

Evidence Pack - Final

Premises name:	<i>Black Bull</i>
Premises address:	<i>Ainsworth Road Starling Bury BL8 2EY</i>
Name of Premises Holder:	<i>Daniel Twaites Plc</i>
Designated Premises Supervisor:	<i>Mrs Jill Henfrey</i>
Your name:	████████████████████
Date of submission:	<i>7th April 2026</i>

Executive Summary

This updated evidence submission has been prepared to provide a clear, factual account of the issues arising from the operation of The Black Bull during the 28-day review period running from 11 March 2026 to 8 April 2026. It builds upon the original submission dated 10 March 2026, which remains fully relevant. All key elements from that earlier submission are retained and incorporated here for completeness.

During the review period, there has been a significant escalation in public urination incidents, with nine further cases recorded since 11 March alone. These incidents continue a long-standing pattern of behaviour linked to patrons of the premises and demonstrate that the problems identified in the original submission are ongoing, predictable, and unmanaged. Several of the incidents occurred before 8:00 pm, at times when children and families routinely use the walkway and surrounding residential areas.

For consistency, this evidence pack uses the term “8:00 pm Child Watershed” to denote the latest point in the evening before which children have been observed accessing or passing through the residents’ parking area. This terminology is used solely to present timings in a clear and repeatable format and to highlight incidents occurring at times when children are likely to be present.

In addition to the continued public urination, the review period has also seen:

- **Attempts by unknown individuals to access the rear of residential properties**, followed by urination against the building.
- **Damage to the residents’ gate handle**, raising concerns about safety, access, and the security of vulnerable residents.
- **Neighbour reports of being approached by the landlady**, creating anxiety and discouraging participation in the statutory review process.
- **Changes to external signage**, including the unexplained relocation of a key sign during the review period.
- **Further CCTV observations** of behaviour causing unease among residents.

These events reinforce a wider pattern of poor management control, insufficient preventative measures, and a lack of effective engagement with the concerns raised by residents and the Council's ASB Team. Despite repeated reports, correspondence, and requests for action, the issues continue unabated.

The evidence presented in this pack is intended to assist the Licensing Authority in determining whether the premises is being operated responsibly and whether the ongoing issues represent risks to residents, local amenity, and the welfare of children. The material demonstrates that the problems are not isolated or historic but current, repeated, and escalating, and that they continue to have a direct and negative impact on the surrounding residential community.

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1. Chronology Table – Since Start of 28-day Review

Most recent incident at the top - highlighted in yellow, incidents recorded prior to the 8:00 pm Child Watershed

Date	Time	Incident Type / Action	Summary	Evidence Ref	Note
7/4/2026	Production of this document				
6/4/2026	01:18	Anti social behaviour			ASB823511220
30/3/2026		Observation	sign positioned on the right-hand side	Section 5	Suspect taken down
28/3/2026	02:26	Anti social behaviour			ASB819715074
26/3/2026	18:01	Anti social behaviour			ASB818786991
26/3/2026	16:36	Anti social behaviour			ASB818727985
21/03/2026	01:37	Anti social behaviour			ASB816466757
19/03/2026	19:15	Anti-social behaviour			ASB815461535
18/03/2026	18:49	Anti social behaviour			ASB816463339
18/03/2026	00:11	Anti-social behaviour			ASB814454593
13/3/2026		Observation	Broken Gate handle - Reported to Housing Repair Suspected damaged caused last night		Gate handle forcibly removed. Gate now significantly harder to open from outside. Lock discovered on residents' side. Did not operate lock. Safety and access concerns increased.
12/3/2026		Anti-social behaviour	Unwelcomed visit & Public Urination	ASB811108484	Three unknown males entered the rear communal area of the flats from the pub, appeared to attempt access, and one then urinated against the rear wall before all three left.
11/3/2026	Start of 28-day review				
10/3/2026			Application Approved		Website Start of 28 Day consultation

2. Summary of Grounds

The grounds for this submission are based on clear, repeated, and escalating issues arising from the operation of The Black Bull. These issues directly affect residents, local amenity, and child safety. The key grounds are:

2.1. Persistent Public Urination Incidents

There is a long-standing and well-documented pattern of patrons urinating in the residents' parking area and surrounding walkways. Multiple incidents have occurred during the 28-day review period.

2.2. Risk of Harm to Children

A number of incidents occurred at times when children were using the walkway or returning from school. The behaviour observed — including urination in open view — presents a clear safeguarding concern.

2.3. Evidence of Poor Management Control

The premises has repeatedly failed to implement or maintain basic preventative measures, including required signage. There is a consistent pattern of inaction, delayed responses, and unverified claims regarding compliance.

2.4. Failure to Uphold Licensing Responsibilities

Despite repeated reports and correspondence, the issues continue unabated. The premises has not demonstrated effective steps to prevent nuisance, protect children, or manage patrons leaving the premises.

