Appendix 1

TOWER HAMLETS

LICENSING ACT 2003

This form should be completed and forwarded to:

London Borough of Tower Hamlets,
Licensing Service, John Onslow House, 1 Ewart Place, London E3 5EQ

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Nicola Cadzow acting as a Responsible Authority apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or club premises, or if none, ordnance survey map reference or description	
(The Queens Head) 8 Flamborough Street	
Post town London	**Post code (if known)** E14 7LS

Name of premises licence holder or club holding club premises certificate (if known)	**Mr Steven Gary Fairman**
Number of premises licence or club premises certificate (if known)	**29532**

Part 2 - Applicant details

Please tick □yes

I am

1) an interested party (please complete (A) or (B) below) ☐
   a) a person living in the vicinity of the premises ☐
   b) a body representing persons living in the vicinity of the premises ☐
   c) a person involved in business in the vicinity of the premises ☐
   d) a body representing persons involved in business in the vicinity of the premises ☐

2) a responsible authority (please complete (C) below) x

3) a member of the club to which this application relates (please complete (A) below) ☐

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Mr ☐ Mrs ☐ Miss ☐ Ms Other title ☐
(for example, Rev)

Surname **First names**

Please tick yes

I am 18 years old or over

Current postal address if different from premises address

Post Town **Postcode**

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title ☐
(for example, Rev)

Surname	**First names**

Please tick ☐ yes

I am 18 years old or over ☐

Current postal address if different from premises address	
Post Town	**Postcode**
Daytime contact telephone number	
E-mail address (optional)	

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Nicola Cadzow Responsible Authority (Environmental Protection Noise) John Onslow House 1 Ewart Place London E3 5EQ
Telephone number (if any) 0207 364 5000
E-mail (optional) [redacted]

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ☐

1) the prevention of crime and disorder	
2) public safety	☐
3) the prevention of public nuisance	x
4) the protection of children from harm	☐

Please state the ground(s) for review (please read guidance note1)

On 2nd of April 2019 a review of this premises licence was heard by the Licensing Sub-committee. The Decision of this hearing included the following conditions to be imposed on the licence:

- No provision for Regulated entertainment
- No live or recorded music to take place at the premises at any time (this will include Karaoke)
- Any new noise conditions imposed on the Premise Licence Section 177A will not apply (this will ensure noise conditions are in force at all times licensable activities are conducted (see section 16.55 of the Home Office guidance)
- Loudspeakers shall not be located in the entrance lobby or outside the premise building
- No more than 5 smokers to be permitted to smoke outside the front of the premises at any one time.
- All doors and windows to be kept closed after 22:00 hours
- Appropriate signage to be displayed at all exits informing patrons that drinking is not permitted outside the front of the premises, and asking patrons to leave quietly and respect the neighbourhood.

The noise team have recently received a number of complaints from residents regarding the noise from loud recorded music and patrons shouting and causing a disturbance as listed below:

Date	Resident	Nature of complaint	Reference
18/7/20 @ 22:19	1	Extremely loud music and people singing in the street and being loud and generally noisy	310588
19/7/20 @ 00:20	1	loud music and people spilling out onto the street	310713 link to 306957
20/7/20 @15:17	2	Loud music over 100 people on street loud chatting, smashing glasses	310638
20/7/20 @ 10:45	1	patrons of the pub singing in the street, music blasting from an outside speaker	306957
1/8/20 @ 21:40	1	loud music being, shouting and screaming	311315 link to 306957
6/8/20 @ 20:52	3	loud amplified music, people drinking spilling on to the street	311614 link to 306957

Following the initial complaint received by Parkguard who operate Tower Hamlet's Council's out of hours noise service, two officers visited on the 18th July 2020. I attach their witness statements and photographs (as referred to in their statements), as appendix 1.

On their visit they witnessed a group of patrons with raised voices, and also loud music. The volume of the music heard by them was clearly audible above loud voices, when they were 20 meters away from the venue. This identifies recorded music and not just background music, and therefore a breach of condition 7 on the licence, "No live or recorded music to take place at the premises at any time (this will include Karaoke)".

Also included are breaches of the following conditions:

- No provision for Regulated entertainment
- Any new noise conditions imposed on the Premise Licence Section 177A will not apply (this will ensure noise conditions are in force at all times licensable activities are conducted (see section 16.55 of the Home Office guidance)
- Loudspeakers shall not be located in the entrance lobby or outside the premise building

Mr Steven Gary Fairman the current Licence Holder and Designated Premises Supervisor was at the Licensing Sub-committee in April 2019 when the premises licence was previously reviewed and therefore is fully aware of the conditions imposed on the licence.

Since the licensed premises were allowed to open on the 4th July 2020 complaints have been received.

As the music was clearly audible from 20 meters away, on the balance of probability, the music is regarded as regulated entertainment (recorded music) under the Licensing Act 2003 which has caused a public nuisance to local residents and therefore undermining the Licensing Objective for 'prevention of public nuisance'

As a responsible authority I feel the Premise Licence needs to be reviewed due to the lack of consideration for local residents and a blatant disregard for the law in the management of the premises.

I ask for revocation of the licence.

Please tick ? yes

Have you made an application for review relating to this premises before ☐

If yes please state the date of that application

Day		Month		Year			

If you have made representations before relating to this premises please state what they were and when you made them

My representation was made on the 2nd February 2019 in support of the review by the licensing authority that no live and/or recorded music to take place at the premises at any time to include no karaoke and that any new noise conditions imposed on the Premises Licence Section 177A will not apply, and thus will ensure noise conditions are in force at all times when licensable activities are being undertaken.

I recommended to the Committee to consider the number of noise complaints received and whether they may wish to impose additional noise conditions on the Queens Head in order to ensure that the licensing objective for the prevention of public nuisance was met.

	Please tick □ yes
I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate	x
I understand that if I do not comply with the above requirements my application will be rejected	x

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature [redacted]…….
Date 17th August 2020 ……..
Capacity ……

Contact name (where not previously given) and address for correspondence associated with this application (please read guidance note 5) Environmental Protection John Onslow House 1 Ewart Place	
Post town London	**Post code** E3 5EQ
Telephone number (if any) **0207 364 5000**	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) nicola.cadzow[redacted]	

Notes for Guidance

1 The ground(s) for review must be based on one of the licensing objectives.

2 Please list any additional information or details for example dates of problems which are included in the grounds for review if available.

3 The application form must be signed.

4 An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.

5 This is the address which we shall use to correspond with you about this application.

Witness Statement

(Criminal Procedure Rules 2005, r.27.1(1); CJ Act 1967, s.9 & MC Act 1980, ss.5A(3)(a) & 5B)

URN | | | | |

Statement of [redacted]

Age if under 18 over 18 (if over 18 insert "over 18") **Occupation** Response Officer

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated in it anything which I know to be false or do not believe to be true.

Signature: [redacted] Date: 30/07/2020

Tick if witness evidence is visually recorded		*(supply witness details)*

My name is [redacted] and I make this statement in relation to the QUEENS HEAD PUBLIC HOUSE, 8 FLAMBOROUGH STREET, LIMEHOUSE E14 7LS.

