents over the road. This created a hazard, because you may well know how narrow Dales Lane is for traffic passing one another. The Wednesday before that the green bin at another house was thrown onto its side with the contents all over the place. I tried to lift it but injured my knee in doing so.

There are so many incidents, that we dread the place. One of our friends went into the Goat's Gate last Saturday and had to vacate the premises. The place was full of people, none of the 'social distancing'.

Living here, since it was renewed, is like living under the wall of Manchester City football ground. I pray that Manchester City will not score, because if they do, they go wild and the noise is horrendous and injurious. They don't just rejoice, they go mad! As they leave the premises they start chanting in the street, Dales Lane, 12 o'clock, midnight.

A very serious incident took place the day the pubs were reopened by the Government, 21.7.2020.

From the 21st to 23rd of July there were too many things happening that were a disturbance of the peace, prevention fo crime and disorder, public safety, prevention of public nuisance.

When the pub reopened on Saturday, one man drove up the pavement in his car and tried to run down another man. The police had to be called and visited

the pub. Couples could be heard arguing and swearing at one another, shooting obscenity into the night air. Crowds were milling together, and it sounded and looked like a riot. People could be seen openly taking drugs. There have been threatening language and fights on a weekly bases. People taking drugs, Urinating at the back and side of goat's Gate. I have been nearly run over on a number of occasions while trying to cross the road, because of the traffic in and out of Goat's Gate. We live near a deadly round-a-boot, at the end of Dales Lane, joining Radcliffe New Road. There has bee a number of accidents there over the years, and too many near misses to count. The pub has increased this danger in many ways. My wife and I wonder, how much more of hits can we take. Should we at our age, after living where we do since 1986 think about moving house?

Sincerely,
Reverend Terry Atkinson. (retired)
164 Radcliffe New Road,
Whitefield, manchester.
Tel: 0161-7661166.

From: Christopher Healy [mailto:Chris.Healy@manchester.ac.uk]
Sent: 06 August 2020 09:16
To: Jones, Laura J (Licensing) <Laura.J.Jones@bury.gov.uk>
Subject: RE: Licence Review

Hi Laura

8 Dales Lane
Whitefield
Manchester
M45 7RL

Cheers
Chris

Hi

This email relates to your review of the Goats Gate. I am a resident of Dales Lane, Whitefield. Since the re-opening of the pub I have personally seen troubling incidents and I've also been made aware of other incidents by some of my neighbours and I hope the pub and yourselves can make some tangible efforts to resolve.

I trust you have already been made aware of a mass brawl outside the pub and directly on Dales Lane on the evening when lockdown restrictions were lifted, which resulted in the police being called. I personally saw this take place and it certainly isn't something I would expect to spill over into a residential area and also a main road. I do admit that there are perhaps extenuating circumstances for this incident given it was the first day of lockdown being lifted. With that being said, I think steps should be taken to avoid these types of incidents occurring again, whether that be refusing to serve those who have clearly drunk too much or to take steps to ban/refuse entry to those who have caused trouble in the past.

I have previously queried why the back door entrance was being used as a smoking area when on the original planning permission it stated that the smoking area would be in the beer garden. I believe since lockdown this entrance has been mainly closed which has resulted in a significant reduction in noise. This entrance I think is one of the factors for the disturbances for residents on Dales Lane. I think having this permanently closed would benefit both the pub and residents and have no detrimental impact on the customer experience. I have personally used that door to enter and leave the premises a number of occasions when drinking/eating and it would be no hardship for others and myself to only use the main entrance. Although I don't personally smoke, I again believe it would be no hardship for someone to smoke on the other side of the pub at the designated area, this would then lead to a reduction in unnecessary noise. Noise from the pub is inevitable and I'm not trying to advocate no noise whatsoever, I'm purely pointing out ways to reduce unnecessary noise.

I have also been informed and seen video footage of people taking illegal substances in that area. This is of no benefit for Joseph Holts or the landlords, one way of taking steps to limit this is to have a security light or CCTV camera there, this would I think stop anyone using that spot to take illegal substances.

