LICENSING SUB-COMMITTEE
15th September, 2026

Present:- Councillor Hughes (in the Chair); Councillors Brent and Jones.

Also present:-

Mr. Muhammad Fawad Mansoor, Senior Operations Manager
Mr. David Rittenburg, Nominated Designated Premises Supervisor

Councillor Yasseen, Ward Member
"Other Person" 19
"Other Person" 2
"Other Person" 4
3 Local Residents

Mrs. Diane Kraus, Principal Licensing Officer
Mr. Alan Pogorzelec, Licensing Manager
Ms. Katie Etheridge, Legal Advisor
Mrs. Dawn Mitchell, Governance Advisor
Mrs. Claire Liversidge (Observer)

LICENSING ACT 2003 - LICENCE - CONSIDERATION OF AN APPLICATION, AS AMENDED, (MADE IN ACCORDANCE WITH S.17 OF THE LICENSING ACT 2003) BY HOTELS AND RESORTS LTD FOR THE GRANT OF A PREMISES LICENCE IN RESPECT OF PREMISES KNOWN AS THE CARLTON PARK HOTEL SITUATED AT 102-104 MOORGATE, ROTHERHAM. S60 2BG

Consideration was given to an application (made in accordance with Section 17 of the Licensing Act 2003) by Hotels and Resorts Ltd. for the grant of a Premises Licence in respect of premises known as the Carlton Park Hotel, 102-104 Moorgate Road, Rotherham S60 2BG.

The application, as amended, was seeking authorisation to allow:-

- Sale of alcohol for consumption on and off the premises and the provision of live music and recorded music (indoors) on every day of the week between 10.00 a.m. and 12.00 Midnight

- Provision of late night refreshment (indoors) on every day of the week between 11.00 p.m. and 12.00 Midnight

- Extend permitted hours by an additional one hour i.e. from 12.00 Midnight to 01.00 a.m. on the day following:-

- The Friday, Saturday, Sunday and Monday of the Easter, Spring, Whitsun and August Bank Holiday weekends
- Maundy Thursday, Christmas Eve and Boxing Day

- Extend permitted hours on New Year's Eve to the start of permitted hours on New Year's Day (24 hour opening)

Consultation on the application had been carried out in accordance with all statutory requirements and the Council procedure and, at the end of the consultation period, representations opposed to the grant of the application had been received from one Responsible Authority and 37 "Other Persons", one of whom was the local Ward Councillor.

Mrs. Kraus, Principal Licensing Officer, introduced the application highlighting:-

- The representations received had been forwarded to the applicant company. The application had been amended and a series of management control conditions offered which would be added to the licence if it was approved
- During the conciliation process the application had been amended and the requested hours reduced and the request to allow the performance of plays and dance and indoor sports removed. However, conciliation had failed to result in the withdrawal of any of the representations
- The premises plan, attached at Appendix 3, only included the building itself. The consumption of alcohol was not a licensable activity so an applicant may have an area where customers could buy a drink and go outside to consume it

The objections of the local Ward Councillor and "Other Persons" were based on all 4 of the Licensing objectives i.e.

- The prevention of crime and disorder
- The prevention of public nuisance
- Protection of children from harm
- Public safety

and raised the following concerns:-

- Repeated and well documented concerns/complaints regarding the anti-social behaviour/disorder/community safety in the Boston Castle Ward
- The hotel was close to a high school, further education college, a nursery and an Infant School
- Although not currently designated as a School Superzone, the area had many of the characteristics to justify consideration of such an approach which recognised that children's health, safety and wellbeing were affected by the wider environment around educational

settings including exposure to alcohol, tobacco and drugs, poor air quality, unhealthy commercial influences and community safety risks