I am employed by Parkguard Ltd as a Noise and Nuisance response officer and have held this position since April 2020. My role requires me to respond to reports of noise and nuisance within the London Borough of Tower Hamlets. A secondary function of my role also requires me to conduct observation visits of licensed premises within the London Borough of Tower Hamlets.

At 2236hrs on SATURDAY 18TH JULY 2020 I was at work in company with my colleague, Response officer [redacted] when I was notified by my control room of a noise complaint whereby there was loud music emanating from THE QUEENS HEAD pub. I made contact with the reporter via telephone who also advised there was a large number of people standing outside the pub drinking and shouting in addition to the loud music.

At 2240hrs I arrived in the vicinity of the QUEENS HEAD to conduct observations. I immediately noticed a large group of people outside of the pub, a mixture of males and females both standing and sitting. Some of these individuals were smoking and some were drinking from glasses. There was approximately 30 people outside of the venue and approximately 20 people inside. The noise levels from the raised human voices, shouting and laughing from the people standing outside I would describe as loud. There were multiple conversations taking place between the different groups which when all combined created a lot of noise. I heard multiple males shouting loudly but I was unable to determine the exact speech.

I also heard music playing from within the venue which I would describe as recorded music. I was unable to determine the specific song but the overall noise was loud enough for me to hear it from the vehicle which was situated approximately 20 meters away from the venue. There were no gaps in between the music with one song following on from another. I witnessed some people going back into the pub after being outside and then people coming out to stand outside.

As I moved the vehicle to another location to make further observations, I heard two male patrons who were standing outside say, "WHO ARE THESE GUYS THEN."

Throughout the duration of my observations there was a consistent flow of patrons coming and going from the venue with approximately 30 patrons outside at any one time with the recorded music continually playing. We departed the area at 2250hrs.

I produce two photographs of the venue as exhibit [redacted]01 and exhibi[redacted]02.

I am willing to attend court in relation to this matter.

Exhibit [redacted]01
30/07/2020

Exhibit [redacted]02
30/07/2020

Witness Statement

(Criminal Procedure Rules 2005, r.27.1(1); CJ Act 1967, s.9 & MC Act 1980, ss.5A(3)(a) & 5B)

URN | | | | |

Statement of [redacted]

Age if under 18 over 18 (if over 18 insert "over 18") **Occupation** Response Officer

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated in it anything which I know to be false or do not believe to be true.

Signature: [redacted] Date: 29/07/2020

Tick if witness evidence is visually recorded		*(supply witness details)*

My name is [redacted] and I make this statement in relation to the QUEENS HEAD PUBLIC HOUSE, 8 FLAMBOROUGH STREET, LIMEHOUSE E14 7LS.

I am employed by Parkguard Ltd as a Noise and Nuisance response officer and have held this position since May 2020. My role requires me to respond to reports of noise and nuisance within the London Borough of Tower Hamlets. As part of my role I am also required to carry out observations of licensed premises.

On SATURDAY 18TH JULY 2020 at 22:36hrs I was on duty in company with my colleague [redacted]. I was notified by my control room to attend THE QUEENS HEAD PUB, 8 FLAMBOROUGH STREET, E14 7LS following a complaint of loud music and people congregating outside shouting and causing nuisance. My colleague [redacted] made contact with the reporter to confirm our attendance and to obtain some further information.

In company with my colleague I arrived at the location and parked the vehicle approximately 25 meters away from the venue with a clear and unobstructed view. I immediately saw approximately 30 patrons standing immediately outside of the venue and were no more than 2 meters away from the venue itself. Some of the patrons were standing up and some sitting down on chairs which belonged to the venue. I saw approximately 5 of the patrons drinking from glasses, there were also a large number of people smoking. I was able to see there were around 20 people in the venue and I could also hear music coming from inside which became louder when patrons in and out as the doors were opening. I am unable to specify the specific song but there no gaps in between songs and there was a continuous sound of music which I could hear from inside my vehicle and at a distance from the venue.

The noise coming from the patrons outside I would say was loud due to multiple raised human voices and I heard some of the males shouting during their conversations. Due to the different number of conversations between the patrons the overall noise from this I would say was very loud. I was situated in the vehicle at a distance and the level of the raised voices, shouting and laughing was clearly audible and intrusive.

As the vehicle was driven past the venue to get clarity on the number of patrons inside, I saw a male patron that was standing outside of the venue, look closely at our vehicle and say, "WHO ARE THESE GUYS THEN".

During the time in which I made my observations there was a continuous flow of people coming in and out and a number of people standing outside. The most I saw at one time standing outside was approximately 30 with people moving freely between inside the venue and outside.

I made observations until 22:50hrs before departing the area.

I am willing to attend court in relation to this matter.

Appendix 2

Corinne Holland

From: Nicola Cadzow
Sent: 18 November 2020 09:04
To: Corinne Holland
Subject: 130238 - Review of premises license for Queens Head Public House, 8 Flamborough Street, London

Dear Licensing,

Further to the application for the review of the premises license for the Queens Head Flamborough Street on the 17th August 2020, please take this as supplementary information received following the submitted review relating to the premises as follows:-

Environmental Protection Noise team received a further two emails and one call to the noise service, from three individual residents:

(1) **On the 18th August 2020** an email was received from local resident alleging:

- **14th August 2020** - loud music audible from the premises
- **15th August 2020 -** music was audible from the premises from 7pm and still ongoing at 10.18pm with loud music and singing with words heard "All around the world" "I cannot find my baby"

(2) **On the 24th August 2020** an email was received from local resident alleging noise disturbance from the Queens Head Public as follows:-

- **21st August 2020** - beat of the music audible over their TV and strong winds outside.
- **22nd August 2020** a group of rowdy customers on Flamborough Street heard for over an hour
- **23rd August 2020** shouting was heard emanating from the premises

(3) **On the 19th September 2020 @ 21.31pm** our records show that a telephone call was received from a local resident to the out of hours noise service alleging loud screaming and shouting heard from the premise

Kind regards

Nicola Cadzow
Environmental Health Officer
Environmental Protection Team
Place Directorate
London Borough of Tower Hamlets
John Onslow House
London E3 5EQ

[redacted]
www.towerhamlets.gov.uk

Follow us on:
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Appendix 3

(Queens Head)
8 Flamborough Street
Stepney
London
E14 7LS

Licensable Activities authorised by the licence

Sale by retail of alcohol

See the attached licence for the licence conditions

Signed by **David Tolley**
Head of Environmental Health & Trading Standards

Date: **29th September 2005**

Minor Variation 24th November 2017
Review 2nd April 2019

TOWER HAMLETS

LICENSING ACT 2003

Part A - Format of premises licence

Premises licence number	**29532**

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description (Queens Head) 8 Flamborough Street Stepney	
Post town London	**Post code** E14 7LS
Telephone number 02077912504	

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence

The sale by retail of alcohol

The times the licence authorises the carrying out of licensable activities

Supply of Alcohol
Monday to Sunday 11:00 hrs to 23:00 hours

The opening hours of the premises

Monday to Sunday 11:00 hrs to 23:30 hours

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

On and off sales

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

Mr Steven Gary Fairman
[redacted]

Registered number of holder, for example company number, charity number (where applicable)

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Mr Steven Gary Fairman
[redacted]

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Licence No: [redacted]
Issuing Authority: London Borough Tower Hamlets

Annex 1 - Mandatory conditions

No supply of alcohol may be made under the premises licence-

a) at a time where there is no designated premises supervisor in respect of the premises licence, or
b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

1.
   (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises
   (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises;
      (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
         (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
         (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
      (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective
      (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
      (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
      (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability
2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3.