3. Incident Logs

Section One (page 2) in the original submission

3.1. ASB Incident Log – Taken from my requests section in ‘MyBury’ portal on the council’s website.

Most recent case at the top

Case ID	Process	Case Start Date	Notes
ASB823511220	Anti-social behaviour	07/04/2026 04:25:05	Public Urinating
ASB819715074	Anti-social behaviour	30/03/2026 06:36:07	Public Urinating
ASB818786991	Anti-social behaviour	27/03/2026 11:44:52	Public Urinating
ASB818727985	Anti-social behaviour	27/03/2026 09:58:58	Public Urinating
ASB816466757	Anti-social behaviour	23/03/2026 05:33:25	Public Urinating
ASB816463339	Anti-social behaviour	23/03/2026 05:19:40	Public Urinating
ASB815461535	Anti-social behaviour	20/03/2026 06:29:36	Public Urinating
ASB814454593	Anti-social behaviour	18/03/2026 11:37:21	Public Urinating
ASB811108484	Anti-social behaviour	12/03/2026 08:40:53	Public Urinating
ASB809195991	Anti-social behaviour	09/03/2026 07:04:05	Public Urinating
ASB805378407	Anti social behaviour	02/03/2026 08:06:57	Public Urinating
ASB805027688	Anti social behaviour	01/03/2026 08:04:10	Public Urinating
ASB805023007	Anti social behaviour	01/03/2026 07:38:04	Public Urinating
ASB800778838	Anti social behaviour	19/02/2026 05:17:40	Public Urinating
ASB790562526	Anti social behaviour	26/01/2026 08:14:12	Public Urinating
ASB790551103	Anti social behaviour	26/01/2026 07:29:01	Public Urinating
ASB790537902	Anti social behaviour	26/01/2026 06:18:37	Public Urinating
ASB790531191	Anti social behaviour	26/01/2026 05:29:46	Public Urinating
ASB773406186	Anti social behaviour	14/12/2025 07:02:35	Public Urinating
ASB773404426	Anti social behaviour	14/12/2025 06:10:20	Public Urinating
ASB761928533	Anti social behaviour	02/11/2025 14:11:27	Public Urinating
ASB761913204	Anti social behaviour	02/11/2025 12:39:58	Public Urinating
ASB761913204	Anti social behaviour	02/11/2025 12:39:58	Public Urinating
ASB761905790	Anti social behaviour	02/11/2025 12:00:05	Public Urinating
ASB761900781	Anti social behaviour	02/11/2025 11:29:41	Public Urinating
ASB761900781	Anti social behaviour	02/11/2025 11:29:41	Public Urinating
ASB761435677	Anti social behaviour	31/10/2025 07:03:05	Public Urinating
ASB759605342	Anti social behaviour	24/10/2025 08:25:41	Public Urinating
ASB736502505	Anti social behaviour	04/08/2025 06:27:24	Public Urinating

4. Incident Reports, Photos & Video Screen Shots

In the following sub-sections, I have included full details of several submissions. I have also added a number of serious incidents.

I consider this behaviour to present a risk to children, as the incidents took place during Sunday afternoon when many families with children use the walkway and school days.

Serious Incident ASB759605342

ASB Submitted Detail

Your reference number is ASB759605342.

Thank you for submitting Anti social behaviour

Please give us a brief overview of the incident: Urinated in the parking area after visiting the Black Bull, Bury

What type of incident is it?: Intimidation or abuse

Please give us further information about the incident (whats happening/time of day etc):

On 14 October 2025 at 15:44 a white VW Golf registration [REDACTED] arrived at the residents' parking area, Harrogate Square, Bury BL8 2UD. The driver (grey top; black shorts; light tan working boots) met the driver of a black Range Rover and both walked to the Black Bull Pub via the walkway. At 17:14 they returned from the pub and the owner/driver of the Golf urinated in the driveway of a resident. He then returned to the Golf, collected items, joined the Range Rover driver and left. The Golf remained parked overnight occupying a resident's parking space and was recovered on 15 October. Video evidence of the urination is attached.

Please describe where the incident(s) took place: Residents Parking Area, Harrogate Square, Lowercroft, Bury BL8 2UD

Details...



Video Footage – Screenshots




ASB759605342 – 14 October 2025 – School Term Day





Persons involved...

MALE ONE – Gray Hoodie Top, Black Shorts – Driver of White VW Golf

MALE TWO – Blue Shirt, Dark Trousers – Driver of a Black Range Rover (regular patron of The Black Bull)

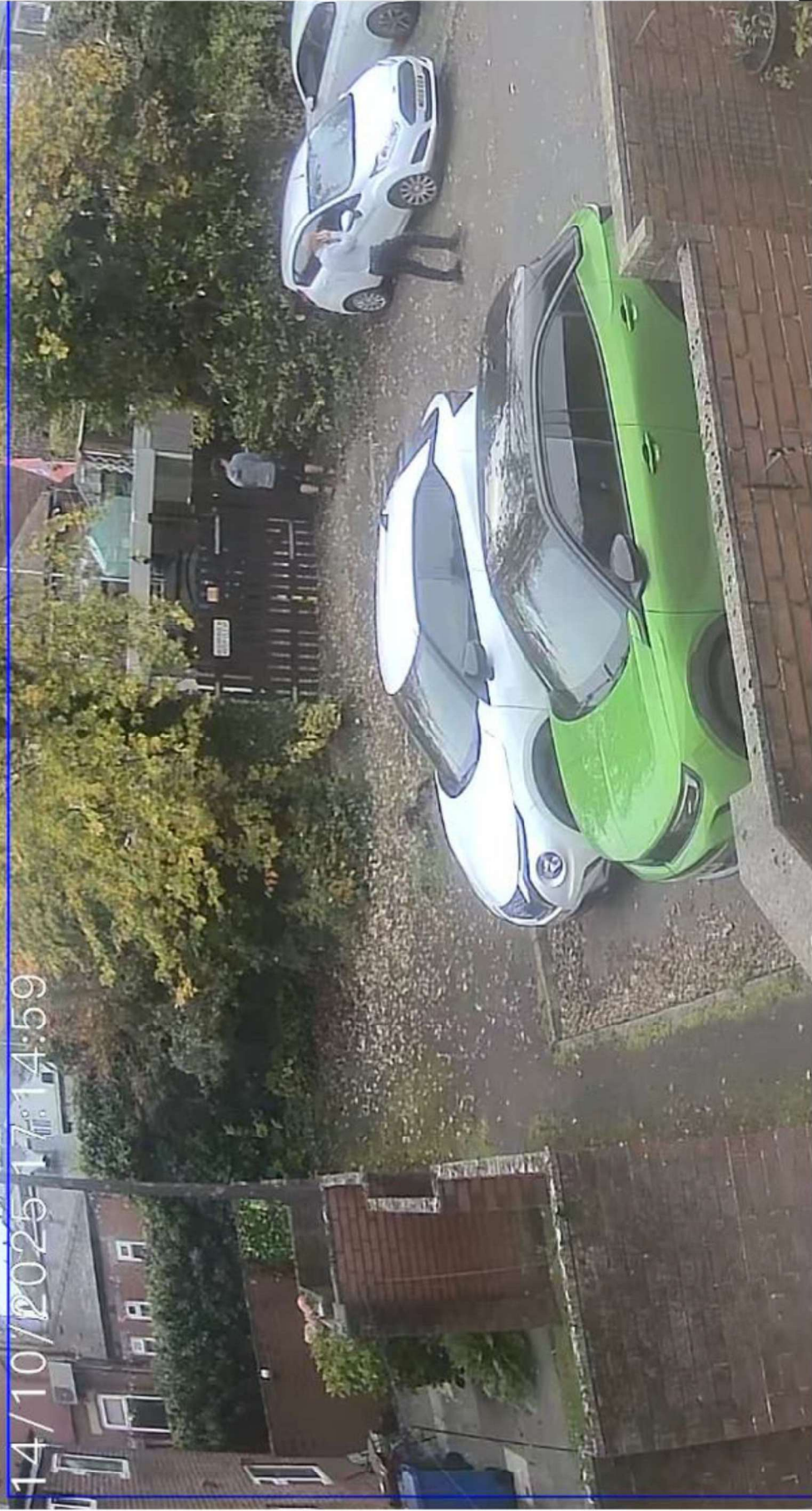
Location: Residents Parking Area, Harrogate Square, Lowercroft, Bury BL8 2UD