Finally I'm led to believe that adding fencing around the pub has been mooted. A fence to replace the small concrete wall would follow a style usually associated with estate pubs. It would also lead to more privacy for those residents living directly opposite the pub. Again I

speaking as someone who has sat by the windows in The Goats Gate, seeing inside someone's house and seeing them come and go didn't add to my experience, and I doubt adds to anyone else's experience in the pub.

I hope you take points raised by my neighbours on board and also take my points on board as well. I have purely identified issues that with fairly simple actions would lead to tangible benefits for residents, Joseph Holt, landlords and also customers which would lead to everyone co-existing in a harmonious way.

Please feel free to contact me if you have any further questions.

Cheers
Chris

**BARRY SPEED – JAYNE SPEED
BON HOME
2 DALES LANE
WHITEFIELD
MANCHESTER M45 7RL
2020**

8th August

An observation regarding the incident at Goats Gate Restaurant 4th Jul 2020
My primary concern is for my daughter who lives across from the Restaurant
Having viewed the video taken by a neighbour it did appear very disturbing.
There was however no fighting and I saw the manager and staff calmly trying
to diffuse the situation.

The neighbours on Dales Lane are as decent and respectable people as one
could wish for and I fully understand their concern. I do not live with Jayne
and I certainly would not wish for her to be living in any threatening
environment.

I have spoken with Ray Hatton the manager at the Goats Gate and I do
believe that the steps he has taken to prevent any further problems are as
resolute as can be expected. He does after all have his own young family
living with him above the premises. I find him approachable and professional
with respect to any concerns.

The Goats Gate has always been a pub. Serving food as a restaurant should
hopefully attract families. I am told that they employ thirty plus people. In the
current climate with the covid 19 virus and ensuing job losses this has to be a
consideration. What is the alternative? The brewery has spent a vast amount
in a high- quality renovation that has enhanced the appearance of the
building. Does anybody really want to envisage the site of an empty building
and the ensuing problems?

It is surely more beneficial for the community to have a constructive
discussion and agreement with the management to allay any potential future
problems.

Barry Speed and Jayne Speed

From: dc819@yahoo.co.uk [<mailto:dc819@yahoo.co.uk>]