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

5. 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula —

$$P = D + (D \times V)$$

where —

(i) **P** is the permitted price

(ii) **D** is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) **V** is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence
   (i) the holder of the premises licence
   (ii) the designated premises supervisor (if any) in respect of such a licence, or
   (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day

Annex 2 - Conditions consistent with the operating Schedule

1. No drinks taken from the premises except bona fide off-sales

Annex 3 - Conditions attached after a hearing by the licensing authority

2. All doors and windows to be kept closed after 22 00 hrs

3. Appropriate signage to be displayed at all exits informing patrons that drinking is not permitted outside the front of the premises, and asking patrons to leave quietly and respect the neighbourhood

4. A log book to be maintained on the premises recording any complaints made against the premises or its customers. This is to be available for inspection by Council officers or the Metropolitan Police

5. The beer garden is not to be used by customers after 22 00 hrs

6. No provision for Regulated Entertainment.

7. No live and/or recorded music to take place at the premises at any time (this will include Karaoke).

8. Any new noise conditions imposed on the Premises Licence Section 177A will not apply (this will ensure noise conditions are in force at all times licensable activities are conducted (see section 16.55 of the Home Office guidance)

9. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Tower Hamlets Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

10. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

11. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

12. An incident log shall be kept at the premises, and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any incident and will record the following:
    a) all crimes reported to the venue;
    b) all ejections of patrons;
    c) any complaints received concerning crime and disorder
    d) any incidents of disorder;
    e) all seizures of drugs or offensive weapons;
    f) any faults in the CCTV system, searching equipment or scanning
    g) equipment;
    h) any refusal of the sale of alcohol;
    i) any visit by a relevant authority or emergency service.

13. Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

14. All staff whose duties include the serving of alcohol must be trained in the requirements of this scheme including the importance of recording any

refusals. A written record of this training is to be kept and produced to police and Authorised Officers upon request.

15. Loudspeakers shall not be located in the entrance lobby or outside the premise building.

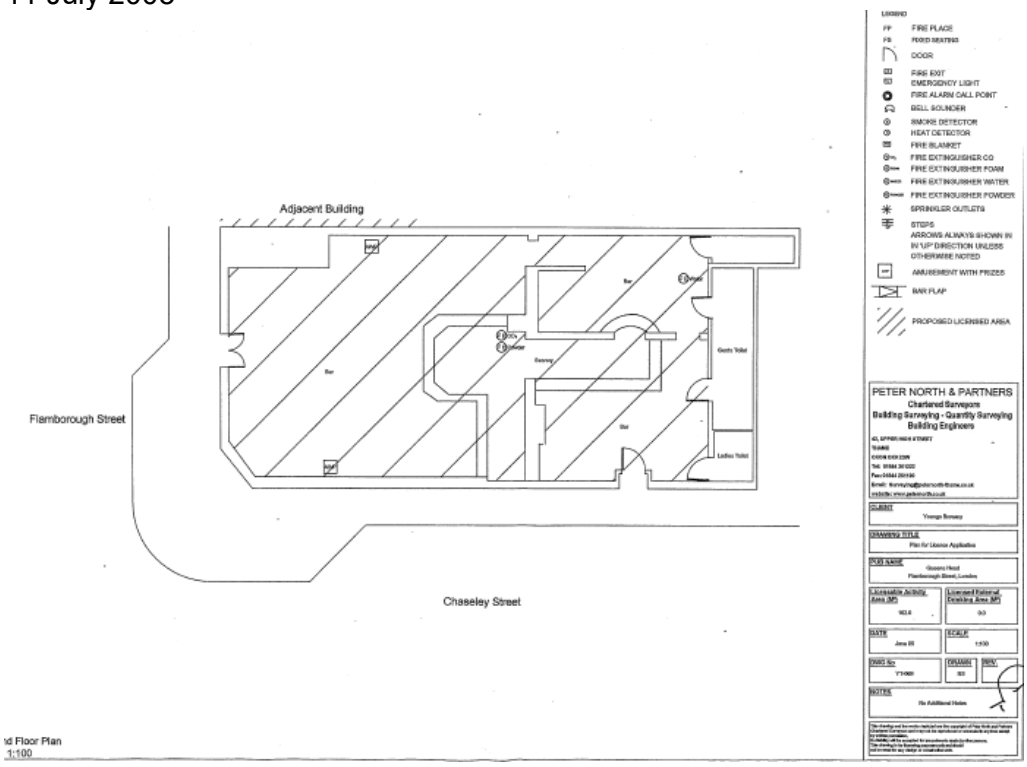
16. No more than 5 smokers to be permitted to smoke outside the front of the premises at any one time.

17. Mr Thomas Jeffries shall not be permitted to have any involvement in the day to day management of the premises.

Annex 4 - Plans

The plans are those submitted to the licensing authority on the following date:

11 July 2005



TOWER HAMLETS

Licensing Act 2003

Part B - Premises licence summary

Premises licence number	**29532**

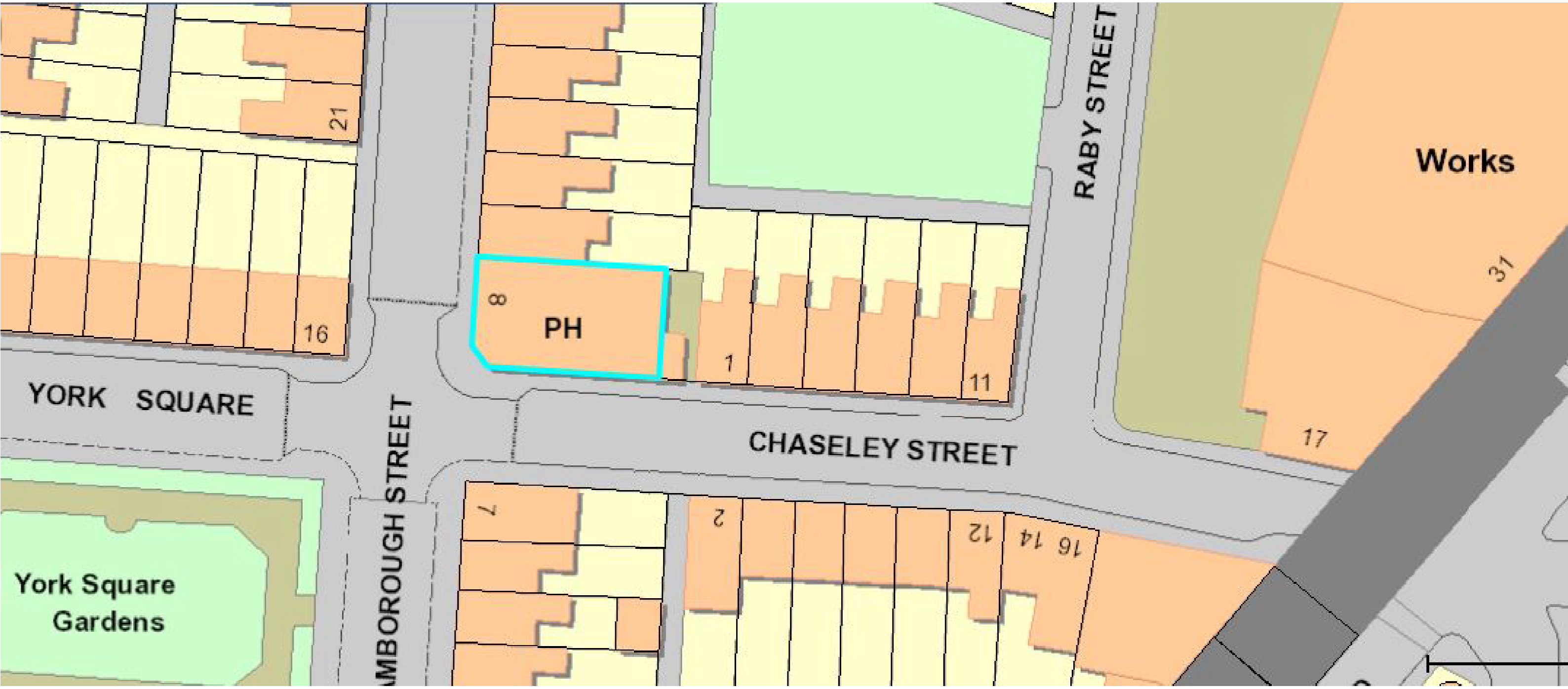
Premises details

Postal address of premises, or if none, ordnance survey map reference or description (Queens Head) 8 Flamborough Street Stepney	
Post town London	**Post code** E14 7LS
Telephone number 02077912504	

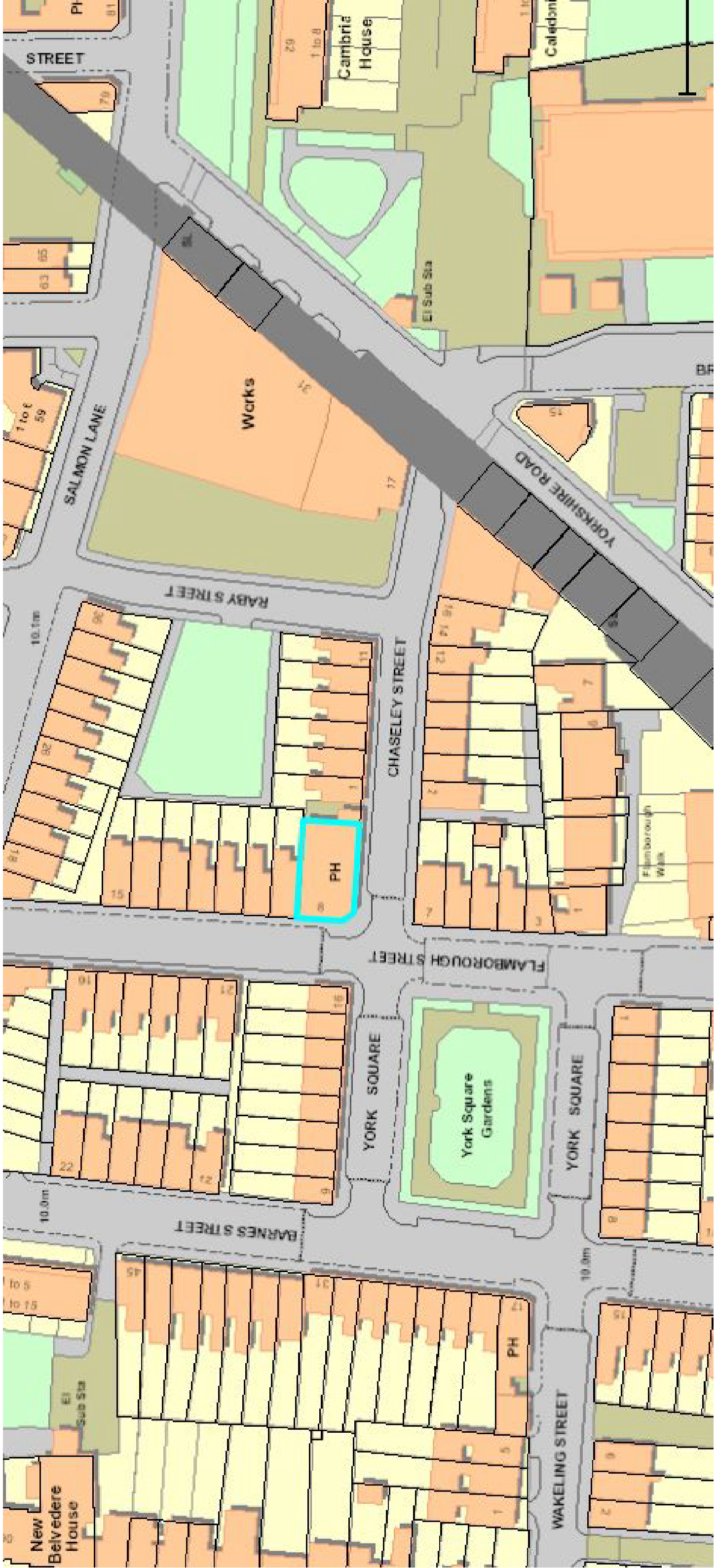
Where the licence is time limited the dates	N/a
Licensable activities authorised by the licence	The sale by retail of alcohol
The times the licence authorises the carrying out of licensable activities	**Supply of Alcohol** Monday to Sunday 11:00 hrs to 23:00 hours (this licence is subject to Section 177A, see full licence for details)

The opening hours of the premises	Monday to Sunday 11:00 hrs to 23:30 hours
Name, (registered) address of holder of premises licence	Mr Steven Gar Fairman [redacted]
Where the licence authorises supplies of alcohol whether these are on and / or off supplies	On and off sales
Registered number of holder, for example company number, charity number (where applicable)	
Name of designated premises supervisor where the premises licence authorises for the supply of alcohol	Steven Gary Fairman
State whether access to the premises by children is restricted or prohibited	No

Appendix 4



RABY STREET
Works
PH
8
1
11
16
21
31
17
YORK SQUARE
CHASELEY STREET
MBOROUGH STREET
York Square
Gardens
7
2
12
14
16


STREET
Cambria House
Caledonia
El Sub Sta
Works
SALMON LANE
YORKSHIRE ROAD
RABY STREET
CHASELEY STREET
PH
Flamborough Walk
FLAMBOROUGH STREET
YORK SQUARE
York Square Gardens
YORK SQUARE
BARNES STREET
PH
WAKELING STREET
New Belvedere House

Appendix 5

Place Directorate
Public Realm
Environmental Health & Trading Standards

Head Of Service David Tolley

Tel [redacted]
Fax 020 7364 0863
Enquiries to Kath Driver
Email kathy.drive[redacted]

www.towerhamlets.gov.uk

Licensing Authority
John Onslow House
1 Ewart place
London
E3 5EQ

11th September 2020

My reference P/PR/EHTS/LIC/130238

Dear Sirs,

Licensing Act 2003 – Premises Licence Review
Queens Head, 8 Flamborough Street, London E14 7LS

I am writing in my capacity of Licensing Authority in relation to the premises licence review for the above address.

