

licensing Department
Isle of Wight Council
Ref. No: 18/00275/LAPNEW

26.03. 18

Dear Sirs

With reference to Red Funnel Cowes red Jet terminal application number Ref. No: 18/00275/LAPNEW
I strongly object to the application and my objections are outlined in the following points. I also attach photos.

1. The plan is not accurate and deliberately omits the close proximity of my home which is only a matter of a few feet from both the gangway and the terminal entrance. **There is no requirement for plans to show the proximity to other premises.**
2. The area for the application is high footfall (red funnel quote 2 million per year for the red Jet terminal) being a major gateway to the Island. The area is a major travel interchange for the Island and includes buses and taxis as well as private cars. **These comments are not relevant as they do not relate to the licensing objectives. But my points do still have an impact which I feel should be considered and which I think are relevant as they do have an impact on the Objectives**
3. The application is restricted by the small waiting area within the ticket office where passengers are also accessing the tickets, toilets and the gangway to the Red Jet. This area is regularly congested as the queues for the ferry often fill the ticket office and trail back down the length of the Arcade walkway to the high st and people needing tickets have to push their way through to buy their tickets then join the queue. **These are existing issues that have no bearing on whether or not alcohol is being sold inside the terminal or not. The applicant is not attempting to encourage people into the terminal to buy alcohol. A licence (if granted) would simply allow waiting passengers to purchase an alcoholic drink prior to boarding the Red Jet if they so wished. This is no different to the licence previously held by Red Funnel for the Steam Café, that until recently was located further along the pontoon. The foot traffic passing through the terminal is unlikely to increase in any way just because the premises are licensed to sell alcohol. i**

The existing issues do have a bearing on the limited space with the terminal as there will be increased sales (which is the intention of selling alcohol naturally) therefore more passengers will be wanting access to the terminal to purchase alcoholic drinks and not waiting in the queues or waiting in the other café in the Arcade or the Fountain Inn as they do now and which often stretch down the arcade. Steam café, no 7 the arcade was situated away from the congested area, did not sell alcohol and always close at 5.30 pm. NB. Steam was moved to the terminal only a few months ago and has not functioned during the high season, it is yet to be seen what impact the café location has during times of the summer season's exceedingly high traffic and terminal usage

4. Application includes drinking of alcohol for outgoing passengers drinking in the gangway when incoming passengers are alighting from the Red Jet is a very real cause for concern especially at festival times when there is a high volume of people in high spirits and party mode after drinking all day and evening leaving the Island. **The consumption of alcohol within the gangway would technically be permitted whether a premises licence was granted or not as persons waiting for the Red Jet would be able to consume these types of drinks without purchasing them from the Red Jet terminal. There have been no reported incidents to date of this nature and with a responsible management policy in place I do not consider the risk of crime and disorder to be a likely outcome should the licence be granted**
~There has been trouble with drunkenness within the gangway as I'm sure the police will confirm and I have witnessed it myself many times. I have seen the police escort passengers to and from the ferry on the gangway when these instances occur.
5. The inclusion of an application during anti social hours (from 23.00hrs) in festival times including Cowes Week is unacceptable with a residence only a few feet away and noise is already not acceptable when ferries run into

the early hours. NB at festival times there are always problems with drunkenness and violence and the police are often called to assist and often it is necessary to escort passengers past any trouble. To allow these already high spirited people to access more alcohol whilst waiting for a ferry seems to be just asking for more trouble. Also please note the Red Jets also sell alcohols and therefore anyone wanting a drink can easily wait until they are on the ferry. It is a fairly regular occurrence that police are called to the terminal to deal with violent or drunken people. **The police as a "responsible authority" under the Act have made comments and agreed conditions with the applicant. In consultation with the police the application has been amended and all non-standard timings have been removed. The hours applied for now in respect of the supply of alcohol are Monday – Saturday 09:00 – 23:00 and Sunday 10:00 hours to 23:00 hours only.**

As my letter stated I would be happy not to object should the non standard timings be removed. However I do still feel that alcohol should not be served after 8 pm. my comments still stand for the following reasons.