- The application sought permission for a wide range of activities including amplified live and recorded music, private parties, cultural events, weddings and other functions
- The Council decision to use the former Carlton Park Hotel under its homelessness accommodation arrangements had significantly changed the character of the hotel and neighbouring streets
- Documented and continuing pattern of street drinking, drug activity, anti-social and theft behaviour in the area alongside a persistent sense among residents, particularly women, that the area was unsafe
- The venue was not large enough for big scale events
- The application sought extensive alcohol sale hours; the availability of alcohol over those extended periods, combined with outdoor drinking, amplified entertainment and large functions, created an identifiable risk of intoxicated customers leaving/congregating near existing street drinking locations and school/college routes
- The extensive proposed hours created additional concerns regarding crowd management, intoxication, vehicle movement and the safe dispersal of customers
- The application did not provide a meaningful maximum capacity stating only that attendance would be fewer than 5,000 people. Given the number of bars, wedding halls and function spaces shown on the premises plan, the absence of clear capacity limits for individual rooms and for the premises as a whole made it difficult to assess the likely impact on public safety, crowd management, security, parking and dispersal
- The application proposed alcohol service in outdoor patio and garden areas. Outdoor drinking was likely to increase noise, smoking, litter, congregation and disturbance, particularly during evenings, summer months and private functions. These areas did not appear to be clearly identified or labelled on the submitted premises plan
- Proposed alcohol sales from 08:00 a.m. every day which overlapped with the arrival period for nearby schools, college and other education provision
- Insufficient detail as to when SIA security staff would be employed
- Potential for the premises to become a 1,000+ capacity nightclub, festival patio and late night takeaway business in the middle of a school run and quiet residential neighbourhood
- The amended application did not mitigate the severe negative impacts the venue would have on the licensing objectives of public safety and the prevention of public nuisance
- The introduction of ANPR controlled parking did nothing to reduce the physical volume of traffic arriving at the site. Moorgate Road was a critical thoroughfare for emergency blue-light vehicles accessing Rotherham General Hospital
- An ANPR system did not prevent taxis, drop-offs and patrons from blocking the main road

- There were already several licensed premises in the Moorgate area
- The premises would need to be well managed for the community to feel happy about its re-opening
- There had been a number of Asian weddings held at the hotel recently. There had been a couple of issues with the number of speeding cars and the setting off of fireworks
- The local community wanted a good hotel which supported tourism and businesses coming to Rotherham as it used to be
- The majority of the problems had been in the grounds of the hotel
- The honouring of room bookings made by the Council had seriously undermined the reputation of the hotel and company

The objections of the Licensing Authority were based on all 4 of the licensing objectives i.e.:-

- The prevention of crime and disorder
- The prevention of public nuisance
- Protection of children from harm
- Public safety

And raised the following concerns:-

- The operating schedule lacked detail with regard to the steps that the application would take to promote the licensing objectives i.e.
  - Reference to trained staff and professional management but no further details as to the nature of this had been provided
  - No details of how the need of SIA security personnel would be assessed
  - No detail on how safe occupancy levels would be calculated
  - It was not clear how customers would be dispersed quietly
  - No details with regard to what forms of ID would meet the “accepted ID” requirement

- Residential properties in the immediate vicinity would be affected by noise generated by the premises. No detail had been provided with regard to the steps that would be taken to minimise the impact of licensable activity on those premises
- The hotel was currently used to temporarily accommodate homeless individuals. The applicant had not taken into consideration the vulnerable nature of these people nor the potential impact that the sale of alcohol within the hotel was likely to have. The Licensing Authority was concerned that this activity would increase the already significant levels of crime and disorder within the area and the applicant had not provided sufficient information of the steps that would be taken to prevent this
- Although the application had been amended in response to concerns raised, there was still no reference to the control of noise and the impact of that generated by the premises would have on local residents

- The Licensing Authority had spoken with the Environmental Health Team which had provided a number of conditions it felt would address some of the issues raised that could be added to any licence granted
- Despite the amendments, the concerns with regard to the unique nature of the hotel and the residents within it still gave the Licensing Authority concerns that had not been addressed
- The Police had stated that between 29th March, 2026-7th July, 2026, they had received 21 requests for Police assistance at the Carlton Park Hotel address, 7 of which were connected to Public Disorder or Domestic Violence and 6 regarding concerns for personal safety or a "confused person". A nearby hotel had made 5 calls over the same period of time

Mr. Muhammad Fawad Mansoor, Senior Operations Manager, and Mr. David Rittenberg, nominated Designated Premises Supervisor, were in attendance and provided the following information/response to the issues raised:-