The premise was last reviewed on 22nd January 2019 by the Licensing Authority and a hearing, determined on 2nd April 2019, that several conditions should be imposed on the licence and the DPS removed, who at that that time was Valentina Thomas. I attach the minutes of this decision as **Evidence 1.**

During the review process the authority received a transfer to a Thomas Jeffries, the Police objected to this transfer on the basis that complaints had been received since the applicant had taken over the premises and believed by allowing the transfer the licensing objectives would not be met. This application was later withdrawn at that hearing.

Mr Fairman had taken over management of the premises and a transfer was submitted on 25th September 2019 to TJ3 Properties Ltd of which Mr. Thomas Jeffries was the Director. Despite Police objection, a hearing decided to grant the transfer stating that since the review there had been no incidents over the last year under the new management of Mr. Fairman and that Mr. Jeffries has no day to day management of the premises. The Sub Committee decided to grant the transfer application by a majority

vote with a condition that Mr. Thomas Jeffries shall not be permitted to be involved in the day to day management of the premises.

On 14th January 2020 the licence was transferred to Mr. Fairman with no objection and granted.

We started to receive complaints from July 2020 on the reopening of the public house after lockdown measures. The following are complaints and visits made:

05/07/20	Complaint: At 00:45 AM the pub was still open, all the lights were on inside and there were about eight men outside on the street, the accommodation door was being used to access the bar.
20/07/20	Complaints: Friday July 10th they could hear music from the premises Saturday July 11th They could hear music coming from the premises Saturday July 18th reports of customers on the street being very loud shouting and shrieking. The noise continued all night 00:25 hours customers still on the street, the lights were on in the pub and the accommodation door on Flamborough Street was being used to access the bar.02:40 customers heard singing. 03:00 alleged fight where customers spilled out onto the street. 03:30 the pub as still open.
20/07/20	A number of residents reported the premises open until 03:00 hours causing noise disturbance.
20/07/20	Email sent to Mr. Fairman and his legal representative to advise of the complaints and the disturbance caused on 18th July 2020 and requested feedback and to also request CCTV footage to be saved for that evening and the following morning until 4am. See **Evidence 2**
20/07/20	K Driver received a call from Mr. Fairman stating that there was a party on the 18th July and people outside were asked to leave but they would not move on. He stated he had nothing but recorded music and will save CCTV for Saturday night. He stated the doors were closed at 11:30pm.
24/07/20	Premises visit by Late Night Levy (LNL) officers at 02:40, premises closed
25/7/20	Premises visit by Late Night Levy (LNL) officers at 01.30, premises closed
29/07/20	Formal letter to request CCTV, see **Evidence 3**.
31/07/20	Mr. Fairman telephoned to state that there had been an error with the CCTV and 3 cameras had blown. He also stated he was not present

during this period as he had personal issues that prevented him from being in attendance. He produced an invoice from CCTV company reporting the failure of the cameras. See **Evidence 4**

01/08/20 Reports of noise from the pub and reports left with out of hours noise service. The complainant alleged the premises operating beyond its hours and that at 00:30 hours 10 people come out of the pub, again via the accommodation door. 01:30 someone entered the premises via the accommodation door and music was heard coming from the pub.

02/08/20 Saturday 1st August – Tables and chairs outside the premises on the pavement. Customers were outside the pub and blocking the walkway, lack of social distancing. The complainant alleges being open after 11:00pm for a lock in and states this is a regular occurrence now

07/08/20 18:00 hours Visit By C.Holland, Licensing Officer and PC Perry, Licensing Police.
Two tables outside with chairs around. Only 2 people sitting at each table. Approx 3-4 persons standing around the bar but as they entered they went outside with drinks. Bar stools were at the bar. Hand sanitiser was on tables at both entry's to the pub. Floor marking regarding social distancing and a one way system on the floor. Officers spoke with Debbie Thomas who stated she only works there during the day on Fridays and had finished work. She asked if we had a warrant and she was advised we didn't need one. No-one able to operate the CCTV (Annex 3 condition 10) and no personal licence holder on the premises (annex 3 condition 11). Spoke with Thomas Jeffries (junior) on the phone who stated that he had just come out of hospital having broken his arm. Asked why he had tables outside with drinks (appeared alcoholic pints) he said he thought it was better to have people spread out due to COVID. Told he is breaching his conditions (not informed licensing of business & planning act 2020) or has tables and chairs licence.

07/08 20 S19 served by Pc Mark Perry for breach of condition 10 and 11:
10) A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

11) There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol
Copy handed to Debbie Thomas. **Evidence 5**

07/08/20 Letter delivered at premises during inspection requesting CCTV footage of the 1st of August Between the hours of 17:30 PM and 01:00 hours. See **Evidence 6**

10/08/20 Telephone call received by Mr Fairman who appeared to be unaware of the condition that a personal licence holder had to be on the premises. He stated he did not have a copy of the licence and was advised to request one. He was also advised to ensure the two pages of the summary was on display as only had one page displayed. This is an offence under section 57 of Licensing Act 2003. He stated he would deliver CCTV for 1st August to our offices.
Due to technical issues with our systems, we have been unable to view the footage to establish if there were breaches.

14/08/20 LNL visit at 23:15 hours
Upon pulling up outside the premises, they saw Thomas Jeffries quickly throw his cigarette on the floor and go inside the venue. The officer spoke to customers outside the venue whilst still in the car and they said the 'last orders bell' had rung just before they got there. There were approximately 5-8 people outside although they were not making any excessive noise and there was no noise coming from inside the premises out onto the street. Having gone inside the venue, there were about 20/25 people in there all still drinking, no music on and no one behind the bar serving. The officer suspected Mr Jeffries had gone inside and turned off any music, and asked any staff behind the bar to move away.
Some customers had full pints – although at 23:15 I guess this was still be expected. Mr. Jeffries was very polite and pleasant with police and advised the council noise team had been there earlier. They also had a track & trace book visible.

15/08/20 LNL visit 23.50-00:30
Premises was closed and secure. Lights were on within the bar however looking past the closed blinds there was nobody present. No music heard from inside either.

20/08/20 LNL visit, unknow time but likely after 01:00 hours
Shut, lights off. No patrons

21/08/20 LNL visit at 23:30
Curtains were all closed, lights on and TV could be seen on through the gaps. There were three people smoking outside the front on arrival but had all disappeared when police had knocked on the door of the premises. Noise was coming but it was apparent this was from upstairs as all lights were on. No reply repeated knocking.

22/08/20 LNL visit 23:50
Curtains were all closed, lights were off, whole premises was on darkness and unable to see anyone inside or not. Even though tried through the gaps between curtains. When police had knocked on the door of the premises no noise was coming out of the premises and no one replied.

04/09/20 LNL visit at 23:15
Spoke with a male called Alfie DECAPERRELLE who stated he lived above the pub. No one else came forward to speak with police. IC1 male F602 slim build ginger hair

He denied officers entry and asked for a warrant straight away. There was around 20/30 people inside and it was supposedly a 70th birthday party. Did not see money being exchanged but there were some people with full glasses of alcohol. No music was being played.

In light of the above history, I am making representation in support of the review. The history tells you of several breaches of their licence, such CCTV not working whilst the premises are open, no personal licence holder on the premises, no person available to work the CCTV.