	
<p>15:44 – Two males arrive at Harrogate Square Residents Parking Area, in different vehicles, they then exited via walkway towards The Black Bull</p>	<p>17:14 - They returned after 1 hour 30 minutes</p>
	
<p>17:15 – MALE ONE - Owner/driver of the Golf then urinated in the gated driveway of a resident's house, for around 40 seconds, the image shows MALE TWO, on his mobile, walking towards his Range Rover</p>	

	
<p>17:16 – MALE ONE returns to his Golf and collected items</p>	<p>17:16 – MALE TWO, returns to his Range Rover and reverses out, waiting for MALE ONE to join him</p>
	
<p>17:16 -MALE ONE, joins MALE TWO, the driver of the Range Rover and they both leave together</p>	<p>09:11 on 15 OCT. – MALE one, returns the next morning to recover his dumped car, given a lift in white sports car, loads items into his car and drives away</p>

Notes

- The incident was reported to the [Anti-Social Behaviour team](#) at Bury Council, via the web portal, reference: ASB759605342
 - Full incident details
 - Snapshots of the footage
 - Edited video, the portal restricts download file size
- We have been allocated an Anti-Social Behaviour Caseworker, due to the ongoing incidents at Harrogate Square, contact...
- Complete video footage, in MP4 format, available upon request



Snapshot from video footage taken on Tuesday 14 October 2025 at 5:14 pm, showing a patron of The Black Bull publicly urinating against a resident's gate in the Harrogate Square parking area (BL8 2UD). This occurred during a school day, at a time when Lowercroft Primary pupils use the nearby walkway; the incident was reported to Bury Council's ASB Team (Ref: ASB759605342).

Ref: Evidence Pack – Supporting Application for Review of Premises Licence – 10 March 2026 – Page 3 / Photo 001

Serious Incident

4.1. ASB800778838

ASB Submitted Detail

Your reference number is ASB800778838
Thank you for submitting Anti social behaviour

Please give us a brief overview of the incident: Public Urination, Patron of the Black Bul, Bury, Tuesday 17 Feb 2026

What type of incident is it?: Intimidation or abuse

Please give us further information about the incident (whats happening/time of day etc):

IC1 male, blue top, black trousers carrying a black jacket, driving a white ford transit van arrived at 17:36 on Tuesday 17 Feb 2026 and parked in the residents parking area of Harrogate Square, Bury – Image 1 and went to the Black Bull, Bury

At 22:17 he returned from the pub to his van, unlocked the vehicle opened the driver door – Image 2 , then some activity at the van seat. He then went to the rear of the van and urinated in the public parking area in front of a residents garage gates – Image 3.

He then returned to the front of the van and drove off.

I attach an edited video, I have the full video, available upon request.

Note: On-going issues – [REDACTED] Anti-Social Behaviour Caseworker, aware.

Please describe where the incident(s) took place: Residents Parking Area, Harrogate Square, Lowercroft, Bury BL8 2UD



Photo 002 - Detail - ASB800778838

Serious Incident

4.2. ASB809195991

ASB Submitted Detail

Your reference number is ASB809195991.

Thank you for submitting Anti social behaviour

Please give us a brief overview of the incident: Public Urination, Patron of the Black Bul, Bury, Sunday 8 March 2026 16:43

What type of incident is it?: Intimidation or abuse

Please give us further information about the incident (whats happening/time of day etc): At approximately

4:40pm on Sunday afternoon 8 March 2026, an IC1 male wearing an azure blue top, black trousers, and a black

baseball cap left the Black Bull, Bury. He walked around the residents' parking area before urinating in the

walkway, at a time when many families with young children were passing.

He then returned to the pub, I am confident that the pub's CCTV will confirm he was patron.

I consider this behaviour a risk to children and wholly unacceptable in a residential area.

Please find attach video snapshot

I have the full video if requested

REF: Ongoing incidents at Harrogate Square - [REDACTED], Anti-Social Behaviour Caseworker

Please describe where the incident(s) took place: Residents Parking Area, Harrogate Square, Lowercroft, Bury BL8 2UD



This is very serious...

