

REPRESENTATIONS LIST

APPENDIX D

Application No: 060173

Application Date: 25 June 2025

Licence Type: Premises Licence WITH Alcohol

Licence No: N/A

Application Type:New Application

Premises: Poltimore House  
Poltimore, EXETER, EX4 0AU.

Applicant: Poltimore House Trust  
Poltimore House, Poltimore, Exeter, Devon, EX4 0AU.

Person making Representation: Devon & Cornwall Police  
Licensing Department, Launceston Police Station, Launceston, Cornwall, PL1

Representation Accepted: Representation has been accepted

Reason: Agreed Position

Details: Team,  
  
Please see the below email trail detailing an agreed position I have come to with the applicants for the above New Premises Licence, in light of this I would like to make a representation under the Prevention of Crime and Disorder and the Protection of Children from Harm licensing objectives to have the amendments/additions made to the licence should it be granted.  
  
Cheers  
  
M ke  
  
M ke Norsworthy  
  
Alcohol Licensing Officer (Teignbridge and East Devon)  
Prevention Department  
Devon and Cornwall Police  
Mobile [REDACTED]  
  
Hello Mike,  
Thank you for your email.  
We agree to the additional conditions, amendments and additions as outlined in the email below.  
With very best wishes  
  
Rosemary  
Rosemary Exton  
Branches Café Lead  
Trustee  
Poltimore House and Grounds  
  
Poltimore House Trust  
Poltimore House  
Poltimore  
Exeter, EX4 0AU  
  
M [REDACTED]  
  
Good morning Rosemary,  
  
Following the resubmission of your application can you please confirm you are in agreement with the additional conditions we have previously agreed to as below?  
  
Cheers  
  
M ke  
  
M ke Norsworthy  
  
Good afternoon Rosemary,  
  
I am in receipt of your application for a New Premises licence at the above business. Having assessed the application, in order to further promote the Licensing Objectives, I would like to have the following amendments/additions made to the licence should it be granted. If you agree with the amendments/additions please reply to me clearly stating that you agree to the amendments.



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There is no requirement for you to contact the Local Authority to make any amendments to the application, when we have come to an agreed position, I will forward the agreement to the Local Authority who will make the necessary changes should the licence be granted.

#### UNDER THE PREVENTION OF CRIME AND DISORDER LICENSING OBJECTIVE

Add the following conditions: -

##### STAFF TRAINING

All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- i. The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- ii. The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.
- iii. How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- iv. Recognising the signs of drunkenness.
- v. The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- vi. Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12-month intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

##### INCIDENT LOG

An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- i. Any incidents of disorder or of a violent or anti-social nature
- ii. All crimes reported to the venue, or by the venue to the police
- iii. All ejections of patrons
- iv. Any complaints received
- v. Seizures of drugs or offensive weapons
- vi. Any faults in the CCTV system
- vii. Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 24 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

##### DOOR SUPERVISORS

At any time when alcohol is offered for sale at the premises, the DPS will risk assess the need for Door Supervisors depending on the type and size of event planned. Should it be felt that there is a need for Door Supervisors there shall be a minimum of 2 who will be Security Industry Authority (SIA) registered.

#### UNDER THE PROTECTION OF CHILDREN FROM HARM LICENSING OBJECTIVE

Add the following conditions: -

##### CHALLENGE 25

There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 25 proof of age requirement. This means that staff working at the premises must ask individuals who appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- A photo driving licence
- A passport
- An identification card carrying the PASS hologram

Unless such identification is produced the sale of alcohol must be refused.

This policy will include documented steps taken to prevent adults from purchasing alcohol for or on behalf of children under 18.

##### REFUSALS REGISTER

An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all



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alcohol sales refused. The register will include:

- i. the date and time of refusal
- ii. the reason for refusal
- iii. details of the person refusing the sale
- iv. description of the customer
- v. any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority.

All entries must be made within 24 hours of the refusal.

I look forward to hearing from you

Kind regards

M ke

M ke Norsworthy

**Evidence:**

**Suggestion:**

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**Premises:** Poltimore House  
Poltimore, EXETER, EX4 0AU.