Sent: 13 August 2020 13:48

To: Licensing <Licensing@bury.gov.uk>

Subject: Goats gate inn Whitefield

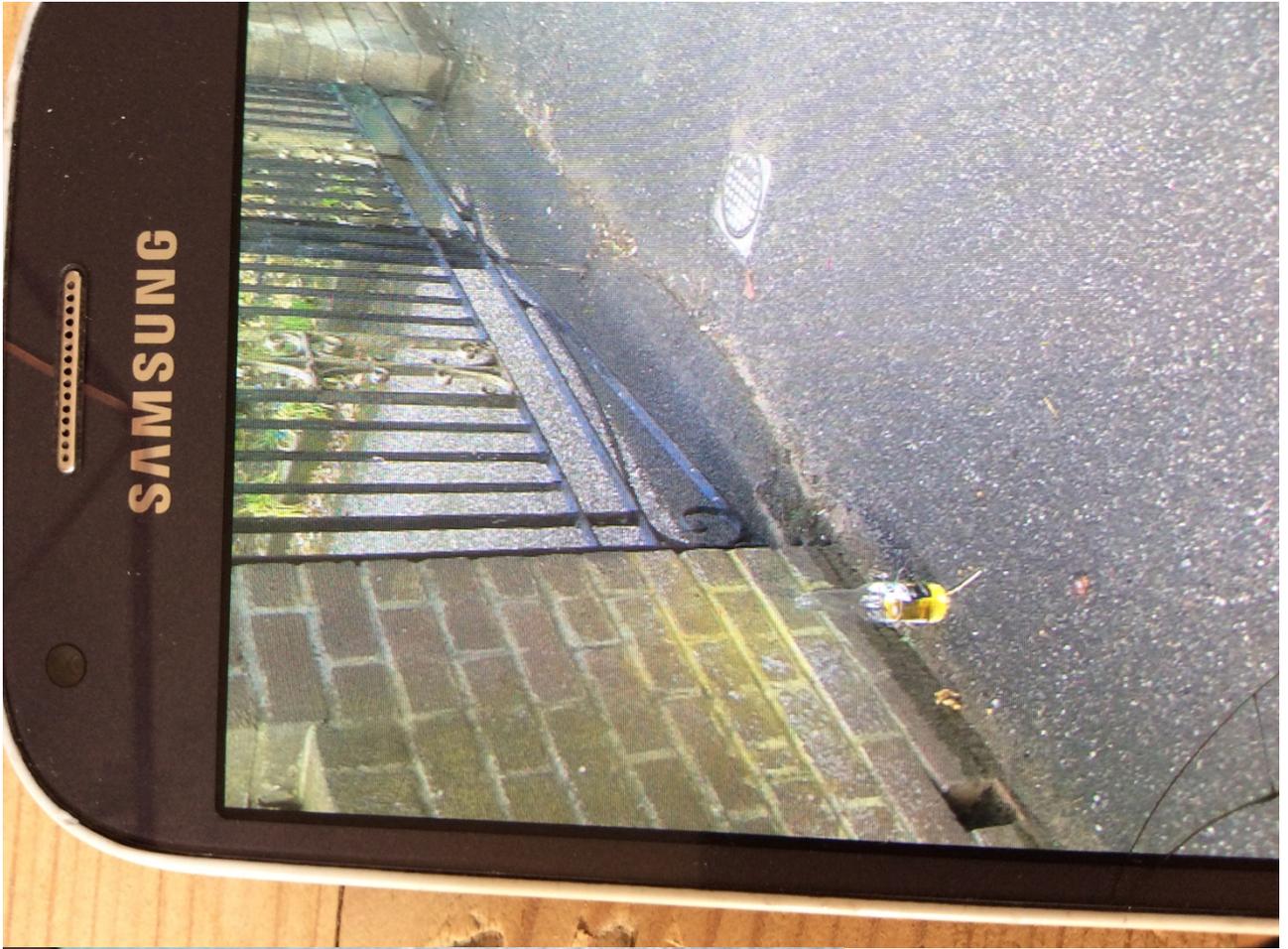
Hi I spoke to someone from your department the other day about the goats gate inn,Whitefield.It seems there has been a complaint about the pub,I would also like to put forward a complaint about anti social behaviour,it has now become intolerable at weekends,I live about 8 doors away from the pub,on Radcliffe new road,in all the years we have lived here we never had a problem with the pub,until it was refurbished last year,and then from the very first weekend it re,opened,we began to have problems,it seems the clientele had changed completely,groups of people and individuals,walking and staggering past the house,shouting,singing,sitting on garden walls,leaning against our car,and discarding bottles,and glasses in gardens,and the footpath,as well as takeaway food waste,every garden had a glass or bottle in the garden one Sunday morning,I can forward you the photos as proof if you want them.

Sent from my iPadi contacted the brewery at the time,and forwarded photos to them,they did reply but nothing changed.A few weeks later my wife and I were walking past the car park with the dog,around 10.30 in the evening,when we had to more or less jump out of the way of a car speeding through the car park into the road,the young guy driving had plenty of time to see us but made no attempt to slow down,disgusting behaviour! Well the problem stayed the same each weekend,and we have just had to live with it,until lockdown came,and the pub shut,no more problems,then it re opened and straight back to the usual,only now it's worse,as people are now just going back and forth between the goats gate,and the northern craft house,singing, shouting,littering etc,with us stuck in the middle having to put up with it,which we would do done until last Saturday 08/08/20,I'm going to send you a short clip from my cctv,please note the time is not set properly on my box,it's 3 hours behind,but the date is correct,if you watch the clip you will see four drunk guys having left the pub,shouting and singing,and pointing at the houses ,keep watching,when one returns and jumps onto my neighbours garden and runs up to his door,(you cannot see him at the door in the clip,but I saw him through the window)he then starts banging on the door,and shouting,you will then see him re appear as he jumps back onto the footpath,my neighbour has two young children,by the way,and they had gone away for the weekend,if he had been in,anything might have happened,I only looked out of the window when it happened because of the noise they were making coming up the road,that's how I knew it might be on camera. All this behaviour is totally unacceptable,and Joseph holts need to take some responsibility here ,and maybe the northern craft house as well.I cannot believe both premises do not have door staff. Anyway just wanted to put my situation across,as I'm sure lots of other residents are suffering in silence,thank you,D.Commins.

