

Licensing Act 2003 – representation in respect of premises licence / club premises certificate

Details or body making representation	
Your Name	Antony Michael Boundy
Your Address	Rose Cottage 35 High Street West End Woking Surrey GU24 9PL

Details of premises representation is about	
Name of premises	BP Oil UK Limited, Gordon Filling Station,
Address of premises	87, Guildford Rd, West End, Woking, Surrey GU24 9HJ
Application number (if known)	LAFULL/1371/21

Please tick one or more of the licensing objectives that your representation relates to:	
Prevention of Crime and Disorder	Yes
Public Safety	Yes
Prevention of Public Nuisance	Yes
Protection of Children from Harm	Yes

Please summarise your concerns about this application
<p>The BP Garage is restricted in opening from 06:00hrs – 22:00hrs. These conditions were imposed because the site is surrounded on 3 sides by residential properties. Any increase in these times would mean the residential properties would suffer a loss of amenity against the Surrey Heath Core Policy.</p> <p>The current licence to sell alcohol limits the opening time to 21:00hrs. Within a 500 metre radius of the site, there are 2 public houses and a social club selling alcohol. A 3rd source that could not easily impose legal restrictions on the purchase of alcohol would not be correct in the village.</p>

Sadly, the village is not policed to the level it should be and as a result, alcohol, drugs and substance abuse is far higher than it should be. The garage offering alcohol on an extended basis would almost certainly exacerbate the situation.

A number of applications for extension to these restrictions have been historically refused, recognising the garage is surrounded by residential properties and that extension beyond these restrictions will result in an unacceptable level of noise, nuisance, disturbance and general activity for residents. As such the proposal is contrary to Policy DM 9 of the Surrey Heath Borough Council development and Management Policies document.

During the day, the A322 is a very busy main road, compounded by the use of the M&S site inside the BP garage by people not purchasing vehicle related products. To make matters worse for the past 18 months, HGV vehicles have been re-routed by Surrey County Council through West End rather than Chobham. This additional vehicle movement along the A322 has undoubtedly negatively impacted on residential properties fronting onto the A322. That said, traffic noise currently between 23:00hrs and 07:30hrs is minimal and a welcome relief to residents. Should 24 hour opening of the garage be granted, the situation would be made even worse due to the traffic increase creating an unacceptable level of noise and light pollution making sleeping and living intolerable during unsocial hours.

West End is a village not an urban location, not the place for 24 hour provision of any sort. The previous application in 2008 for the same extensions were refused. The proposal does not enhance the village amenity or character. In closing, I strongly urge you to reject this license application as there will be a cumulative impact on crime and disorder, considerable increased noise and nuisance to local residents and a detrimental effect on Public safety. Local residents, The Parish Council and the West End Village Society (WEVS) are against this application.

Please give further details of why you believe this application will have an adverse effect on the licensing objectives

(a) The prevention of crime and disorder.

- 1) County Lines are a concern and 24hr opening will be a magnet for crime.
- 2) As has been stated above, we already experience problems with youths hanging around the village at night congregating in various locations – the bowling green, the recreation ground, and the skate park, but this will further encourage groups of loitering youths to visit and loiter near the garage whilst consuming drink and food during unsociable hours in and around the premises. This will be even more intimidating for local residents and passing pedestrians, especially the alley between Guildford road and Commonfields.
- 3) The recreation ground and bowling club opposite has varying problems with local youths gathering / drinking and vandalising the area such as the nearby Bisley football enclosure that has suffered considerable vandalism. There are also considerable problems with late-night drinking, disturbance and discarded bottles on the nearby Skate Park recently opened. History shows police resources are scant and unlikely to attend. Providing 24 hour access to light refreshment/ food, in addition to takeaway alcohol, can only elevate the potential for night time disturbances.

(b) Public Safety.

The garage is situated in the middle of a residential village - 24hr opening is more suited to a city, major town and motorway service station, not a “quiet village”. It is not justified or required.

(c) The prevention of public nuisance.

- 1) We are extremely concerned about increased noise and light pollution. The garage is located in a rural setting, surrounded by residential properties. The increased level of activity and the noise of cars, particularly those with modified exhausts, lorries and motorcycles with loud exhausts starting and stopping at all hours of the night will result in a substantial increase in noise and disturbance to residents and be to the detriment of residential amenities during unsocial hours. This point has been made by council planning officers in the refusal of previous planning applications that included proposals for an all night café. Light pollution will also increase due to the glare of security lights and additional lighting required to remain open 24 hrs.
- 2) Litter remains a major problem around this facility. The Owners do not keep a clean, tidy and efficient site. Litter is always present around the boundaries of the garage. Further, discarded litter on the nearby Rosewood Way recreational park will only be exacerbated. The police have recently indicated a Public Space Protection Order may be appropriate.
- 3) Part of the current conditions are for the garage to minimise noise disruption, but little effort is made. For example, the garage is meant to use rubber matting to reduce noise of deliveries but despite reminders they do not comply.

