

Appendix 14a

Additional Evidence from Ms A. Luscombe

Anti-social Behaviour and Hate Crime Incident Diary Sheet

Your name: Amanda Luscombe

Your address: [REDACTED]

Your tel no: [REDACTED]

Your email address: [REDACTED]

Case ref Number: 285976

Date, time and place of the incident	Details of incident, including who did it	Were there any witnesses? If so, who	Who else have you reported the incident to?	How did the incident affect you?
When and where did the incident occur?	What did you see or hear? Please include a name, address or a description of the perpetrator including hair and eye colour, distinctive clothing or body piercing or markings if possible. Did you hear any swear words?	Did anyone else see or hear the incident? Put their name(s) and address(es).	Have you informed organisations like the Police, Local Service Centre, and Environmental Health? Who did you speak to? Were you given a reference number?	How does the incident make you feel? Are you more affected due to age or ill health? How does it affect your household? i.e. children or sleeping problems
16.11.2018, 21:20 – after midnight Queen’s Head, 8 Flamborough Street	Loud music / Karaoke with multi-colour disco lighting	Many other neighbours, some of whom have made complaints	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can’t enjoy being in my house because I can hear the noise from the pub. It wouldn’t be possible to sleep with the noise, fortunately I stay up very late.
17.11.2018, 1:00 – 1:35 outside Queen’s Head	Crowd of approximately ten people outside the pub (I assume customers from the pub) talking loudly	As above.		As above.
18.11.2018, 20:10 – 21:30 approximately, Queen’s Head Flamborough Street	Karaoke with multi-colour disco lighting. Not as loud as on previous occasions, but you would be able to hear it if reading.	As above.		Not as much as previous incidents because it wasn’t as loud or as long.

23.11.2018, approximately 21:00 – approximately 22:00, Queen's Head	Live music. I can hear this in my sitting room, sometimes over my TV. If I go into my bedroom I can clearly hear the lyrics.	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. It wouldn't be possible to sleep with the noise, fortunately I stay up very late.
23.11.2018, approximately 22:15 – approximately 22:45, Queen's Head	Quieter music, but can hear music and customers shouting inside the pub from my bedroom.	As above.		As above.
23.11.2018, approximately 22:45 – approximately 1:05, Queen's Head	22:45 – just before midnight, loud music and singing which I could hear over my TV. 1:00 – 1:05 approximately, five customers outside pub talking loudly and singing	As above.		As above.
24.11.2018, 21:45 – approximately 23:30, Queen's Head	Karaoke with multi-colour disco lighting. I can hear this in my sitting room, sometimes over my TV.	As above.		As above.
25.11.2018, approximately 18:10 – 21:00, Queen's Head	Live music and karaoke with multi-colour disco lighting. When there is a live music set I can hear this very clearly over my TV. It's loud in my bedroom and I can clearly hear the songs. I didn't make a record of all the songs because I didn't want to listen all night, but they included My Cherie Amour, Lets Stay Together, My First, My Last, My Everything.	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
30.11.2018, approximately 20:45 – approximately 1:45, Queen's Head	20:45 – approximately 21:30 - Karaoke with multi-colour disco lighting. Logged a call with the out of hours service, but was quieter when they arrived, so they didn't come in. 22:00 approximately – 10:55 approximately - Karaoke. Logged another call with the out of hours service, but it had gone quiet five minutes before they arrived. 23:30 approximately - didn't hear any more karaoke. Could still hear music (but quieter) coming from the pub until approximately 1:45. 1:45 approximately - people still coming out of the pub. No attempt by them to be quiet.	As above.	Logged with the out of hours noise service, but unfortunately they didn't witness the noise.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Really frustrating that because of the nature of karaoke, the noise is not constantly at the same volume, so it is difficult to get it witnessed.

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2.12.2018, approximately 18:50 – approximately 21:00, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not.	As above	Logged with the out of hours noise service, but unfortunately they didn't witness the noise.	As above.
7.12.2018, approximately 20:30 – approximately 23:30, Queen's Head	Karaoke with multi-colour disco lighting. Could hear over my TV and could clearly hear lyrics in my bedroom. Officers from out of hours service visited (reference 26950) and then went to the pub at approximately 22:30. There was no difference following their visit. 23:15 rowdy group on the pavement outside the pub, shouting and laughing.	As above	Logged with the out of hours service. They witnessed the noise. Reference 26950.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
7.12.2018, approximately 23:30 – approximately 02:15, Queen's Head	Music and lights carried on, but music was quieter. There were people in the pub after 2am. Their licence is until midnight, so this is clearly a breach of the licence. A Tower Hamlets van drove past the pub at around 2:08, the blinds were closed, but lights were still on and there were still people in the pub, I don't know if they saw this.	As above		Very angry that the publican has so little consideration for residents. Very annoyed that the publican thinks he can blatantly ignore his licensing hours.
8.12.2018 20:40 approximately – 23:30 approximately, Queen's Head	Music with new high intensity coloured flashing lights. Can hear the music over my TV and in my bedroom. Flashing lights in my bedroom too.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
14.12.2018 21:15 approximately – 23:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not. Could clearly hear lyrics in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
15.12.2018 00:25 approximately, Queen's Head	Pub turned out around this time. People outside talking loudly and shouting, taxis and cars coming to collect people.	As above		
15.12.2018 20:00 approximately – 11:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not.	As above	Logged with the out of hours service. Slightly quieter when they visited. Reference 27013.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
21.12.2018 20:30 approximately – 01:00 approximately, Queen's Head	20:30 approximately – 23:30 approximately - Karaoke / music with multi-colour disco lighting. Rowdy outside, can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above