**Person making Representation:** James Westoby

**Representation Accepted:** Representation has been accepted

**Reason:** Crime & Disorder, Public Safety, Public Nuisance & Children from Harm

**Details:** 13th July 2025

Dear Licensing

This is a representation to object to the above proposal.

We are writing to object to the issuing of an alcohol licence/open hours/activities to Grade 2\* Listed Poltimore House (PH) for the following reasons:

**Crime and Disorder**

Over the last year PH has been vandalised on a number of occasions and, as you should be aware it was recently set on fire, causing the Trust to lose many, many tens of thousands of pounds of investment and huge number of hours of work that had been slowly built up over years by the volunteers. This impacted us directly, as we had no electricity for a few days.

Security is non-existent and can never be enforced. People can gain access to the house via the 13 acres of ground and various fields surrounding it and it would be impossible for the Police to take any timely effective action where instances of crime or public order offences occur.

They say they will limit numbers. We would be interested to know how this would work as the venue itself is quite small (capacity around 50 people maximum) but the grounds are directly accessible - it would need a team of [a dozen burly] security guards to even patrol the ground let alone how they would actually deal with unruly behaviour, and at night, and in the dark?

How is the statement 'and where necessary' defined and who defines this? Surely, attempting to be a 09:00 to (say) midnight operation this would require the aforementioned dozen burly security officers all the time.

According to the 'Charity Commissions' website they have 4 trustees and 25 volunteers - none of these live locally and therefore have no 'skin in the game'. The volunteers are mostly elderly. I certainly wouldn't put myself up against an unruly person/mob on those criteria.

**Prevention of Public Nuisance**

What PH are proposing would negatively impact on the quality of our lives in toto.

Opening EVERY day from 09:00 even to midnight is totally unacceptable in any residential area. Once people know that PH is open until ungodly hours in the morning after pub closing times, it is likely that people already 'three sheets to the wind' will attempt to get there. Encouraging them to drink more, causing a problem for any security (that purportedly will exist). Being written up in a log will not be any sort of deterrent.

An off-licence is not required. The local Co-Op in Westclyst as well as Spar, Aldi, Lidl, Sainsbury's in Pinhoe all sell alcohol and are easily accessible on main roads from the housing estates which have materialised over the last few years. And it is not like it would cause a littering problem along the road as people discard their bottles/rubbish on the way home, is it?

There are a number of public houses in the locality (Heart of Oak, Red Lion, The New Inn and others).

Nearby (far larger and better set up) Killerton House does not appear to have an alcohol licence. It is far more usable (and comprehensive) as a venue and their stated hours are 10:00 to 17:00 for premises (dawn to dusk for the 2600 Hectares of parkland). Events generally finish before 21:30.

The number and variety of activities proposed effectively means that this will be an all-day/every-day business - which would stop us EVER being able to use our garden or even our home as a home.

PH say they will put up notices regarding "littering, and extra bins, noise reduction, traffic (doors slamming, beeping horns, shouting & loud music)" - no-one will take notice of these. There is already a notice saying 'Private Property' - this did not stop it being set on fire last year or trespassing, climbing over the gate etc.

The "reductions" would be impossible to achieve as the drive from where they are proposing to the exit point is approximately 400meters away, on the other side of the house. Would they have people stationed all along the route to ensure that people are not disturbed?

PH currently have contract waste and the (large, sometimes overflowing) bins are left on the (part owned by us) drive, sometimes for days before being emptied. And when they are empty, do they take them in immediately? What do you think!

The ONLY usable internal area they have is an old chapel with asbestos! There is little to reduce noise transmission from the inside.



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The proposal to sell alcohol and play music in a residential area means that there will be nuisance, noise and anti-social behaviour caused to residents throughout the day and into the early morning.

According to Gov.UK "Noise should not affect the ability to unreasonably and substantially interfere with the use of a home".

We (and other properties into Poltimore village proper) will be directly affected, as this is open land with no way to stop noise and not enough distance for it to be muted. With the, fortunately few, current noisy external events we have sometimes been unable to sit in our garden and/or had to close windows (on a hot summer's day) trying to stop the constant boom-boom which is the sound that carries.