- The property had been abandoned from 2020-2023 when his company had taken over the property. It had been operating as a hotel since 2023.
- Renovations had gradually taken place and they were now in a position to open the bar and restaurant and hopefully progress to opening the leisure facilities to customers and members of the public
- The proposed opening hours had been amended and now fell in line with a nearby establishment
- There would be one manager for the whole building
- It was the intention to employ local people and all would be trained to the standard expected of a licenced premise. Mr. Rittenberg, nominated Designated Premises Supervisor, had a long history in the licensing trade and would have full control of the premises
- Mr. Mansoor had not discussed the application with South Yorkshire Police, Environmental Health or the community
- Mr. Mansoor offered to hold monthly meetings at the hotel so members of the community could see what the plans were for the building as well as his personal contact details should there be any issues in the future
- Carlton Park was a hotel and was open online for bookings
- When anti-social behaviour complaints had been received, the company had informed the Council they would no longer accept single occupants. The Council now only placed families at the hotel, however, as of 15th September, the hotel did not have any placements from the Council
- What happened outside of the hotel was beyond the hotel's control
- Once the hotel was fully open the Council would look for alternative accommodation
- The company did not have nor had ever had a contract with the Council for placement of homeless people

- Event Hall 1 would hold between 100-150 people. It was not anticipated that on any given day that all 3 Event Halls and the bar would be full. If they were, there would be the necessary staff members and security personnel in place
- The outside drinking area would not be available after 9.00 p.m.

Mrs. Kraus clarified that South Yorkshire Police were consulted on every licence application submitted and invited to submit comments if they wished to do so.

The Sub-Committee considered the application for the grant of a Premises Licence and the representations made specifically in the light of the following licensing objectives (as defined in the 2003 Act):-

- The prevention of crime and disorder
- The prevention of public nuisance
- Protection of children from harm
- Public safety

Resolved:- (1) That the application for the grant of a Premises Licence (made in accordance with Section 17 of the Licensing Act 2003), in respect of the premises known as the Carlton Park Hotel, 102-104 Moorgate Road, Rotherham S60 2BG, as now submitted, be approved subject to the following conditions:-

(a) That the plan of the premises be amended to include the outside drinking area (the patio next to the bar) within the licensable area.

(b) That no drinks to be served or consumed in the outdoor drinking area after 10.00 p.m.

(c) That the application be amended to remove the application for off-premises sales.

(d) A Challenge 25 Policy shall be operated. This Policy shall require any person who appears to be under the age of 25 to provide ID prior to being served alcohol. Acceptable forms of ID are:-

(i) a passport
(ii) a UK photo driving licence or
(iii) a military ID card

(e) All challenges made under the Challenge 25 Policy shall be logged in a bound book. This log must show:

(i) date the challenge was made
(ii) member of staff who made the challenge
(iii) if allowed, the type of ID accepted and
(iv) if refused, whether fake ID was seized

(f) Signs shall be displayed inside the premises that advertise that the premises operates “Challenge 25”.

(g) A bound incident book shall be maintained in which the following shall be recorded:-

(i) all incidents of crime and disorder occurring at the premises and
(ii) details of when the Police are called.

(h) The Challenge 25 log and the incident book shall be kept on the premises. Such records shall be retained for a minimum of 12 months and shall be available for inspection upon request by the Police or an authorised officer of the Licensing Authority.

(i) The DPS, or their nominated deputy, shall check the Challenge 25 log and the incident book at least once a week and sign and date each check.

(j) The CCTV system installed at the premises shall:

(i) be maintained fully operational at all times
(ii) make and retain clear images and
(iii) show an accurate date and time that the images were made.

Note: CCTV images shall be retained for a period of not less than 30 days.

(k) CCTV images shall immediately be available for review upon request of the Police or an authorised officer of the Licensing Authority and, if requested, a copy of a CCTV image provided within 24 hours.

(l) A member of staff who is trained on the operation of CCTV system and able to review CCTV images if requested, shall be on duty at all times.

(m) The CCTV footage will be controlled and kept in a secure environment to prevent tampering or unauthorised viewing. A record will be kept of who has access to the system and, if accessed, the reason why.

(n) There shall be a zero drug tolerance policy in operation at the premises which shall include the requirement that regular checks are carried out by management to prevent the use of drugs by patrons and that such checks are recorded. A copy of the premises’ drugs policy, and associated records, shall be kept at the premises and made available to the Police or an authorised officer of the Licensing Authority upon request.