Photo 003 Detail - ASB809195991 - 08/03/2026 16:43 SUN

4.3. MyBury ASB submissions

4.3.1. List is covered in section 3.1

Other screen shots taken from submitted videos. While some of the still images are lower quality, the full video footage clearly substantiates each incident as public urination.



Photo 004 Detail – ASB805378407 - 01/03/2026 22:45 SUN



Photo 005 Detail – ASB773406186 – 14/12/2025 00:35 SUN - With dog



Photo 006 Detail – ASB790551103 – 08/01/2025 6:35 PM - IC1 male, pink shirt and jeans

5. 28 Day Review Period

Over the last few months, I have observed an increase in Public Urination Incidents as noted in Section 3.1, for clarity, here is a summary...

Month 2026	Number of Public Urination Incidents
February	4 Incidents
March	12 Incidents
Since the Start of the Review	9 Incidents

This reflects a clear increase in recent weeks, particularly since the review began.

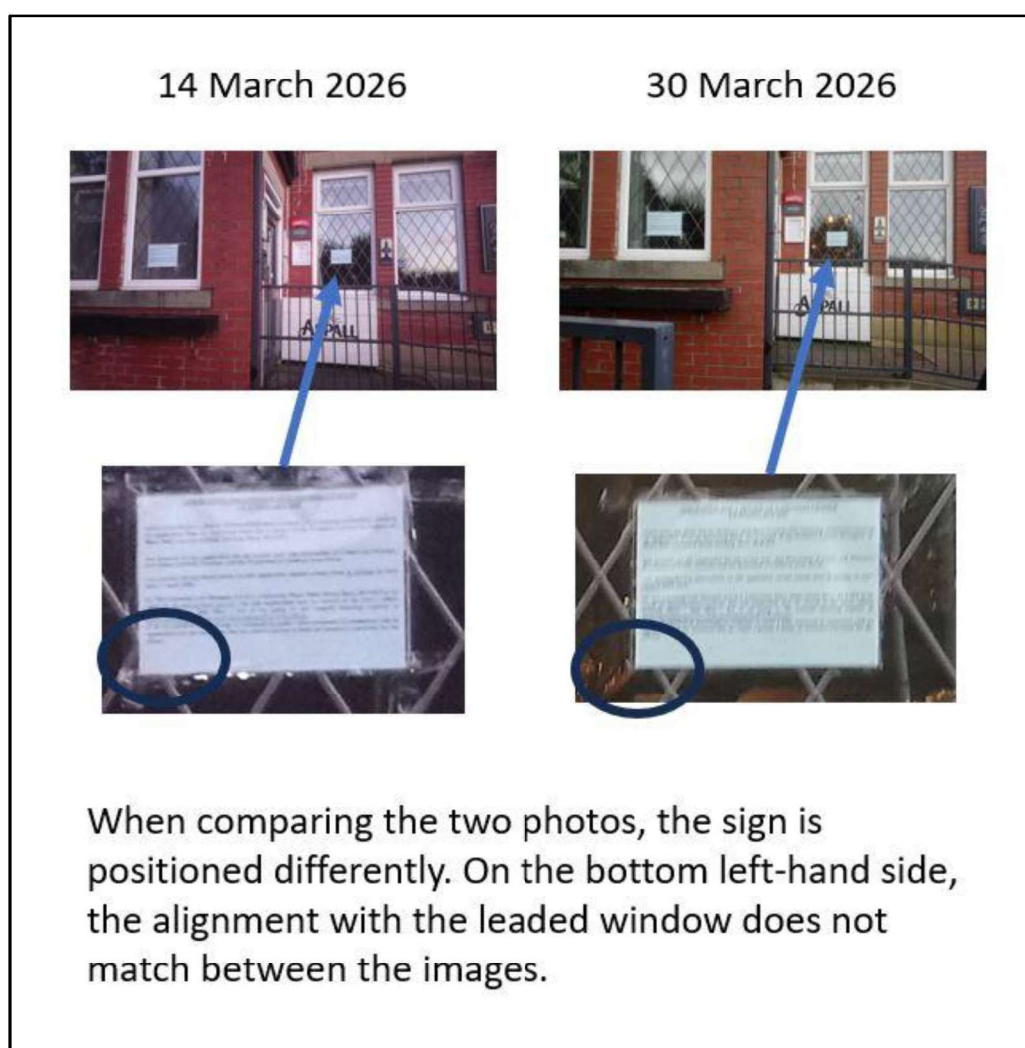
Complied notes relating to incidents since 11th March 2026

Most recent incident at the top

Record Note – Signage Observation (Date: 30 March 2026)

Summary of Event While passing The Black Bull, I observed that one of the external signs had been relocated. Based on its position and fixings, it appears the sign may have been removed and later reinstated.

Additional Observation If it is claimed that rain caused the sign to move, this does not align with the physical layout. The sign in question is the most visible and is positioned in a location that is better protected from rainfall than other signage, which remained unaffected. This makes weather-related displacement unlikely.



My Concern During an active licensing review, changes to required signage may be relevant to compliance and should be recorded. The inconsistency between the explanation and the physical conditions warrants noting.

Action Taken Observation logged for completeness. No further action at this stage.

Record Note – Neighbour Interaction (Date: 19 March 2026)

Summary of Event Today I had a brief and uncharacteristically abrupt conversation with a neighbour who normally engages in friendly discussion. He informed me that Jill Henfrey, landlady of The Black Bull, had approached him and accused him of submitting a written complaint regarding the blocking of the walkway to the pub.

Neighbour's Response He stated clearly that he had not submitted anything or signed anything. He appeared upset, ended the conversation quickly, and said he wished to remain anonymous. He also expressed concern about becoming involved, noting that he lives alone. His behaviour was noticeably out of character.

My Concern The interaction suggests potential pressure or attempts to identify residents who may participate in the licensing review. I am concerned this may discourage residents from engaging with the statutory process.

Action Taken I reported the matter to the Licensing Team and asked that it be logged as part of the 28-day review period.