(d) The protection of Children from Harm.

I am concerned that with the recent local housing developments and increase in local youth population an all-night garage will result in a new “meeting place” for local youths also attracting further drug dealings by County Lines and illegal activities. A number of residents close to the site are elderly and have children with health conditions. 24 hour opening is likely to have an adverse impact on their wellbeing and quality of life.

How to make a Representation (Licensing Act 2003)

The statutory representation period begins the day after a valid application is received by the licensing authority and lasts for 28 consecutive days. During this time there must be at least one public notice in a local paper and a blue A4 public notice displayed on site for 28 consecutive days.

The application will also appear on the public register

<https://www.surreyheath.gov.uk/council/public-notices>

- **Prevention of Crime and Disorder** - relates to any crime, disorder or anti-social behaviour in connection with the management of the premises. The licence holder cannot be responsible for the conduct of individuals once they leave the premises.
- **Public Safety** - relates to the safety of the public on the premises – such as fire safety, lighting and first aid.
- **The prevention of public nuisance** - can relate to hours of operation, noise and vibration, noxious smells, light pollution and litter.
- **The Protection of Children from Harm** - relates to protecting children from the activities carried out on the premises whilst they are on the premises. The law already provides special protections for children, such as making it illegal for children under 18 to buy alcohol

All representations must be about the likely effect of granting the licence on the promotion of at least one of the four licensing objectives. It would be wise, therefore, to explicitly link any representation to one or more of the objectives.

It will also assist if the representation is specific to the premises and evidence based. Interested parties may, therefore wish to talk to local police beforehand, or document problems themselves by, for example, keeping a diary or photographic evidence of any incidents.

Licensing authorities will need to be satisfied that there is an evidential and causal link between the representation made and the effect on the licensing objectives.

In addition the licensing authority can only consider representations that are not “vexatious” or “frivolous”.

What does frivolous or vexatious representation mean?

“Frivolous” or “vexatious” will bear their ordinary meaning. Whether representations are frivolous or vexatious will be for the licensing authority to determine. For example, the licensing authority might find the representations were vexatious if they arise because of disputes between rival businesses or they might be frivolous representations if they plainly lacked seriousness.

If you are concerned that granting a licence in the terms it has been applied for is likely to have an effect on the promotion of one or more of these objectives you have 28 days to make a representation to the licensing authority. We recommend that if you wish to object to an application for a premises licence you use the representation form found below.

Representation (objection) may not be made anonymously. Any representations that are received will be included in a report to the licensing Committee. This report will be a public document and will be circulated to the parties involved prior to the hearing.

Licensing Act 2003 – representation in respect of premises licence / club premises certificate

Details or body making representation	
Your Name	Mr & Mrs M Bedwell
Your Address	Fellow Green House 89, Guildford Rd West End Woking Surrey GU24 9HJ

Details of premises representation is about	
Name of premises	BP Oil UK Limited, Gordon Filling Station,
Address of premises	87, Guildford Rd, West End, Woking, Surrey GU24 9HJ
Application number (if known)	LAFULL/1371/21

Please tick one or more of the licensing objectives that your representation relates to:	
Prevention of Crime and Disorder	Yes
Public Safety	Yes
Prevention of Public Nuisance	Yes
Protection of Children from Harm	Yes

Please summarise your concerns about this application
<p>Currently the Garage is restricted in opening from 0600 – 2200 hrs and is licensed to sell alcohol until 2100 hrs. Past applications for extension to these restrictions have been refused recognising that the garage is surrounded by residential properties and that extension beyond these restrictions will result in an unacceptable level of activity, noise, nuisance and disturbance to residents to the detriment of residential amenities. <i>As such the proposal is contrary to Policy DM 9 of the development and Management Policies document.</i></p> <p>Whilst the garage is situated on a busy road traffic levels are minimal from 2300hrs onwards and 24hr opening will attract more traffic causing noise and light pollution making sleeping and living intolerable during unsocial hours. This is a village centre not an urban location. Towns and cities are centres where 24 hour provision is more typical, particularly cities where the economy at night is more prevalent. Previous application in 2008 for the same extensions were refused and since then BP and the residents have coexisted in relative peace.</p>

The proposal does not enhance the village amenity or character, it will result in creeping urbanisation.