1. Cowes high street offers live music in most bars and we have excellent restaurants, it does attract day and more importantly evening visitors from Southampton who come for a good night out, all good for Cowes which is what we want. However NB whilst living here for the past 15 years we have had drunken marauding students coming over on mass once a week misbehaving causing damage and nuisance in the town and here in the terminal, (I have also had my property damaged) the police were often called to assist, eventually Red Funnel banned the students from the Red Jets but they again started coming again a year or so later, the same happened and Red Funnel banned them again but only after a considerable nuisance and damage caused within the town and terminal. Although we have not had them since as yet but there are still constant issues with people coming to Cowes on the RJ for an evening out with drunken and aggressive behaviour whilst waiting for a ferry to go back to Southampton. I witness this and any suggestion that it doesn't happen is not so. You may remember that Rock on the Dock was granted a licence at 9 the Arcade which is opposite the terminal doors only 6 feet across the pavement. That licence was granted until 8pm and I feel that for the same reasons that 8 pm was stipulated for Rock on the Dock that the application by red funnel should also be restricted. When commenting that most passengers arrive only ten minutes before hand it is likely if passengers have been in Cowes partying that they will arrive earlier when they know they can get a drink whilst waiting. Red Funnel wish to increase sales naturally otherwise they would not be considering this application. If their passengers only arrive 10 minutes before boarding the ferry then surely they can wait until they are on the ferry where they can order a drink and relax in comfort during the journey to the mainland.
6. The emergency route (green arrows) from the gangway takes passengers onto the Red Jet pontoon and along the town quay public landing pontoon with no safety barriers to stop anyone from falling into the sea especially those who have been drinking alcohol **Again as per point 3 these are existing issues that have no bearing on whether or not alcohol is being sold inside the terminal or not. This has never been an issue before despite there being many licensed premises in Cowes where people can consume alcohol and then catch the last Red Jet back to the mainland.**
7. My front door and only access to Britannia House, is only a matter of a few feet from the gangway in a very restricted area being a bottle neck at all busy times when passengers are disembarking, waiting bus passengers and also others are trying to actually access the ferries against the tide of disembarking foot traffic. **This has no bearing on whether or not alcohol is being sold inside the terminal. People are not going to the terminal for the primary purpose of consuming alcoholic drinks; their primary objective would be to catch the Red Jet. But according to RF most passengers arrive with only ten minutes time before boarding the ferry. Point made no 5. Time to get a ticket, queue for a drink and drink it?!**
8. My bedrooms and living rooms look down directly onto the terminal doorway and are only a few feet away. **This has no bearing on whether or not alcohol is being sold inside the terminal. As stated in point 7 a person's primary objective would be to catch the Red Jet.** Late night noise and high spirited behaviour and of course any aggressive behaviour is public nuisance, as stated above people travelling on the red jet from Cowes in the evenings are not all sober and very often already inebriated and high spirited or aggressive after a night out in Cowes.
9. NB I have long standing covenants in my deeds, agreement between myself and Red funnel that they cannot cause in anyway a 'Nuisance' to Britannia house this covers noise, obstruction, putting my safety at risk, lighting etc. Red Funnel is well aware of these restrictions. If this application should granted I will have no alternative

but to take this up legally and I will be most likely seeking an injunction to stop it. These are civil matters between you and Red Funnel. Objections to the grant of a premises licence must be relevant to the licensing objectives and must show how the objectives will be undermined specifically as a result of the licensable activity taking place. Issues that currently exist are not as a result of any licensable activity taking place. I am aware of this but I do have these options should my reasonable comments not be taken into account.