Additional Notes No further action taken with the neighbour. No names disclosed. No confrontation with the landlady.

Record Note – CCTV Observation (Date: 15 March 2026)

Summary of Event At 16:40, CCTV footage shows Earl arriving at the location with a group of friends. As the group enters the area, Earl raises his arm and points directly toward the window of my flat. The gesture is clearly visible on the recording. No audio is available, and the footage provides no additional context for the action.



Behaviour Observed The gesture appears deliberate, occurring immediately after arrival and before the group continues walking towards the Black Bull, via walkway. No further interaction or behaviour is captured in relation to this action. The intention behind the gesture cannot be determined from the footage alone.

My Concern Given the ongoing licensing review and recent resident reports of feeling pressured or identified, the gesture is concerning. While no motive can be inferred, the action may contribute to a wider pattern of behaviour that is causing unease among residents.

Action Taken The footage has been retained. This observation has been logged for inclusion within the 28-day review period and can be provided to the Licensing Team upon request.


6. Correspondence with Brewery / Premises Operators

Below is excerpts from my Thwaites Communication Log. I have kept a comprehensive log since August 2025 (some 20 pages) however, the supplied covers the main points that relate to this review. The shaded **summary notes** represent my personal, confidential observations and are not intended for general distribution.

Note:

- [REDACTED] is the Area Manager, with responsibility for The Black Bull.
- [REDACTED] line manager
- [REDACTED] is the Executive Chairman at Daniel Thwaites Plc

Sorted by date, newest at the bottom

Action Date / Time From / To	Summary of Message	Detail
New Email Chain		
<p><i>Email Sent</i></p> <p>04/01/2026 09:18</p> <p>To: [REDACTED] [REDACTED] [REDACTED]</p>	<p>Summary: Referred back to [REDACTED] [REDACTED] email of 1 July 2025 confirming an agreement that [REDACTED] [REDACTED] would ask customers not to park on Ashington Drive. Reported a serious breach of this agreement: [REDACTED] [REDACTED] silver hatchback was parked overnight in Harrogate Square's residents' parking area, occupying a marked disabled bay for over 24 hours (photographed 26 December 2025 at 15:50). Highlighted that this contradicts the previously stated commitment. Explained that, due to a prior harassment allegation and police visit, it was inappropriate to raise the matter directly</p>	<p><i>SUB: Black Bull, Bury Landlady Parking in Residents Area Holiday Event Response Request</i></p> <p>[REDACTED]</p> <p>Your email dated 1st July 2025, you advised...</p> <p><i>'We have discussed the situation with [REDACTED] and agreed she will ask customers, when she is aware, not to park on Ashington Drive'.</i></p> <p>I would like to bring to your attention to a very disturbing incident that happened between Christmas and the New Year, [REDACTED] silver hatchback car was parked overnight in the residents' parking area of Harrogate Square.</p>  <p>The photo was taken at 3:50 pm on 26th December 2025, in front of a 'DISABLED PARKING ONLY' sign.</p> <p>If the vehicle had been left for an hour or so while waiting for a space to become available in the pub's car park, that would have been understandable. However, leaving it in the residents' parking area for</p>

	<p>with [REDACTED].</p> <p>Noted the impact on residents during the holiday period when parking demand is high. Requested comments from Thwaites.</p> <p>Tone: Firm, factual, and procedural. Highlights contradiction between agreed behaviour and actual conduct. Emphasises courtesy, safety, and resident impact while avoiding confrontation.</p> <p>Status: Awaiting response.</p> <p>Update: 1/3/2026 – no response</p>	<p>more than 24 hours is unacceptable and represents a clear breach of the commitment that was previously given.</p> <p>So, do we assume the ‘not to park on Ashington Drive’ agreement does not apply to her own car?</p> <p>(Email shortened for brevity. Full version available on request.)</p>
<p>New Email Chain</p>		
<p><i>Email Sent</i></p> <p>20/2/2026 05:45</p> <p>To: [Thwaites Executive Team, 13 recipients]</p>	<p>Summary: Raised ongoing ASB concerns involving repeated public urination by patrons leaving The Black Bull, with 15+ incidents logged with Bury Council. Noted that residents hold timestamped video evidence and are willing to share if required. Referenced ASB Team guidance from October 2025 instructing the pub to install signage highlighting that public urination is unacceptable. Highlighted that ASB Officer [REDACTED] believes “ample signage” is in place, but residents have observed no signage</p>	<p><i>SUB: Request for Confirmation and Evidence of Signage at The Black Bull, Bury</i></p> <p>Dear Thwaites Brewery Team,</p> <p>I hope you are well.</p> <p>I am contacting you regarding the ongoing issue of patrons from The Black Bull, Bury, urinating in the Residents Parking Area to the rear of the premises, accessed via a walkway. This matter has been repeatedly reported to Bury Council’s Anti-Social Behaviour Team.</p> <p>We also hold time-stamped video evidence of recent incidents, which has been used when submitting reports to Bury Council’s Anti-Social Behaviour Team. We are happy to share this with you if required.</p> <p>The ABS team contacted the Black Bull in October 2025 and suggested ‘steps be taken to ensure that public urination is highlighted as unacceptable behaviour’, and requested ‘poster/signage be put on the door to the exit so patrons will have to read it when leaving the premises’.</p> <p>In a recent correspondence, ASB Officer [REDACTED] stated that she is satisfied with the Black Bull’s engagement and believes that “ample signage and warnings” have been provided to patrons.</p> <p>However, from the residents’ side, no signage relating to this issue is visible at all. I have checked when the pub was closed, and nothing can be seen through the windows or from the car park area. Neighbours</p>