In summary we strongly urge you to reject this license application as there will ~~be a cumulative~~ be a cumulative impact on crime and disorder, considerable increased nuisance to local residents and a detrimental effect on Public safety. Local residents, The Parish Council and the West End Village Society (WEVS) are against this application.

Please give further details of why you believe this application will have an adverse effect on the licensing objectives

(a) The prevention of crime and disorder.

- 1) County Line are a concern and 24hr opening will be a magnet for crime.
- 2) We already experience problems with youths hanging around the village at night congregating at the skate park, but this will further encourage groups of loitering youths to visit and loiter near the garage whilst consuming drink and food during unsociable hours in and around the premises. This will be even more intimidating for local residents and passing pedestrians, especially the alley between Guildford road and Commonfields.
- 3) Recreation ground and bowling club opposite has varying problems with local youths gathering / drinking and vandalising the area such as nearby Bisley football enclosure that has suffered considerable vandalism to the tune of £15K. There are also considerable problems with late-night drinking, disturbance and discarded bottles on nearby Skate Park recently opened. Police resources are scant and unlikely to attend due to other priorities. Providing 24 hour access to light refreshment/ foods, in addition to takeaway alcohol, can only elevate the potential for night time disturbance.

(b) Public Safety.

Garage is situated in the middle of a residential village - 24hr opening is more suited to a major town not a "quiet village". It is not justified or required.

(c) The prevention of public nuisance.

- 1) We are extremely concerned about increased noise and light pollution. The garage is located in a rural setting, surrounded by residential properties. The increased level of activity and the noise of cars, particularly those with modified exhausts, lorries and motorcycles with loud exhausts starting and stopping at all hours of the night will result in a substantial increase in noise and disturbance to residents and be to the detriment of residential amenities in unsocial hours. This point has been made by council planning officers in the refusal of previous planning applications that included proposals for an all night café. Light pollution will also increase - glare of security lights and additional lighting required to remain open 24 hrs. Living in our residence, a listed building, will be affected especially as we are unable install double glazing to minimise any increases in noise pollution. Car alarms are a recurring nuisance during normal hours but will be intolerable thorough the night, **especially in the summer with open windows at night.**
- 2) Litter remains a major problem around this facility. The Owners do not keep a clean, tidy and efficient site. We regularly collect litter from our garden and in the road near these premises. Litter is always present around the boundaries of the garage. Further discarded litter on the nearby Rosewood Way recreational park will only be exacerbated. The police have recently indicated a Public Space Protection Order may be appropriate.
- 3) Part of the current conditions are for the garage to minimise noise disruption, but little effort is made. For example, the garage is meant to use rubber matting to reduce noise of deliveries but despite reminders they do not comply.

(d) The protection of Children from Harm;

We are concerned that with the recent local housing developments and increase in local youth population an all-night garage will result in a new "meeting place" for local youths also attracting further drug dealings by County Lines and illegal activities. Some adjacent neighbours are elderly and have children with health conditions. 24 hour opening is likely to have adverse impact on their wellbeing and quality of life.



Return your completed form to:

Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
GU15 3HD

Or by email: Licensing@surreyheath.gov.uk

How to make a Representation (Licensing Act 2003)

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It will also assist if the representation is specific to the premises and evidence based. Interested parties may, therefore wish to talk to local police beforehand, or document problems themselves by, for example, keeping a diary or photographic evidence of any incidents.

Licensing authorities will need to be satisfied that there is an evidential and causal link between the representation made and the effect on the licensing objectives.

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Licensing Act 2003 – representation in respect of premises licence / club premises certificate

Details or body making representation	
Your Name	Parish Clerk to West End Parish Council – Debbie Gooch
Your Address	The Sports Pavilion Benner Lane West End GU24 9JP

Details of premises representation is about	
Name of premises	BP Oil UK Limited, Gordon Filling Station
Address of premises	87 Guildford Road West End Woking Surrey GU24 9HJ
Application number (if known)	LAFULL/1371/21

Please tick one or more of the licensing objectives that your representation relates to:	
Prevention of Crime and Disorder	✓
Public Safety	✓
Prevention of Public Nuisance	✓
Protection of Children from Harm	✓

Please summarise your concerns about this application
<p>The Parish Council is concerned about the impact upon neighbours and the village of West End if the license is granted for 24 hour trading for the following reasons:</p> <ul style="list-style-type: none"> • The BP Garage is surrounded on three sides by residential homes who would be impacted negatively due to the extended opening hours from additional noise, light pollution and litter. • 24 hour opening could encourage youths to visit the garage (which is currently closed by 9pm most evenings) to congregate upon the Recreation Ground causing disturbance to residents throughout the night. • 24 hour opening would attract more traffic locally that would not normally visit the semi - rural village during the night • There is a BP 24 hour garage in Bagshot, less than two miles away and a 24 hour Esso shop and drive in Brookwood which is only a mile away, there is not need for an additional facility to be open 24 hours in West End.

