

Fri 28/08/2026 09:06

Dear Sue,

I'm working with the Northern Roots team to set up their Food & Beverage Operations and have been involved in submitting the licensing application.

The team shared your email regarding representations received in relation to our premises licence application, reference 120487.

We have read the concerns raised by Mr and Mrs Bird carefully and would like to provide some clarification, which we hope will offer reassurance. We would also be very happy for this response, together with the attached licensing perimeter map, to be shared with them.

We understand why the wording of the application may have caused concern. The application form records live and recorded music as taking place "*indoors and outdoors*" between 08:00 and midnight. Read in isolation, we appreciate that this could give the impression that Northern Roots intends to play amplified outdoor music throughout those hours, potentially seven days a week. However, this is not our intention.

The Welcome Building will primarily operate as a daytime café, visitor destination and community facility. It is not intended to operate as a late-night bar, nightclub or music venue.

The purpose of applying for wider licensed hours was to provide sufficient flexibility for occasional events such as community, cultural, educational, arts, food and drink, seasonal and private events, without Northern Roots having to seek a separate authorisation every time such an event takes place. The hours applied for therefore represent the maximum permitted envelope within which activities *could* take place, rather than the intended day-to-day operating hours. Our regular hours of operation will predominantly be during café and visitor-centre hours.

We particularly want to reassure residents about the outdoor music element of the application. Northern Roots does not intend to provide loud outdoor music from 08:00 until midnight every day, or anything approaching this frequency. However, on the licensing application, the only options given are '*indoors*', '*outdoors*' or '*both*', as per the attached screen shots.

Outdoor music would only be associated with occasional appropriate events. We recognise that the impact of music outdoors is different from music taking place within the Welcome Building, and that particular consideration needs to be given to neighbouring residents during the evening. We are therefore willing to agree to an appropriate condition on the premises licence to make this distinction clear, and propose the following condition:

"No amplified live or recorded music shall be provided outdoors after 21:00."

Music and entertainment taking place later than this would therefore be indoors.

We would be grateful if the Licensing Team could advise whether this can be agreed as an additional condition to the application while retaining the hours currently sought for indoor activities?

Northern Roots takes its responsibilities towards neighbouring residents very seriously. As set out in our operating schedule, music and entertainment will be managed to minimise noise breakout, staff will monitor external areas, litter associated with the premises will be cleared, and management will respond promptly to any complaints relating to noise or nuisance.

Outdoor events will also be planned proportionately according to their nature and scale. Where appropriate, this will include event-specific plans and risk assessments covering matters such as staffing, security, access and dispersal, noise management, safeguarding and the management of alcohol.

We are also conscious of the concerns raised about existing anti-social behaviour in the wider area. Northern Roots certainly does not wish its activities to exacerbate those problems. The intention is to create a well-managed, family-friendly community and visitor destination, with licensed activities taking place under appropriate management and supervision. Northern Roots is being created as a community asset and we very much want to have a positive relationship with the people who live around the site.