	<p>inside or outside the premises. Requested confirmation that signage has been installed, its exact locations, and photographs of it in situ. Clarified that entering the pub to check is not appropriate. Emphasised the need for visible, effective, and verifiable measures</p>	<p>have also confirmed that they have not observed any signage when visiting the pub over the last few weeks.</p> <p>To ensure clarity and transparency, and to help resolve this matter constructively, I would be grateful if you could provide:</p> <ul style="list-style-type: none"> • Confirmation that signage has been installed • The exact locations where the signage has been placed • Photographs of the signage in situ <p>For safety and appropriateness reasons, I have no intention of entering the pub to check this myself, so any confirmation or photographic evidence you can provide would be appreciated.</p> <p>Given the ongoing nature of the problem and the impact on neighbouring properties, it is important that any measures taken are visible, effective, and verifiable.</p> <p>Thank you for your assistance. I look forward to your response.</p> <p>Kind regards, [REDACTED]</p>
<p><i>Email Sent</i></p> <p>25/02/2026 08:11</p> <p>To: [Thwaites Executive Team, 12 recipients]</p>	<p>Summary: Followed up on the original email sent 20 February 2026, which had received no acknowledgement. Reiterated the seriousness of ongoing ASB linked to The Black Bull, including 15+ logged incidents of public urination in the residents' parking area. Requested confirmation that required signage had been installed, including its locations and photographs of it in situ. Asked for a prompt response.</p>	<p><i>SUB: Follow up: Request for Confirmation of Signage at The Black Bull, Bury</i></p> <p>Dear Thwaites Team,</p> <p>I am following up on my email of Friday, 20th February 2026, which has not yet received any acknowledgement or response.</p> <p>Given the seriousness of the ongoing ASB issues linked to The Black Bull — including over 15 recorded incidents of public urination in the residents' parking area — I had expected at least confirmation that my enquiry was being reviewed.</p> <p>To reiterate, I requested:</p> <ul style="list-style-type: none"> • confirmation that signage has been installed • the locations of any signage • photographs of the signage in situ <p>This information is important for clarity, transparency, and for resolving the matter constructively.</p> <p>I would appreciate a prompt response.</p> <p>Kind regards, [REDACTED]</p>
<p>Email Received</p>	<p>Summary: The brewery acknowledged</p>	<p><i>SUB: Follow up: Request for Confirmation of Signage at The Black Bull, Bury</i></p>

<p>25/02/2026</p> <p>From: Richard Bailey</p>	<p>receipt of [REDACTED] message and stated it has been passed to the “appropriate member of the team.” They instructed [REDACTED] to stop emailing the wider distribution list, describing it as “harassing” and unhelpful. They emphasised that the individual handling the matter is not included in the extended chain. They reiterated that the complaint will be addressed “in due course” and that they must follow their internal process.</p> <p>Tone: Defensive, dismissive, procedural, attempting to shut down wider communication.</p> <p>Note: [REDACTED] is the Executive Chairman at Daniel Thwaites Plc</p>	<p>[REDACTED] – I have passed your message on to the appropriate member of the team, please stop harassing all this extended email chain – it does not help your cause and the actual person dealing with this is not included.</p> <p>We will work through your complaint in due course, but we have a process to follow.</p> <p>Regards,</p> <p><[REDACTED]></p>
<p><i>Email Sent</i></p> <p>25/02/2026 08:42</p> <p>To: [REDACTED] [REDACTED] Executive Chairman, Daniel Thwaites Plc</p>	<p>Summary: [REDACTED] responded to the brewery’s message by correcting the claim of “harassment,” stating that he has sent only one initial email and one follow-up after a week with no acknowledgement. He emphasised that this is reasonable and proportionate when raising a complaint involving repeated ASB incidents linked to a licensed premises.</p> <p>[REDACTED] requested confirmation of the name and contact</p>	<p><i>SUB: Follow up: Request for Confirmation of Signage at The Black Bull, Bury</i></p> <p>Dear [REDACTED],</p> <p>Thank you for your email.</p> <p>For accuracy, I have sent one initial email and one follow-up after a week with no acknowledgement. This does not constitute harassment under any reasonable definition. It is entirely appropriate to expect a professional organisation to confirm receipt of a complaint, particularly where it relates to repeated ASB incidents linked to a licensed premises.</p> <p>You have stated that the matter has been passed to the appropriate member of your team. Please confirm the name and contact details of that individual so that communication can proceed through the correct channel.</p> <p>As previously outlined, there are now over 15 recorded incidents of public urination in the residents’ parking area, all logged through the Council’s reporting system. These are ongoing issues directly affecting</p>

	<p>details of the individual now handling the matter, so communication can proceed through the correct channel. He reiterated that there are over 15 logged incidents of public urination in the residents' parking area, all recorded through the Council's reporting system, and highlighted that these issues fall within the responsibilities of both the premises licence holder and the brewery.</p> <p>He closed by requesting a professional and timely response from the appropriate team member in line with the brewery's internal process.</p> <p>Tone: Measured, factual, assertive, procedurally grounded. [REDACTED] challenges the inaccurate framing, re-centres the discussion on documented ASB incidents, and requests clarity on the responsible contact.</p>	<p>residents and fall squarely within the responsibilities of the premises licence holder and the brewery as the operating company.</p> <p>I look forward to a professional and timely response from the appropriate member of your team in line with your internal process.</p> <p>Regards, [REDACTED]</p>
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7. Resident Evidence

Section 5 (page 13) in the original submission

This section has been included solely to highlight the ongoing parking issues. It is not intended, nor should it be used, as a basis for any form of harassment by the management of the pub towards local residents.

Original Posted Document

From [REDACTED]

28th April 2025

Hello Neighbour,

I am sick and fed up with the abuse of our 'Resident Only' parking at Harrogate Square. The final straw was that today, I had to reject a delivery because the truck could not park near my flat.



I have also recently noticed that some vans arrive on Friday or Saturday evening and are not recovered until Monday morning!