- The 24 hour trading would increase the number of delivery trucks to the site, most likely in the evenings, causing more disturbance to neighbours.
- The Parish Council urge that the License be refused.

Please give further details of why you believe this application will have an adverse effect on the licensing objectives

Prevention of Crime and Disorder

The provision of a venue to gather or legitimately be where drugs can be traded. There is CCTV on site but criminals are adept at negating this tool. The current operating hours achieve a mutual level of business and residential amenity. West End Village has had issues with groups of youths gathering in Rosewood Way, acting in an anti-social manner. This site is very close to the BP Garage, by extending the opening hours it could provide additional incentives to gather.

Public Safety

There is a secluded alley beside the BP Garage, connecting Commonfields to Guildford Road that is used by many residents. This alley suffers from beer bottles and litter where consumption is out of sight and would be intimidating for residents having to negotiate any loitering, especially couples of all ages returning home from pubs and club in the village, or walking home from friends' houses past 11 pm.

The prevention of public nuisance

Many residents will tell you of the night racers with high powered motorcycles and vehicles with modified exhausts and music boom boxes. They seem to have a circuit that includes the A322 through West End leading up to the Lightwater bypass. A 24/7 garage will be an obvious pit stop with engines running and chatter. The inevitable wheelspin off the forecourt will add to nuisance. During the day it is common to hear car alarms going off, this would be silence shattering in the dead of night. People like to have windows open when sleeping in the summer as it is currently relatively quiet.

The Protection of Children from Harm

The village currently experiences minors being out late at night often accompanied by 18 year olds who can buy alcohol. The recreation ground has many examples of alcohol bottles littering the skate park and ditches. The BP Garage is the only local retail outlet for alcohol in the village and note the same products on sale there.

Return your completed form to:

Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
GU15 3HD

Or by email: Licensing@surreyheath.gov.uk

Licensing Act 2003 – representation in respect of premises licence / club premises certificate

RECEIVED AT R.H.R.O.

- 6 APR 2021

Details of body making representation	
Your Name	Mr and Mrs R Harper
Your Address	45 Commonfields West End Woking Surrey GU24 9JA

POST ROOM

Details of premises representation is about	
Name of premises	Gordon's filling station
Address of premises	87, Guildford road West End Woking Surrey GU24 9JA
Application number (if known)	LAFULL/1371/21

Please tick one or more of the licensing objectives that your representation relates to:	
Prevention of Crime and Disorder	<input checked="" type="checkbox"/>
Public Safety	<input checked="" type="checkbox"/>
Prevention of Public Nuisance	<input checked="" type="checkbox"/>
Protection of Children from Harm	<input checked="" type="checkbox"/>

Please summarise your concerns about this application
<p>Residential properties local to the garage will be severely affected due the additional opening hours that are proposed. Noise and light levels are already bordering on intolerable with car alarms, Revving of engines particularly motorbikes and accelerating away at speed disregarding the left turn sign at the garage exit ,car radios at full blast, loud shouting and screaming on the forecourt. A gathering point for the local youths, which will mean the alley/ pathway from Commonfields to the garage will be in constant use throughout the night with foot traffic.</p> <p>In the summer months this is even worse with windows and curtains open.</p>

Please give further details of why you believe this application will have an adverse effect on the licensing objectives

There will be an increase in litter discarded en-route to and from the garage which seems to be the norm at the moment with the existing opening hours.

Late night traffic, ie, taxi's , vans, trucks etc will re-route to use the garage.

It will disrupt our sleep as we start work early in the morning and will impact on our working day.

It will disturb young children who reside in neighbouring houses.

Refrigerator delivery trucks are already noisy with their cooling units left running during their stop, and fuel deliveries are even worse with total disregard for anyone living close by.

We are also concerned about the increase in criminal activity.

To summarise, we fully object to this proposal as it will adversely affect neighbouring properties and West end village as a whole.

Return your completed form to:

Surrey Heath Borough Council

Surrey Heath House

Knoll Road

Camberley

GU15 3HD

Or by email: Licensing@surrevheath.gov.uk