David Commins

67 Radcliffe New Road Whitefield M457qz

Video submitted by
Representor to be shown
at the hearing.









To Whom it May Concern,

I have only just discovered that the pub licence is under review and therefore I haven't had time to put together the best quality evidence I have to hand.

My name and address are:

Christopher Birch
6 Dales Lane
Whitefield
Manchester
M45 7RL

I have lived opposite the Goats Gate pub since April 2014. For the first few years, I enjoyed visiting the pub, attending the quiz night on occasion - put on by the landlord at the time (Roy, I think). However, since late 2017 or early 2018 the atmosphere in the pub changed considerably and it started to feel unfriendly and unsafe and I've stayed away from it.

From my memory, there have been a number of incidents where I've witnessed drug taking (clearly sniffing substances from a flat surface in the side door). I've seen male pub goers urinating outside the pub although this does seem to have gotten better with the installation of a bright outside light and gates on the side of the pub.

However, one of the worst instances I've seen was when the pub reopened after COVID lockdown. My girlfriend and I had just got back from a long day of cycling around 10pm. We'd made dinner and were about to eat very late, around pub closing time. As we were eating, we started to hear noises and shouting from the pub. We could see people pushing and shoving each other, hear the yelling and threats. We turned our lights off because we were scared they'd see us and as they were clearly drunk and emotional, possibly threaten us. There was no-way we'd have considered going outside. The most memorable part of this event was when one person driving a car, appeared to deliberately try to run over another individual on Dales Lane! As you can imagine, there was zero social distancing between this melee of people. This loud and frightening disturbance went on for 20 minutes (possibly more) before dispersing.

The most disappointing part of the Goats Gate management is just how much worse the behaviour of pub goers has been since the pub reopened, after refurbishment late last year. Although I worked away all week, it was very noticeable that every weekend seemed to have some kind of shouting argument or brawl in the run up to Christmas. I was looking forward to visiting what I hoped would be a transformed pub. Sadly, I think it's worse.

Since reopening after COVID, the side entrance to the pub which faces my house has been closed. This has improved things a lot, mainly because I don't see anyone taking drugs in the doorway anymore. It's definitely a bit quieter on this side.

If I can provide any more help or information for the licence review, please don't hesitate to get in touch.

Yours Faithfully,
Chris.

APPENDIX 4

Good morning

I have contacted licensing in the past, just over two years ago regarding my concerns about the volume of music from the pub. Specifically an outdoor wedding reception and within a short period a funeral wake.

This time I would like to let you know about the pub since it has been modernised.

I have not had any issues with music from the venue, which is a relief. I think that the change from a drinking pub to a restaurant has helped.

In my opinion the pub has improved both visually and as a local venue.

It has also provided new jobs too.

If there are any issues with the pub I will contact yourselves, the licensees and Joseph Holts

Kind regards

Wendy Richardson

68a Radcliffe New Road

Whitefield

From: David Beaumont [mailto:david.a.beaumont@googlemail.com]
Sent: 16 August 2020 08:49
To: Licensing <Licensing@bury.gov.uk>
Subject: Licence Review - Goat's Gate Public House

I have no connection to the above premises or the licence holders and no direct financial interest in this business.

I live on Radcliffe New Road in fairly close proximity to the Goat's Gate and have done so for about 5 years. I have visited the Goat's Gate on a handful of occasions and occasionally use the shop across the road from the pub.

During that time I have never witnessed, seen or heard any incident whatsoever that would cause me to feel the premises is unsafe or the source of anti-social behaviour.

It may be the interested party has witnessed incidents as I understand is the reason for their request for the licence review. I cannot comment on this. However, it is clear to me, from following the progress of licensing applications in Whitefield, that there a number of local residents within the area are simply resistant to new pubs, bars and cafes establishing themselves in the area. This was certainly apparent with an application for a new bar 'The Brink' in Whitefield a number of years ago (again to which I have no connection) where a number of residents convinced Bury Council to refuse planning consent seemingly on the basis that the business would become a magnet for anti-social behaviour and lead to traffic chaos and which has led to two commercial units lying empty since that time at great financial loss to the local area. It seem many residents are content to purchase houses close to commercial premises surely with the understanding that they will continue to operate as such but then resist any future change or development to those premises.