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	<p>According to one of my neighbours, some sort of double glazing has been fitted. If it has been, it hasn't made a massive difference to the noise levels.</p> <p>01:00 approximately – Lights on in the pub, but no noise. Assume that they are still serving, despite their licence only being until midnight.</p>			
22.12.2018 18:00 approximately – 22:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above
29.12.2018 21:00 approximately – 23:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above
31.12.2018 21:00 approximately – 01:35 approximately, Queen's Head	<p>21:00 approximately – 00:00 approximately – Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>1.1.2019 00:01 approximately – 01:35 approximately – music got very loud to the point where I could hear the lyrics of whatever was being sung in my sitting room even with my solid wood shutters closed.</p> <p>03:00 1.1.2019 lights still on at the pub, but no music.</p>	As above	<p>The out of hours service was not operating, so couldn't call.</p> <p>I thought about phoning the Police 101 number, but thought that they would be extremely busy with more serious calls.</p>	Particularly annoyed that they turned up the volume after midnight. They appear to have absolutely no consideration for any of the residents.
4.1.2019 21:00 approximately – 00:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
5.1.2019 00:45 approximately, Queen's Head	Blinds were down, but multi-colour disco lighting still visible through the glass panels on the door, so I'm assuming that they were still serving.	As above		Very annoyed that they seem to be ignoring licensing hours.
11.1.2019 20:45 approximately – 23:30 approximately, Queen's Head	<p>Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>Getting sick to death of having a disco opposite my house.</p>	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.

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12.1.2019 01:00, Queen's Head	Blinds drawn, but lights still on in the pub.	As above		Very annoyed that they seem to be ignoring licensing hours.
12.1.2019 21:00 approximately – 23:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. Getting sick to death of having a disco opposite my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
13.1.2019 16:15 approximately – 19:30 approximately, Queen's Head	Very loud Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. At one point I could hear the thump, thump of the music in my kitchen (which is at the rear of my house) whilst washing up with water running. Disco lights carried on for after 19:30, but I couldn't hear music. Getting sick to death of having a disco opposite my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
18.1.2019 22:15 approximately – 23:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. The worst of the music was from 22:15 – 22:55 with another loud burst just before 23:30.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
19.1.2019 22:30 approximately – 23:10 approximately, Queen's Head	I didn't get home until 22:30, so don't know what time the music started. Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub

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20.1.2019 16:20 approximately – 19:00 approximately, Queen's Head	Very loud Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. At some points I could hear the music at the rear of my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
25.1.2019 21:05 approximately – 23:35 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can hear music in my sitting room when TV not on and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
27.1.2019 18:00 approximately – 21:15 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
1.2.2019 19:50 approximately – 23:35 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. Got louder around 21:00 and I could hear the lyrics of what was being sung in my sitting room with my solid wood shutters closed (Bob Marley – I Wanna Love You). Got very loud after 23:00, I was in the bathroom at the back of my house and could hear the music in there.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
2.2.2019 21:30 approximately – 23:45 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. There was a lot of shouting/singing along around 23:00. Around 23:20 it was very rowdy in the street with customers shrieking and shouting. I wanted to go to bed to read a book at around 23:00, but was unable to because of the noise.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. I'm getting sick to death of having to adjust what I'm doing because of the noise from the pub.
3.2.2019 16:45 approximately – 23:00 approximately, Queen's Head	Noticed that the music had started whilst I was on the phone as I could hear it over my conversation. Karaoke / music with multi-colour disco lighting. Can	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from