10. The Fountain Hotel is within the terminal yard and already serves alcohol with large comfortable bars where passengers can drink in comfort whilst waiting for the ferry without causing any obstruction to passengers accessing the ticket office and machines, toilets and queuing for the Ferry. Red Funnel passengers ultimately have a choice as to where they purchase a drink from (alcohol or otherwise) so whether it may be from a nearby premises such as the Fountain Hotel or the Red Funnel terminal, it is a choice made by them. An obstruction will not necessary be caused due to them choosing to purchase the drink from the terminal. As you have already stated there is at times a constant footfall of passengers passing in and out of the terminal already therefore the risk of obstructions being caused are highly unlikely to change as a result of a licence being granted and would not be a likely outcome to as to impact on one or more of the four licensing objectives. I disagree. As the purpose is to sell alcohol to increase sales the customers numbers will also increase which is the objective this will have an impact on an already restricted area whilst more passengers will be endeavouring to access the terminal building and stay there having a drink of alcohol.
11. Another very important and valid point is that the public walkway along the Arcade and the yard are totally unlit at night. The yard and arcade are dangerously dark and risk possible injury to all users either by tripping or from attack and even more so now as Red funnel have applied to planning for an ATM machine. This again is an existing issue which has no bearing on whether or not alcohol is being sold inside the terminal. Many people currently access the pontoon during the hours of darkness having consumed alcohol elsewhere. The applicant states that they can consider putting in additional lighting if necessary however to date no issues have been reported to suggest that this is a problem. The issue of no lighting in the yard and arcade has been brought up several times over the 15 years I have been here. The applicant has always stated that they would 'consider' lighting and have agreed that it is necessary for the safety of their passengers but it has never been carried out.
12. There is no significant regular police patrol through the yard. This lack of lighting was highlighted this week by the discovery of an elderly man with head injuries, whether he was attached or fell it wasn't know but had the area been lit then he most likely would have been found much earlier and if attacked then had there been lighting the attacked could well not have taken place. I have spoken with the police and this incident had nothing to do with Red Funnel or this application. Again if there is an existing issue with lighting then this should be addressed, however it has no bearing on this application. Red Funnel own the yard and lighting for public safety is their responsibility and that of the Council. It is a public right of way/highway. There is now and then drunken behaviour on their premises and no lighting does encourage the likelihood of ill intent. There is still the problem of little if no police patrols. NB this is not the fault of the police but the patrol coverage is far from adequate if any but is a result of the Government cuts and police response--if they can is at an all-time low. The area as it exists does not need RF encouraging further drinking late at night. If their passengers are only arriving 10 minutes before, buying their ticket, queuing for a drink it leaves very little time before the RJ arrives. then surely they can wait until they board the ferry and are able to sit in comfort with a drink for the duration of their journey.

I would be less likely to oppose this application if alcohol was only served within the terminal waiting room and the hours were restricted to no alcohol after 8pm and no extended hours for festival and Cowes week.

Alcohol would only be served from the terminal (consumption is not a licensable activity). The hours have been reduced in consultation with the police (Monday to Saturday 09:00 – 23:00 and Sunday 10:00 hours to 23:00 hours only.)

Passengers only have a short while to wait before they can order a drink on the ferry, or they can have a drink in the Fountain Hotel, Also no consumption of alcohol to be allowed in the gangway and the Yard and Arcade walkway must be adequately lit. I strongly object to drinking in the gangway and late night sale of alcohol, noise from rubbish disposal up to 11pm, rowdy inebriated passengers after 8 pm. The applicant states that at busy times and during large events they have external security patrolling the terminal. When necessary security work extended hours to reflect requirements. They also state that in the last 12 months there have been no reported incidents including drunk people in the West Cowes terminal and that the majority of customers arrive within 10 minutes of a sailing and therefore waiting time at the terminal is minimal. This is not true, I have certainly witnessed drunken aggressive behaviour in the last year.

Their patrols do not keep the noise down or stop drunken aggressive behaviour; they can only deal with it as best as they can.

For the reasons set out in green above, I believe that my objections are far from being unreasonable and do have relevance and bearing on the suitability of the application and I am delighted that the police have restricted the hours to 9 am -23 hr with non-standard hours being removed. I would be happy to withdraw my objection if the hours were reduced to 9.00 – 20.00hrs as previously stated, I have no wish to oppose Red funnel and I am certain that my objections and suggestions of acceptable serving times are very reasonable. Please note my comments with regards to the granting of Rock on the Dock licensing hrs.and also Steam no 7 and 8 the arcade which never sold alcohol and always closed at 5.30 pm

Kind regards

S. Rogerson (Mrs)

Photos attached.