It appears that despite the review of last year there is no clear management responsibility of which the licence holder, or any person managing it, are taking the conditions of their licence seriously. It is known from conversations with Mr. Fairman he has had personal issues of which has prevented him from being at the premises and the Authority does not expect him to be present 24 hours every day however there should be clear procedures in place to ensure the licensing objectives are being met and those conditions are complied with. You will note from residents reports it suggests persons living above the premises are utilising the pub for their own entertainment.

On two occasions the premise was visited at 23:15 hours of which customers had full glasses of alcohol. This may not prove a breach of the sale of alcohol, but you would expect a premises that closes at 23:30 hours for customers to be at the end of their drink and getting ready to leave but the report suggest the opposite, that customers have full glasses and are happy to continue.

The premises licence holder and the designated premises supervisor (DS) are the same, Mr. Steven Fairman. This Authority feels that adding conditions is not viable for this review and removing the DPS would still leave Mr. Fairman as licence holder. It therefore feels that the only option for this review is to seek revocation.

Yours sincerely,

[redacted]

Kathy Driver
Principal Licensing Officer

C.c. Mr. S. Fairman (by email)

Communities, Localities & Culture
Safer Communities

Environmental Health and Trading Standards
David Tolley

Licensing Section
John Onslow House
1 Ewart Place
London E3 5EQ

Tel [redacted]
Fax **020 7364 0863**
Enquiries to **Kathy Driver**
Email **Kathy.driver** [redacted]

www.towerhamlets.gov.uk

London Borough Tower Hamlets
Licensing Authority

19th November 2020

My reference: P/PR/EHTS/LIC/130238

Dear Sir/Madam,

Licensing Act 2003
Re: Queens Head 8 Flamborough Street, London E14 7LS

Following my representation of 11th September 2020 I wish to add the following in relation to the review;

16/9/20 A visit was arranged to view the CCTV from 1st August 2020 of which it was arranged with Mr. Fairman. Officers attended the venue as the memory stick of the footage was unable to view through the Council's IT system. Licensing Officers Holland and Miller-Johnson attended at 14:20 Steven Fairman and Thomas Jeffries (Jnr) were present. Mr. Jeffries was not able to view the CCTV and therefore called their CCTV engineer. The officers were told the engineer was on their way however after an hour of waiting, the engineer did not arrive. When Officers decided to leave and request the memory stick back, Mr. Jeffries was uncooperative and told the officers to go and get the memory stick themselves which was in the basement of the pub. When Officers refused to go on their own. Mr. Jeffries reluctantly assisted them down. Officer Holland noted the CCTV was showing 13:49:55 when the actual time on her phone was 14:31, showing 40 minutes slow. Officer Holland advised Mr. Jeffries of the error who said he could not change the time. This was also pointed out to Mr. Fairman who stated the CCTV had gone wrong again and needed resetting. He stated it keeps going wrong. The officer then left the premises.

Following this visit Officer Holland provided PC Perry of Licensing Police with the memory stick in order to attempt to view the CCTV footage, PC Perry was able to view it and advised that most of the cameras were obscured or facing the wrong way. Officer Holland emailed Mr. Fairman and his Solicitor and received no response. See **Evidence 7**

29/9/20 Visit at 22:37 Officer Olomo attended. On arrival the premises the beer garden was noisy, non existent social distancing, track and trace register was seen. Staff present were Alfie Delaperrelle and Shani Stafford, both of which had no face masks on, when questioned they stated they had medical issues that exempted them. The officers were eventually able to speak to Thomas Jeffries and given advice.

4/10/20 Visit at midnight by Officer Olomo. The premises was shut however there was substantial noise coming from the flat above.

8/10/20 Visit by Officer Thompson from Health & safety. Visit followed by complaint form member of the public saying customers not being asked for track and trace details. Officer Thompson spoke to "older landlord" of the premises, name not known. Officer states the male was rude and said the Council can F**k off.

17/10/20 Visit at 00:44 hours. Officer Ali attended, the premises was closed.

The view remains that adding conditions is unlikely to solve the issue of how the business is run. The public house has operated for many years without complaint and has only been brought to our attention following the change in management. This is the 2nd review under this supervision and feel that the only option would be for Members to consider revocation.

Yours sincerely,

[redacted]

Kathy Driver
Principal Licensing Officer

Licensing Authority

Evidence 1

LONDON BOROUGH OF TOWER HAMLETS

RECORD OF THE DECISIONS OF THE LICENSING SUB COMMITTEE

HELD AT 6.30 P.M. ON TUESDAY, 2 APRIL 2019

THE COUNCIL CHAMBER, TOWN HALL, MULBERRY PLACE, 5 CLOVE CRESCENT, LONDON, E14 2BG

Members Present:

Councillor Dan Tomlinson (Chair)

Councillor Shah Ameen (Member)
Councillor Zenith Rahman (Member)

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST

No declarations of disclosable pecuniary interests were declared.

2. RULES OF PROCEDURE

The Rules of Procedure were noted by the Sub Committee.

3. ITEMS FOR CONSIDERATION

3.1 Application to Review the Premises Licence for Queens Head, 8 Flamborough Street, London E14 7LS

The Licensing Objectives

In considering the application, Members were required to consider the same in accordance with the Licensing Act 2003 (as amended), the Licensing Objectives, the Home Office Guidance and the Council's Statement of Licensing Policy and in particular to have regard to the promotion of the four licensing objectives:

1. The Prevention of Crime and Disorder;
2. Public Safety;
3. Prevention of Public Nuisance; and
4. The Protection of Children from Harm

Consideration

Each application must be considered on its own merit. The Sub Committee had carefully considered all of the evidence before them and considered written and verbal representation presented at the meeting from both the Applicant and those supporting the review and from the Legal Representative on behalf of the Licensee with particular regard to the licensing objectives of the prevention of public nuisance and the prevention of crime and disorder.

The Sub-Committee were informed that a mutual agreement had been reached between both parties, prior to the start of the meeting. The Chair asked both parties to make brief submissions and outline the agreement reached.

The Sub Committee welcomed the mediation between both parties and accepted the agreement/conditions agreed by the parties.

Members considered that the conditions agreed would help alleviate the concerns raised, and help promote the licensing objectives, in particular the licensing objective of the prevention of public nuisance and the prevention of crime and disorder.

Accordingly, the Sub Committee unanimously;

RESOLVED

That the application for a Review of the Premises Licence for Queens Head, 8 Flamborough Street, London E14 7LS be **Granted.**

Sale of Alcohol

Monday to Sunday from 11:00 hours to 23:00 hours

Hours premises open to the public

Monday to Sunday from 11:00 hours to 23:30 hours

Additional conditions to be imposed on the Premise Licence

1. The Designated Premises Supervisor – Ms Valentina Thomas to be removed from the Premises Licence.

2. Remove Non-Standard timings (Special Events) and Condition 6 from the Premises Licence.

3. No provision for Regulated Entertainment.

4. No live and/or recorded music to take place at the premises at any time (this will include Karaoke).

5. Any new noise conditions imposed on the Premises Licence Section 177A will not apply (this will ensure noise conditions are in force at all times licensable activities are conducted (see section 16.55 of the Home Office guidance)

6. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Tower Hamlets Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

7. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

8. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

9. An incident log shall be kept at the premises, and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any incident and will record the following:
    a) all crimes reported to the venue;
    b) all ejections of patrons;
    c) any complaints received concerning crime and disorder
    d) any incidents of disorder;
    e) all seizures of drugs or offensive weapons;
    f) any faults in the CCTV system, searching equipment or scanning
    g) equipment;
    h) any refusal of the sale of alcohol;
    i) any visit by a relevant authority or emergency service.

10. Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

11. All staff whose duties include the serving of alcohol must be trained in the requirements of this scheme including the importance of recording any refusals. A written record of this training is to be kept and produced to police and Authorised Officers upon request.

12. Loudspeakers shall not be located in the entrance lobby or outside the premise building.

13. No more than 5 smokers to be permitted to smoke outside the front of the premises at any one time.

4. EXTENSION OF DECISION DEADLINE: LICENSING ACT 2003

The Sub Committee agreed to extend the decision deadlines for the following applications;

Premises	Hearing Date	Decision by
Lower Ground Floor, 42-46 Princelet Street London E1 5LP (MA)	**16/04**	**21/03**
112 Columbia Road, London E2 (LMJ)	**16/04**	**15/04**
African Street Style Festival - Calvert Avenue to Arnold Circus (LMJ)	**30/04**	**18/04**
Singh Supermarket, 37 Roman Road, London E3 (KD)	**30/04**	**28/02**
Lord Napier, 25 White Post Lane, London E2 6LG (LMJ)	**07/05**	**25/04**

5. EXCLUSION OF THE PRESS AND PUBLIC

The restricted item on the agenda was withdrawn by the Applicant, therefore there was no requirement to exclude the press and public from the meeting.

6. RESTRICTED ITEMS FOR CONSIDERATION

6.1 Application for a Transfer of a Premises Licence Holder for Queens Head, 8 Flamborough Street, London E14 7LS

This item was withdrawn by the Applicant.

The meeting ended at 7.55 p.m.

Licensing Authority

Evidence 2

Kathy Driver

From: Kathy Driver
Sent: 20 July 2020 14:56
To: 'steven.g.fairma[redacted]
Cc: 'Lisa.Gilligan[redacted]
Subject: Queens Head, 8 Flamborough Street, London E14 7LS

I write to inform you that we have received complaints from a number of residents regarding the noise from music and customers outside the pub over the weekend, Saturday being the most disturbing.

The allegations suggest inadequate social distancing measures and premises operating beyond the licensed hours. Residents state they saw customers outside at 1am and suggested the premises were operating until 3am in the morning. They stated the music was being played very loud which was heard by residents further along the street and customers singing along to the music.

I have requested visits to be made to the premises to ensure the government guidelines are being adhered to.

I would be grateful for your feedback and ask that CCTV recordings are downloaded and saved for Saturday 18th July until 4am Sunday morning so that if needed, we can view the footage.

Kind Regards,

Kathy Driver
Principal Licensing Officer

Licensing Team
John Onslow House
1 Ewart Place
London
E3 5EQ

Please note:
Meetings with Licensing Officers are by prearranged appointment only.

Tel: [redacted]
Fax: 020 7364 0863
Hotline: 0207 364 5008

General email: licensing@towerhamlets.gov.uk

Please visit our web page for application forms and guidance at www.towerhamlets.gov.uk/licensing

Licensing Authority

Evidence 3

Mr Steven Gar Fairman
[redacted]

Place Directorate
Public Realm
Environmental Health & Trading Standards

Head of Service: David Tolley

Tel [redacted]
Fax 020 7364 0863
Enquiries to: Kathy Driver
Email kathy.driver@[redacted]

www.towerhamlets.gov.uk

29th July 2020

My reference P/PR/EHTS/LIC/100374

Dear Mr. Fairman,

RE: Queens Head, 8 Flamborough Street, London E14 7LS
Licensing Act 2003

Following my email of 20th July 2020 and subsequent conversation regarding complaints received by local residents, I write to confirm that we are investigating these complaints, which relate to events alleged to have taken place on Saturday 18th July 2020 through to the early hours of Sunday 19th July 2020. The complaints suggest offences of the above legislation as the indicate breaches of your Premises Licence conditions.

As the Registered Licence Holder and Designated Premises Supervisor (DPS) you will be aware that condition 9 of the Premises Licence stipulates that CCTV is maintained and recorded at all times customers remain on the premises and that viewing of recordings will be made available upon request of police or authorised officer. I therefore request that CCTV is downloaded and saved for this Licensing Authority to view for the following time periods:

1. 18th July 2020 from 21:00 hours to 22:00 hours
2. 18th July 2020 from 22:15 hours to 19th July 2020 until 01:00 hours
3. 19th July 2020 from 02:20 hours to 02:40 hours
4. 19th July 2020 from 03:00 to 03:30 hours

The reports from the complaints and visits made by Environmental Health's out of hours Noise Service suggest breaches of your Premises Licence occurred during these periods. These include loud music emanating from the premises, patrons drinking outside, and outside speakers with crowds outside causing nuisance to neighbouring residents.

Please ensure that the CCTV footage detailed above is ready for viewing or to for collecting by 12th August 2020. The Licensing and Safety Team will contact you to arrange a suitable time with you on this date to visit.

Yours faithfully,

[redacted]

Kathy Driver
Principal Licensing Officer
Licensing and Safety Team
Environmental Health and Trading Standards
Cc Premises (Queens Head, 8 Flamborough Street, London E14 7LS)

Licensing Authority

Evidence 4

RODING SECURITY SYSTEMS

[redacted]

[redacted]

CCTV
Security Lighting
Shutters & Grilles

SERVICE CALL FORM

CUSTOMER NAME AND ADDRESS	DATE	21:7:20	ENGS NO.	202
QUEENS HEAD	A/C NO.		JOB NO.	14714
8 FLOAM BOROUGH ST	SERVICE		INTRUDER	
STEPNEY.	INSPECTION		FIRE	
POSTCODE E1 7LS	ADD WORK	✓	CCTV	✓

TYPE OF SIGNALLING	✓	TYPE OF CONTROL	✓		ACCESS	
TIME ARRIVED	14 00	TIME LEFT	15.30		LIGHTING	
CHARGEABLE CALL	YES	NON CHARGEABLE			PHYSICAL	

ENGINEERS REPORT	POLICE CALLED	YES	(NO)	EQUIPMENT USED

TO REPLACE 10 AMP POWER SUPPLY TO CCTV CAMERA'S AFTER OLD SUPPLY BLEW UP IN LOCKDOWN. NO RECORD 7 DAYS INVOICE TO BE SENT !

10 AMP POWER SUPPLY 12 VOLT.

ABOVE WORK COMPLETED	(YES)	NO	IF NO RETURN WITHIN 28 DAYS	YES	NO
SYSTEM LEFT IN WORKING ORDER	(YES)	NO	TESTED WITH CUSTOMER	(YES)	NO

I AM SATISFIED THAT THE ABOVE WORK CARRIED OUT BY RODING SECURITY SYSTEMS IS TO MY AGREEMENT AND TO MY KNOWLEDGE IN FULL WORKING ORDER UNLESS OTHERWISE STATED ABOVE AND ANY CHARGES IN CORRECTION WILL BE INVOICED TO ME.