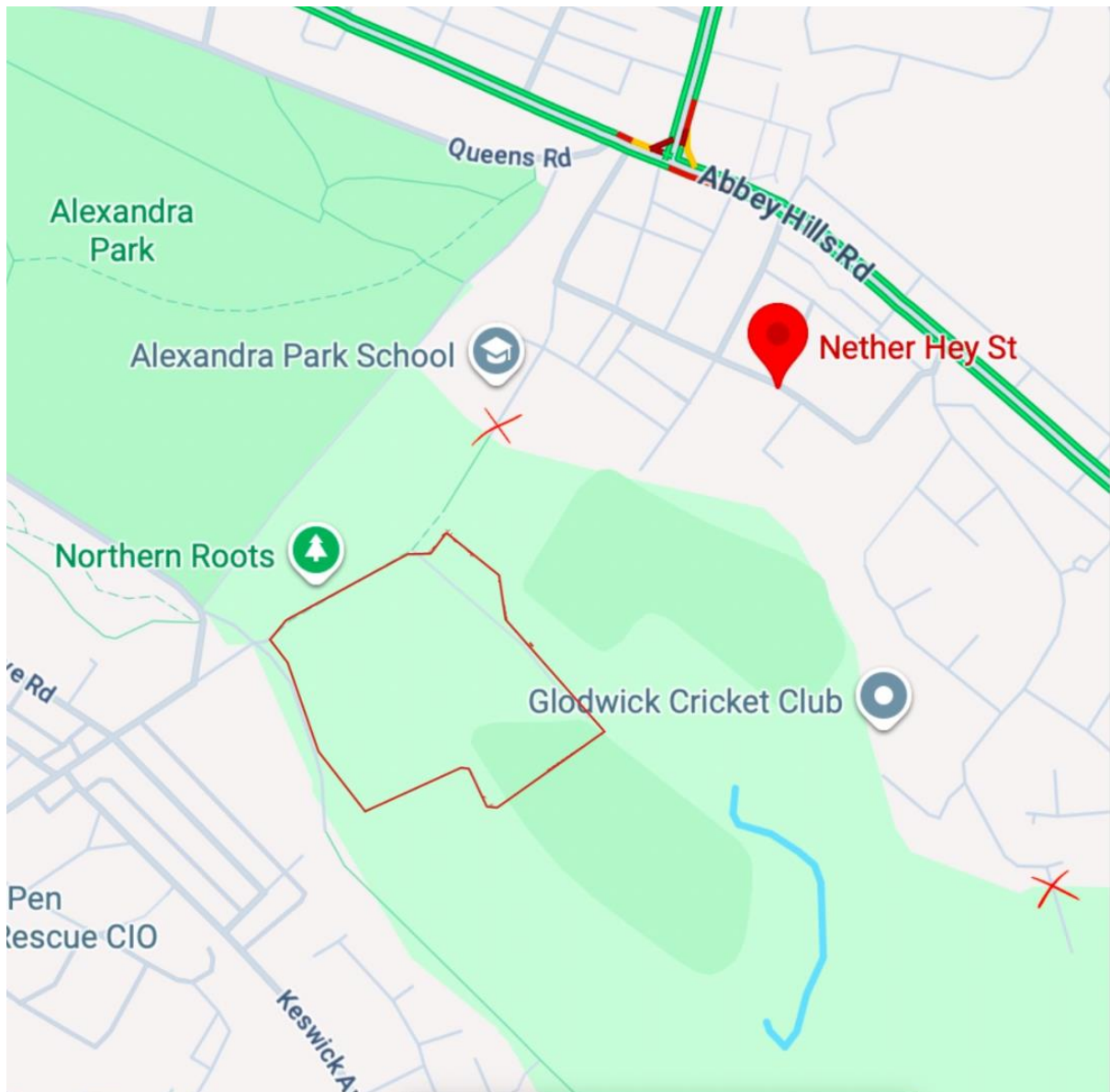
In addition, the Northern Roots site extends across approximately 160 acres, but the premises licence application does not relate to the whole Northern Roots site. The licence actually only relates to a much smaller defined area around the new Welcome Building and its associated external areas. We have attached a location plan showing this area outlined in red, together with its position in relation to the surrounding residential areas. We hope this helps to clarify the location, as both representations understandably refer to uncertainty about precisely where the licensed premises is situated.

We hope the clarification about the relatively small licensed area, the occasional nature of outdoor events and, particularly, our willingness to accept a restriction on the hours of outdoor amplified music helps to address the principal concerns raised in the representations.

We would be very happy to discuss these points further with the Licensing Team and, if appropriate, at Northern Roots with the residents concerned, with the aim of resolving their representations by agreement.

Kind regards,

Mary-Ellen McTague



Recorded music Standard days and timings (please read guidance note 7)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	
				Outdoors	
				Both	✓

Live music Standard days and timings (please read guidance note 7)			<u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	
				Outdoors	
				Both	✓
Day	Start	Finish			