*Photo taken April 2025
CMD and
CASE Construction Vans*



The Police will remove Vehicles/Cars

*Photo taken on Sunday
27th April 2025*

My request to the council will be...

1. Replace old 'Resident Only' signs with new, larger signs
2. Road Markings – see below
3. Security gate at the walkway to the left [REDACTED] – see below
4. Camera logging to vehicles entering the resident parking area, I have a contact for the option – see below
5. Wheel Clamping – yes, it is legal





I am proposing generating a petition list to present to the Bury Council. I have researched the process, details: <https://www.bury.gov.uk/council-and-democracy/petitions> I have printed copies if required.

I am generating a paper list of names and would be very grateful if you could sign. If you have any questions or comments, please do not hesitate to contact me

Once the list has been completed, I will submit the petition to...

Democratic Services
Bury Council
Knowsley Street
Bury
BL9 0SW

Also, I have advised our neighbourhood advisor [REDACTED], Bury Council Housing, HousingEnquiries@bury.gov.uk
I will keep you updated on the progress of the petition. When the camera system is installed, it will be easy to add authorised vehicles, via registration plates, to be added to the system.

Thanks for your assistance in this matter.

[REDACTED]
[REDACTED]
Address above

Petition for Harrogate Square Parking BL8 2UD signatures

My request to the council...

- 1. Replace old 'Resident Only' signs with new, larger signs
- 2. Road Markings
- 3. Security gate at the walkway to the left of [REDACTED]
- 4. Camera logging to vehicles entering the resident parking area, I have a contact for the option
- 5. Wheel Clamping

Following my recent letter, I am collecting names for my petition, May 2025

This will be forwarded to:
Democratic Services
Bury Council
Knowsley Street
Bury
BL9 0SW

Organiser	Address	Signature
[REDACTED]	[REDACTED]	[REDACTED]
Name	Address	Signature
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Informal Reports

Statement following discussions with fellow residents

Over the last eighteen months there has been a marked increase in company vans using the Harrogate Square residents' parking area while attending the Black Bull for drinks. These vehicles are often left for extended periods, in some cases remaining parked for multiple days, strongly suggesting they have been abandoned following drinking sessions. This behaviour goes far beyond any reasonable or incidental use of the area and represents a misuse of a private residential facility intended for older and often mobility-impaired residents.

Residents have reported repeated inconvenience, blocked access, and a general sense that the parking area is being treated as an overflow or storage space rather than a retirement development with clear access needs and a duty of care. The presence of large commercial vehicles also increases noise, reduces visibility, and contributes to a feeling of reduced safety and control within the site.



Example clip of patrons of the Black Bull using the residents as overflow parking – 26th May 2025, 12:23

Incident reported to the management of Zarafa Group Limited with this response...

Thank you for bringing this to my attention. I have asked local management to investigate and report to me.

[REDACTED] *Group Managing Director*

The Black Bull's own car park has been significantly reduced following the major expansion of its outside beer garden. What was previously a functional parking area has now been limited to one disabled bay and only three usable spaces. This reduction has displaced a substantial amount of customer parking onto the surrounding residential areas, including Harrogate Square.

Several residents have reported the inconvenience this has caused, particularly for older people with mobility problems who rely on clear access to their homes. On at least one

occasion, access for an emergency ambulance was severely restricted due to vehicles associated with the pub obstructing the route. This incident highlights the risks created when a commercial venue expands its capacity without maintaining adequate parking provision, especially when located next to a retirement development with vulnerable residents.

8. Site Context and Supporting Material

Section 6 (page 20) in the original submission

Site View

The next page is an aerial photo of the area showing The Black Bull, The Rose & Crown, and the Residents' Location.

The majority of incidents occurred at the 'What3Words' location, link

<https://what3words.com/vows.joke.snow>



Aerial view showing the location of The Black Bull, The Rose & Crown, Lowercroft Primary School and the surrounding residential properties at Harrogate Square (BL8 2UD). Image illustrates the proximity of both licensed premises to residents' homes and the shared parking/walkway areas used daily by families and schoolchildren.

Ref: Evidence Pack – Supporting Application for Review of Premises Licence – 10 March 2026 – Page 20

Summary of Residents' Concerns

An increasing number of residents have reported that their visitors — including family members, carers, and essential support contacts — are often unable to find anywhere to park due to non-resident vehicles occupying the Harrogate Square parking area. This is particularly problematic in a retirement development where many residents rely on regular visits for social support, mobility assistance, and general wellbeing. When visitors are forced to park at a distance or abandon visits altogether, it has a direct and negative impact on residents' quality of life.

These difficulties have become more frequent as misuse of the parking area has increased, including school-run parking, pub-related parking, and company vans left for extended periods. The cumulative effect is that residents no longer feel they have reliable access to their own parking facilities, and many have expressed frustration, anxiety, and a sense of being overlooked.

This growing pattern of disruption is one of the key reasons I began preparing a formal parking petition to Bury Council. Residents have made it clear that the current situation is unsustainable and that formal intervention is now required to restore safe, predictable, and respectful use of the parking area.

Walking Routes

It has been suggested that the walkway is also been used by patrons of the Rose & Crown. The illustration below demonstrates that this is highly unlikely. It also highlights the walkway location in orange, clearly showing its position relative to both premises.



Newsletters

A3 newsletters have been hand-delivered, June 2025 & January 2026, to residents of Harrogate Square, the flats on Ainsworth Road, and Selby Walk. Each newsletter included a note offering residents the option to unsubscribe; no one has requested removal from the distribution list.