(o) The use of door supervisors at the premises shall be risk assessed on an event-by-event basis. A written record of all risk assessments be kept at the premises site for 6 months and made available to the Police or an Officer of the Licensing Authority upon request. SIA registered door supervisors shall be employed at large weddings, significant sporting events and other events expected to attract substantial attendance.

(p) A risk assessment on the use of plastic/polycarbonate drinking vessels shall be undertaken for large weddings, significant sporting events and other events expected to attract substantial attendance. Where identified in this assessment as necessary, plastic/polycarbonate drinking vessels shall be used at the wedding/event.

(q) The premises shall operate in accordance with the "ask Angela scheme" and notices to this effect shall be displayed.

(r) That prominent notices shall be displayed at all exits within external areas of the premises requesting customers to "respect local residents and leave the premises quietly".

(s) No adult entertainment or services shall be provided at the premises.

(t) Children shall be supervised by a responsible adult at all times within the licensed area of the hotel.

(u) The premises' car park shall be controlled through an ANPR camera parking management system.

(v) After a large wedding, significant sporting event or other events, that had a substantial number of attendees, staff will carry out a perimeter inspection of the hotel grounds, car parks and areas immediately surrounding the premises and any litter associated with the operation of the premises will be collected and properly disposed of.

(w) The DPS, or their deputy, shall routinely attend meetings of any Pubwatch that operates in the area.

(x) A record of each member of staff who is authorised to sell alcohol shall be kept on the premises. This record shall include the staff member's full name, address and date of birth.

(y) All staff shall receive training on induction and annually thereafter on:

(i) operation of the 'Challenge 25' Policy including types of acceptable ID and fake ID and the method of recording challenges
(ii) refusing sales of alcohol to persons who appear to be drunk
(iii) preventing proxy sales
(iv) incident recording and when to call the Police
(v) operation of the "ask Angela" Scheme
(vi) the premise's drugs policy

(vii) safeguarding children and vulnerable adults including how to report and action any concerns they may have

(z) Staff training shall be recorded, records shall be kept of the premises and shall, on request, be made available for inspection by the Police or an authorised officer of the Licensing Authority.

(aa) That the Premises Licence Holder, or a responsible person nominated by them in writing, shall make themselves available for monthly meetings with the local community to discuss any concerns that may arise from the operation of the premises and shall supply contact details to facilitate this.

(ab) That the holder of the premises licence shall ensure that noise caused by persons using, arriving at or departing from the premises, does not cause nuisance or unreasonable disturbance to occupiers of nearby residential properties.

(ac) That a Noise Management Plan (NMP) for the hotel shall be submitted to the Licensing Authority for written agreement. Thereafter it is to be implemented for weddings, private functions and other significant events. The Plan shall include arrangements for demonstrating compliance with the licensing objectives and with the conditions attached to the licence. This includes, but is not limited to, key personnel involved in the management of events, procedures for the monitoring of noise arising from the events, and the handling of complaints from local residents. Once agreed, the NMP shall be regularly reviewed and updated as necessary.

(ad) The Premises Licence Holder, or a responsible person nominated by them in writing, shall actively monitor and manage the car park serving the hotel during weddings, private functions and other significant events to prevent nuisance arising from noise or anti-social behaviour. Such behaviour may include, but is not limited to, excessive engine revving, wheel-spinning, sounding of vehicle horns and the playing of amplified music from vehicles.

(ae) That the Premises Licence Holder, or a responsible person nominated by them in writing, shall receive and respond to complaints throughout the duration of licensable activities. A written record of complaints received, and action taken, shall be maintained and made available to the Licensing Authority upon request.

(af) That no music or amplified sound shall be relayed through external speakers without the prior written consent of the Licensing Authority.

2. The proposed operating hours for the sale of alcohol, for consumption on the premises and the provision of live and recorded music (indoors) contained in the application are amended to:-

Sunday to Thursday between 10.00 a.m. to 23.00 p.m.
Friday and Saturday between 10.00 a.m. to 23.30 p.m.

(3) That no fireworks, firecrackers or pyrotechnics of any kind shall be used on the premises after 10.00 p.m. No fireworks shall be used at the premises outside of this time without prior written consent of the Licensing Authority.