I believe it is important, particularly in these current very challenging times, to enable business to set up and operate within the area to avoid the falling behind economically other regions. I would urge those on the licensing review board to consider the benefits that a modern, recently refurbished commercial establishment brings to the area and the loss if this or other business have their licence restricted or revoked.

Many thanks

David Beaumont

54 Radcliffe New Road, M45 7GY

From: Fida Hussain [<mailto:Fida@jonmailsolicitors.co.uk>]

Sent: 13 August 2020 16:11

To: Licensing <Licensing@bury.gov.uk>

Subject: Goats Gate

Dear Sirs

I am a local resident to this establishment which I have had the pleasure of attending with my family and friends since its reopening.

I am astounded by the recent suggestions in the newspaper and having been here both during the day and evening predominantly when watching the football have never witnessed any unsavoury incident.

Val & Ray are both very attentive, and I know from my discussions with Ray in particular, they are keen to ensure the public house is run consistent with the current Government Guidelines.

Fida Hussain

53 Hampstead drive, Whitefield, Manchester, M45 7YA

From: Julie Pentney [<mailto:julie.pentney@gmail.com>]
Sent: 14 August 2020 12:39
To: Licensing <Licensing@bury.gov.uk>
Subject: The Goats Gate Whitefield

Good afternoon

After reading the article in the Bury Times, I felt I had to contact yourselves about the Goats Gate.

I live on Radcliffe New Road about 100 metres away from the pub.

Until it underwent the refurbishment, I'd never dare set foot in there as it didn't look the best of places from the outside. My partner however said it was actually OK.

Since the refurb, we have been in as a family numerous times at various times of the day. Not once have we witnessed any trouble whatsoever. I would not take my children somewhere I didn't deem appropriate. The only time I have ever heard anyone swear is in the back bar area while watching football which I believe to be acceptable.

The Manager and his staff have always been so friendly and the Manager comes over to chat to us as he recognises us now. We even asked if we could hold our wedding reception there when it first reopened.

I have never witnessed a brawl but this is something that happens at every pub at some point when people have had too much to drink.

With regards drug taking, again I have never witnessed a thing. There is a half way house just around the corner on Dales Lane where teenagers sit on the wall and there are comings and goings there but they are not linked to the pub.

My partner works for a company who owns pubs and he often deals with licensing. He agrees that it would be a complete and utter shame if The Goats Gate had their license reviewed.

We as a community have really come together since the reopening as it is now somewhere we can meet..... Prior to Covid.

The Covid measures undertaken have been exemplary. Customers are greeted at the door and are shown to a suitable table after scanning the track and trace sign at the entrance. Tables are well spread apart and I have witnessed a few times staff reminding people to stay at their own tables and not go over to chat to someone they know at a different table. There are drop off and pick up table where food is served and customers can leave their empty glasses.

I hope this email helps to give you an insight into our local. Maybe you could visit it yourself.

Julie Pentney
153 Radcliffe New Road, Whitefield, Manchester, M45 7RG

From: Paul Kelly 2 [<mailto:Paul.Kelly2@cityfootball.com>]
Sent: 16 August 2020 09:13
To: Licensing <Licensing@bury.gov.uk>
Subject: Reference

Hi

I would like to say that since the refurbishment of the Goats Gate it has revitalised the local community.

Val & Ray especially make everyone welcome no matter who you are. They are the extra ingredient what makes the place so special. Val & Ray give time to everyone and it is noticeable how well they treat their staff. It is a place my children feel comfortable going and always want to go as do I and my partner.

We live opposite on Nipper Lane and have never had any issues since it's reopening to which prior to the works we wouldn't have gone in. When any pub or Resturant opens you will always have teething problems but credit to Val & Ray they have resolved immediately to the benefit of the community that use the Goats Gate.

As a local resident with my family I support Val & Ray and the community pub the Goats Gate.

Paul Kelly
47 Nipper Lane M45 7RJ

From: Mark Holden [<mailto:techteacher.whs@gmail.com>]

Sent: 13 August 2020 15:39

To: Licensing <Licensing@bury.gov.uk>

Subject: Complaint made of the Goats Gate pub, whitefield
Hi There

I am writing to say how please I am with the Goats Gate and the improved environment we have now due to the refurbishment of the pub. We live directly over the road from the pub and are not affected by the increased noise, in fact it is better than it was prior to the refurbishment.