I received positive verbal feedback, as well as text and email responses acknowledging the updates and the work being undertaken. Examples include:

- “Received your leaflet, great job — couldn’t agree more.”
- “Great stuff, thanks for the update.” – Terry D
- “Hi Phil, hope you’re ok. Thanks for the update.” – Jane R
- “Great stuff Phil. Keep up the good work. Cheers.” – Stephen T
- “Many thanks for your update.” – Margaret M
- “Thanks for all your hard work in trying to combat the parking problems.” – Sue J

The next 2 Pages are, Newsletter June 2025 & Newsletter Jan 2026

NEWSLETTER

Distribution:

- The residents' flats that have signed the petition.
- Windscreens of vehicles parked in 'Residents Only Parking' areas.

June 2025

We're making bold strides forward

Have you noticed the lovely new, fresh yellow road markings around Lowercroft Primary?



Consequences are the inevitable outcome of action"

Your MP is now actively involved, bringing additional support and momentum

James Frith, [Member of Parliament \(MP\)](#), Bury North, I sent an email to James, 27 May 2025, with the subject ... "where do I park?"



Should you have any issues with this newsletter, contact: CustomerContactTeam@bury.gov.uk

or request to be removed from this distribution

I am truly grateful for the support from my fellow residents. This is only the beginning, and I remain fully committed to achieving the outcome we all aspire to....



Harrogate Square Residents Parking

Thwaites Area Manager is scheduled to visit the Bull...



I am advised, via email...

Hello [REDACTED]

I am the Area Business Manager responsible for the Black Bull Bury.

Thank you for your email below.

I will be having a meeting with my customer at the pub to discuss the issues you are reporting to ensure all information is collated to make a fully informed decision.

linda.goodfellow@thwaites.co.uk

Video Recordings...

CCTV is commonly used to document significant incidents, providing valuable footage for investigations, security monitoring, and legal evidence.

Guidance on the use of domestic CCTV Updated 1 August 2019

The [Information Commissioner's Office \(ICO\)](#) regulates and enforces the [General Data Protection Regulation \(GDPR\)](#) and the [Data Protection Act 2018 \(DPA\)](#).



NEWSLETTER – January 2026

Delivered by Hand



Important Notice to Recipients

This newsletter is a private communication intended solely for local residents and the authorised email list. Unauthorised sharing, copying, or wider distribution is not permitted. Recipients are expected to respect the privacy of the community and the purpose of this communication. All content is provided for local information and community interest. It is shared in good faith and is not intended to be defamatory, harmful, or misleading. I do not accept liability for any misuse, misinterpretation, or unauthorised redistribution of this material.

Harrrogate Square Residents Parking

Give Our Greenery a Chance



Our tree never stood a chance. When patrons drive up onto the kerb area, the soil is compacted and any planting is destroyed almost immediately. This space was created to provide greenery for residents – not to be treated as an overflow parking bay.

This SUV is a regular visitor to the Black Bull and continues to mount the kerbed section, showing complete disregard for the residents' parking area and the efforts to maintain it.

MONITORING OF OUR PARKING AREAS, residents have reported a significant increase in suspicious activity in our parking areas, including what appear to be drug-related drop-offs and quick exchanges. On Thursday and Friday evenings especially, the area becomes extremely busy, with vehicles arriving, meeting briefly, and leaving again. This behaviour is causing real concern for those who live here.

We are also continuing to experience anti-social behaviour from patrons, including repeated incidents of individuals urinating in the corner of our residents' parking area. This is unacceptable and creates both a hygiene issue and a safety concern for neighbours.

ANTISOCIAL BEHAVIOUR INCIDENT REPORTING – HOW YOU CAN HELP, over the past six months, I have submitted 14 incident reports, including three in January alone relating to public urinating in our residents' parking area. This has resulted in a case file being opened and we have been allocated an Anti-Social Behaviour Caseworker.

Rachel has advised, that the Council have requested signage to be displayed in the pub requesting patrons not to urinate outside in the parking area, as of this time, I have not been advised that this has been done, although drug signs are visible.

You can report incidents online via the Bury Council website: Search: Bury Council report anti-social behaviour online.

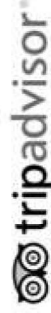
Alternatively, you can complete the paper incident form included on the reverse of this newsletter. This form was provided by our Neighbourhood Advisor at Bury Council.

Options are to send, post / email as advised at the bottom of the form, or post/drop the report to me and I will forward

FIRSTLY, A BIG THANK-YOU to everyone who supported the Parking Petition submitted in May 2025. Unfortunately, the response from Bury Council was disappointing. Their main position is that our parking area is classed as a National Highway and an Adopted Road, meaning anyone can park there provided the vehicle is legal – MOT'd, Taxed, and Insured. Any infringements to be reported individually.

Despite this, I'll continue exploring every option available that can benefit our neighbourhood. Your support, feedback, and involvement makes a real difference, and I appreciate everyone who continues to stand behind the push for positive change.

COMMUNICATED with [redacted] Area Business Manager, at Thwaites Brewery with responsibility for the Black Bull. She advised, via email, of the agreed action with the Black Bull, with regards to patron's parking in the resident's area, effectively "Promising to ask customers, when she is aware, not to park on Ashington Drive". Over the Christmas period, the landlady parked her own vehicle overnight in our residents' parking area. I have requested comments from Thwaites Brewery regarding this misuse of our residents' parking area, but no response has been received to date.



I have added to the tripadvisor discussion with:

"visitors should be aware that the parking area behind the pub is not intended for customer use. It is designated for elderly residents in the adjacent flats, and continued misuse of these spaces has caused significant disruption for those who live here. The passageway leading to this area has also been subject to ongoing antisocial behaviour, including public urination, and this is currently under investigation by Bury Council's antisocial behaviour team. As a resident, I strongly advise visitors not to enter or use the rear area under any circumstances".

If you find this informative, please give the post a 'helpful' vote and feel free to add your own comments.

Proposed Crossing

Our local councillor,

[redacted] has asked if we could help with a location for a pedestrian crossing on Ainsworth Road, my option would be as near to the junction with Watling Street. Contact details...



To unsubscribe from future newsletters, email or drop me a note

Email