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	<p>sometimes hear music over my TV and more clearly in my bedroom.</p> <p>I went out for an hour or so to get a break from the music.</p> <p>The music got quieter after 19:15, but was still going on until 23:00.</p>			<p>the pub.</p> <p>I'm getting sick to death of having to adjust what I'm doing because of the noise from the pub.</p>
<p>8.2.2019 21:15 approximately – 23:30 approximately, Queen's Head</p>	<p>Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear the thump, thump of music, occasionally over the TV.</p>	As above		Relieved that it wasn't as bad as last Friday.
<p>9.2.2019 21:15 approximately – 23:35 approximately, Queen's Head</p>	<p>Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear music.</p> <p>23:05 – 23:35 Music/karaoke got louder, can sometimes hear music over my TV and more clearly in my bedroom.</p>	As above		Annoyed that it got louder again after 23:05.
<p>10.2.2019 18:30 approximately – 21:00 approximately, Queen's Head</p>	<p>Got home around 18:30. Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear music.</p> <p>19:00 approximately – 20:15 approximately, music/karaoke got louder, can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>Didn't hear any music/karaoke after 21:00 approximately, but multi-colour disco lights still on.</p>	As above		Annoyed that it got louder again after 19:00.
<p>17.2.2019 18:20 approximately – 19:00 approximately, Queen's Head</p>	<p>Got home at 18:00. Multi-colour disco lighting on but couldn't hear music/karaoke.</p> <p>18:20 approximately – 19:00 approximately, could hear music/karaoke and shouting, sometimes over TV.</p>	As above		Angry that the publican is still subjecting residents to the music/karaoke.
<p>22.2.2019 22:00 approximately – 23:40 approximately, Queen's Head</p>	<p>Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>23:00 Logged a call with the out of hours noise service.</p>	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub

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23.2.2019 00:45 approximately, Queen's Head	Lights still on in the pub and customers outside.	As above		Very annoyed that they still seem to be ignoring licensing hours.
23.2.2019 20:40 approximately – 00:45 approximately, Queen's Head	20:40 approximately – after 23:00, Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Because I'm sick of being disturbed by this I went into my spare bedroom and shut all internal doors. 00:00 One of the doors onto Flamborough Street was wide open 00:45 approximately, taxi picking up customers	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. I think it's a bit much that I have to go into my spare room and shut all internal doors just to get some peace. Very annoyed that they still seem to be ignoring licensing hours and licensing conditions.
24.2.2019 16:45 approximately 21:30 approximately, Queen's Head	16:45 approximately – 18:30 approximately, Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 19:40 approximately – Karaoke / music got louder again for a few minutes and very rowdy outside the pub. 21:30 approximately – customers screeching and shouting in Chaseley Street. Went on for a while.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
28.2.2019 21:00 approximately – 22:00 approximately, Queen's Head	Horrendous shouting and screaming in Chaseley Street from a customer from the pub. Possibly a drugs or mental health issue. He ended up half naked in the street. Police and ambulance attended.	As above	Police were called by a neighbour.	Angry that the pub cannot control their customers. The person causing the disturbance was from the pub, but I think they might have told the police he wasn't.
1.3.2019 20:45 approximately – 00:40 approximately, Queen's Head	20:45 approximately – after 22:00, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 00:40 more than five customers leaving the pub, being picked up by taxis, one taxi beeping.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
6.3.2019 17:45 approximately – 22:15 approximately, Queen's Head	17:45 approximately – 19:45, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom.	As above		Concerned that disruption is not just on Friday, Saturday and Sunday nights now.

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	22:15 approximately - shouting, swearing, laughing in the street of and on until 22:15 approximately.			Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
8.3.2019 21:25 approximately – 00:30 approximately, Queen's Head	21:25 approximately – 23:30 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music and lyrics over my TV and more clearly in my bedroom. Lyrics heard include Rapper's Delight by the Sugarhill Gang and A Thousand Kisses. 00:30 approximately – around seven customers outside the pub talking loudly. Lights were still on in the pub.	At least one other neighbour called the out of hours noise service.	Logged with the out of hours noise service at 22:50. Phoned me back at 1:10, they only had two officers on duty covering the borough and were unable to attend whilst the noise had been happening.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
9.3.2019 21:10 approximately – 00:45 approximately, Queen's Head	21:10 approximately – 23:35 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 00:45 approximately – Still customers in the pub. I saw one customer using the door to the upstairs accommodation on Flamborough Street. This leads to an internal door giving access to the pub. I could see lights were on and people were inside. I assume that they're trying to be more discreet about operating outside their licensing hours.	Many other neighbours, some of whom have made complaints		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Very annoyed that they still seem to be ignoring licensing hours.
16.3.2019 20:40 approximately – 1:00 approximately, Queen's Head	20:40 approximately – 23:30 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Could hear music in my bathroom which is at the back of the house. Intermittent shouting and rowdiness outside the pub. 00:45 – customers still leaving the pub. 1:00 – customers still going outside to smoke after 1:00.	Many other neighbours, some of whom have made complaints	Phoned the out of hours service at 23:20 approximately, but no one answered. Tried a few minutes later, but the option for out of hours didn't connect, just repeated the menu.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Very annoyed that they still seem to be ignoring licensing hours.
17.3.2019 16:30 approximately – after 23:00	16:30 approximately – 18:00 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Multi-colour disco lighting going until after 23:00, but mercifully couldn't hear music.	Many other neighbours, some of whom have made complaints		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.

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I declare that the above information is true to the best of my knowledge and belief.

Your signature: Amanda Luscombe

Date: 18.3.2019

Please return to

[@towerhamlets.gov.uk](mailto:) or telephone 0207 364