The incident recently was not a terrible disturbance, and was seen at several public houses in the area following the lifting of lockdown. This type of incident has not been repeated since and was not the case previously. My understanding is that the issue was between 2 family groups who unfortunately met up at closing time and caused the disturbance, having been removed from two nearby pubs earlier in the evening.

We are one of the nearest houses to the Goats Gate pub and have no issues. In fact it has improved the area - is very clean and well kept. We now frequent the pub with our family, something we would never have done before. The pub is attractive and very welcoming - I have shared with the landlords how pleased we are with the changes previously.

Please contact me if needed.

Julie Holden

163 Radcliffe New Road, M45 7RG

For the Chair of Licensing Committee
14th August 2020

Dear Councillor Walmsley

I and my two fellow Pilkington Park Councillors would like to make representations to your committee in support of the Goats Gate Hotel, staff and customers.

The Goats Gate following a complete rebuild opened its doors to the public in November 2019 and is proving a massive attraction to hundreds of people in the area as can be evidenced when trying to book a table. It is also a business that provides employment for twelve people at any one time.

The Goats Gate itself has existed as a landmark hotel since 1860 before being rebuilt by Holt's Brewery in 1962.

The refurbishment from the old and tired looking 60's pub that was not the most pleasant landmark to approach Whitefield to a glass fronted open plan restaurant has been a joy to see.

Though as Councillors we were always given a welcome from the previous landlady, since the refurbishment and change of managership the contact has increased and is always reassuringly helpful.

With our regular contacts with the Whitefield Police we have been regularly assured that the Goats Gate is a venue that does not cause problems for them.

We understand from Whitefield Police that the particular event cited by the complainant on the 4th of July at the reopening of all hotels and wine bars in the area did not warrant any response from them.

The recent article in the Bury Times at this time of writing has had 15 comments of which only one was not supportive.

In conclusion the Pilkington Park Councillors feel that the Goats Gate is a well-run welcoming establishment that is a major asset to the Whitefield and neighbouring communities, that should have its licence confirmed by your committee and that the views of the Whitefield police would, in our opinion support that position.

Cllr. Robert Caserta

On behalf of Cllr. Nick Jones & Cllr. Oliver Kersh

From: Ann Bowes [<mailto:annbowes@msn.com>]

Sent: 12 August 2020 17:15

To: Licensing <Licensing@bury.gov.uk>

Subject: Goats Gate Pub and Restraunt

I am a very close neighbour of the Goats Gate in Whitefield I am very pleased with the refurbishment lovely food and great Host and Hostess who give you a very warm welcome.

Mrs Ann Bowes

2 Spring Grove, Whitefield, M45 7RT

165, Radcliffe New Rd
Whitefield, M45 7RG
09/08/2020

To whom it may concern,

My name is Susan Wong-Su, my husband and I are the proprietors of the Chinese Takeaway Ming's located directly across the road from the Goat's Gate pub on Radcliffe New Road, Whitefield.

We moved into the premises in September 2019 just before the pub reopened after a major refurbishment. Ray Hatton and Valerie Watt came over to introduce themselves as the licensees of the Goat's Gate shortly after.

My husband Ming and I have visited the pub several times along

with our two teenage daughters for drink and meal. We have also visited with family ranging from 2 years old to aunts that are mid-80s. All these people commented on what a clean and safe environment the pub provides. The staff inside, are always courteous and helpful. Ray and Val are always on hand to provide support to staff and customers whenever required.

Since the recent opening of the pub, during the Covid-19 pandemic, all our customers that frequent the Goats Gate, ourselves and our friends have all felt the environment Ray and Val have created during these challenging times have been exceptional. The 'Track and Trace' system that has been implemented upon entering is effective and has

provided a safe environment to all their customers.

As with all pubs unfortunately, there are times when alcohol fuelled arguments and incidents will spill out.

I can honestly say, in the close proximity of where we live, we have never been disturbed by any noise or any trouble from the Goats Gate.

Ray and Val are wonderful neighbours who are an asset to our community we sincerely hope they stay.

Yours Faithfully,