Gov.UK states that - "After 23:00 levels should be less than 34 dB", the sound of a gentle whisper or a quiet library - this could not be achieved with ANY sort of activity involving more than a few people - certainly not the numbers/events/times they are suggesting/expecting.

Not ONCE in the 20+ years we have lived here have they shown any consideration to us as neighbours or told us in advance of events, and they have NEVER provided contact details.

When the café was introduced, there was no contact about the impact it would have on us regarding traffic, footfall, rubbish etc. In fact, we learnt of this proposal from a police officer who was visiting to see where the original notice was put (which was out of obvious sight).

PH have on more than one occasion played live music in the open-air area well after midnight and on some occasions until 04:00 at which we had to go and complain.

As to the times, there are still people (myself included) who work 5 days a week. When am I supposed to sleep, as even after the proposed hours there would likely be people around for some time after.

Moreover, the volunteers/staff would NOT be around for every hour of every shift of every day - they would get a respite from the unrelenting nuisance - we would not. There is a name for this - torture.

#### Public Safety

The only road into PH goes right past our house and over the (part-owned by us) shared drive.

Current events have caused cars to spill onto the main road, making through traffic needing to use the other side of the road (on a bend). Politely asking cars blocking our ingress/egress to move (which we should not have to do) has resulted in some aggressive reactions, even from the volunteers.

How are these supposed 'peaceful merry revellers' to get to PH. There are no buses, the main road to Poltimore is unlit and there are no pavements. They would probably (as the vandals did) cut across the local farmer's field which often have livestock and no doubt some will have their 'Fido' with them - that's not going to be problem is it?

So, they will may be driving.

At night, vehicles would be driving the unlit road, which pedestrians/children would also be using to go home up to the village. It only takes one 'under the influence' driver to cause a death.

Even now with the café open during the day cars come around the corner, over part of our drive and down to PH at excessive speed. This means that our only safe egress is for my partner to walk out and check that it is safe to move out. Even so this has resulted in 'close calls' as vehicles assume it is "just a road".

There may well be a maximum (as I have noted) for the Chapel itself - but this could NEVER be enforced in the surrounding open land.

The few toilets are external - it is likely some will avail themselves of the 13 Acres of grounds! Not a great idea. If you are "lucky" there won't be a drug problem in unlit grounds, not believable, is it?

'Exit signs to be visible' has very limited effect when there is just a single drive into and out of the area. Wouldn't be very useful should another fire arise requiring the Fire Brigade to attend trying to get past a contra-flow of traffic.

#### Protection of Children from Harm

This is related in the fact that children from the village would be walking back up to the village along the unlit, no-pavement road with persons who primarily are going to an all-day drinking establishment.

The point above about people using the open grounds as toilets (or drugs) is also pertinent here.

'Parents to supervise own children'. How is this going to work when the parents are drinking and there is open space outside. As to them leaving by 22:00, I can foresee that this might well mean that ANYONE left after that time is determined to become seriously drunk. Unless the little darlings are walking home alone...

The unlit grounds make assaults possible with no way to prevent or possibly cope with incidents.

Although the main house is boarded, children will be children (as I was) and they would find a way in to the, vandalised and unsafe, property, which has a number of different types of asbestos. The reason the Fire Brigade would not enter the property to extinguish the recent fire.



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'Team to report any issues'. And the effect of this is - what exactly and to whom?

WRAP-UP

Being essentially a rural, residential area there isn't the infrastructure (roads, transport, amenities, utilities) to cope with this sort of mass-market business, which is what is being proposed.

Their stated remit is to restore Poltimore House, now while this may provide an income stream it brings far more problems than solutions.

Simply put - would YOU want to live next to this?

We urge licensing to reject this proposal.

Thank you.

James & Susan

Name: James D Westoby Susan Westoby

[REDACTED]

Reference No: 060173

Premises: Poltimore House, Poltimore, Exeter, EX4 0AU

Dear Licensing

We have just had a reply from the Charities Commission [CC], as below.

As they are proposing all-day, every-day off/on licence sales this would seem to contradict the CC's Guidelines which state it should be related to an event AND that only participants etc. should be served.

Please could this be taken into consideration as part of our original objection.

Thank you.

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**Evidence:**

**Suggestion:**

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**Person making Representation:** Susan Westoby

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