ENGINEER'S SIG	DATE	CUSTOMER'S SIG.	DATE
[redacted]	21/7	[redacted]	21/7

PAYMENT RECEIVED

YES	(NO)	CASH	CHEQUE

	£	p
INVOICE NO.		
INVOICE AMOUNT		
[redacted]		
TOTAL		

VAT NO. [redacted] 28

Licensing Authority

Evidence 5

CLOSURE NOTICE - SECTION 19 CRIMINAL JUSTICE AND POLICE ACT 2001

Date of the Closure Notice: 07/09/2020 **Time Served:** 12.20

Authority issuing Notice: Metropolitan Police Service

Name and rank of person making the notice: R Mark Peng 1768 CE

Signature: R Peng 1768 CE

Name (if applicable) and address of the affected premises:

The Queens Head, 8 Flamborough st E14 7LS

Alleged unauthorised use of the premises (section 19 (6)(a))

The officer serving this notice is satisfied that the above premises are being, or within the last 24 hours have been, used for the unauthorised sale of alcohol for consumption on, or in the vicinity of the premises. The specific details of the alleged use are:

Breach Annex 3, Condition 10 staff not able work CCTV Condition 11, no personal licence holder on site.

Grounds upon which the person serving the Notice was satisfied of the existence of such unauthorised use:

Staff on site not able to work CCTV and no personal licence holder on the premise.

Steps that may be taken to end the alleged unauthorised use of the premises, or to prevent it from re-occurring (section 19 (6) (c))

Have staff trained on how to use CCTV, ensure personal licence holder on site the open

Third party consideration (section 19.4)
Are there any other persons occupying the premises who need to be informed of this notice?

Yes/No (details)

If yes they must be issued with a copy of this form

Effect of section 20, Application for closure order.
A failure to take remedial action to prevent further or continued unauthorised use may lead to an application being made to a Magistrates court for a closure order under section 21 Criminal Justice and Police Act 2001.

The Person (if applicable) on whom the closure notice has been served:

Name Debby Thomas

Signature [redacted]

Date 7/9/2020

Licensing Authority

Evidence 6

Mr Steven Gary Fairman
[redacted]

Place Directorate
Public Realm
Environmental Health & Trading Standards

Head Of Service David Tolley

Tel [redacted]
Fax 020 7364 0863
Enquiries to Corinne Holland
Email corinne.holland[redacted]

www.towerhamlets.gov.uk

07th August 2020

My reference P/PR/EHTS/LIC/100617

Dear Mr. Fairman,

RE: Queens Head, 8 Flamborough Street, London E14 7LS
Licensing Act 2003

The Licensing Authority has received complaints from residents regarding Saturday 1st August 2020. They state that tables and chairs were put out blocking the whole pavements so pedestrians had to walk in the road, no social distancing appeared to be taking place, and noise from the pub, in the form of music and shouting of customers. The complaint also alleges that at 11.00pm customers went inside for a 'lock in'. This apparently is regular behaviour. This matter is being investigated for breach of licence conditions under the Licensing Act 2003.

As you are aware condition 9 of the licence stipulates that CCTV is maintained and recorded at all times customers remain on the premises. I therefore request that CCTV is downloaded and saved for this Authority to view for the following time periods:

Saturday 1st August 17:30 hours – 01:00 hours

I would be grateful for the CCTV to be ready for viewing or picking up by Tuesday 11th August 2020, we will contact you to arrange a suitable time with you.

I must advise you that it is an offence for anyone who carries on, or attempts to carry on a licensable activity on or from any premises without or not in accordance with an authorisation. A person guilty of an offence under section 136 of the ACT is liable on a summary conviction to imprisonment for a term not exceeding six months or an unlimited fine.

Tower Hamlets Council
John Onslow House
1 Ewart Place
London
E3 5EQ

Please be advised that you have a duty to comply with the four licensing objectives, namely:

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

Please be advised that local residents, local businesses, ward councillors and responsible authorities, including the Licensing Authority can trigger a review of your premises licence if any of the above licensing objectives are not being promoted

If there are found to be any breaches of your Premises Licence then enforcement action may be taken. This could take the form of a prosecution and/or a further review of your premises licence.

Yours sincerely

[redacted]

Corinne Holland
Licensing Officer

cc.
Police Licensing Unit, Bethnal Green Police Station, 12 Victoria Park Square, E2 9NZ

Tower Hamlets Council
John Onslow House
1 Ewart Place
London
E3 5EQ

Licensing Authority

Evidence 7

Kathy Driver

From: Corinne Holland
Sent: 07 October 2020 17:14
To: steven fairman [redacted]
Cc: 'Lisa Gilligan' [redacted]>; 'MARK.J.Perry[redacted]<MARK.J.Perry[redacted]
Subject: CCTV - 1st August 2020

Dear Steve

The CCTV stick that you provided me for the 1st August 2020 was handed to PC Mark Perry who took it to the police CCTV unit.

PC Perry dip sampled each of the cameras on the memory stick and it appeared that each of the cameras were obscured in some way or facing a wall and therefore nothing was visible.

PC Perry is doing a statement to this effect.

I cannot return the memory stick to you at this stage as it is being kept for evidential reasons but if you wanted to attend my offices with a laptop, which has the required software on it for it to be viewed, I am happy to meet with you to view it. Or if you wish to meet at the pub at a prearranged time, getting your CCTV engineer to attend at this time myself and PC Perry will attend. Although I am not prepared to wait at the pub for an hour waiting for the CCTV engineer to arrive like last time I attended so it would have to be a confirmed appointment with the engineer.

Please let me know what you would like to do.

Kind regards

Corinne Holland
Licensing Officer
Licensing and Safety Team
Place Directorate
London Borough of Tower Hamlets
John Onslow House
London E3 5EQ

[redacted]
www.towerhamlets.gov.uk

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Appendix 6

METROPOLITAN POLICE Working together for a safer London

TERRITORIAL POLICING

HT - Tower Hamlets Borough

Licensing Office
Stoke Newington Police Station
33 Stoke Newington High Street

Email: [redacted]
www.met.police.uk

Tom Lewis
Head of Licensing
Tower Hamlets Council

Dear Sir,

Central East Police Licensing formally support the review of the Queens Head public house 8 Flamborough Street. On the grounds of Public Nuisance, and Public Safety.

There have been many complaints from residents since the review of the premises license in 2019. Many of these complaints have been about loud noise and the premises being open past its hours.

A visit to the premises on the 18th July 2020 states that the premises was open and there were about 30 customers outside and 20 customers inside. They were shouting, laughing so loudly they could be heard 20 meters away. Recorded music was also playing and was audible over the customers. This clearly is a breach of the condition of their license not to have recorded music. It also shows a lack of control by the pubs management to control their customers to ensure they are not causing nuisance to their neighbours, which they clearly are given the number of complaints from residents.

This evidence clearly gives credence to residents reports that the venue is allowing its customers to cause noise nuisance to residents and playing music.

I am also concerned that there were so many people at the venue in July, where was the social distancing, what mitigating measures were put in place to prevent the spread of the disease? From the Park Guard report is sounds that there were no measures put in place. The loud music is clearly a breach of Government instructions only to have background music.

Police conducted a visit to the premises along with Tower Hamlets Council Staff on the 7th August 2020 and issued a Sec 19 closure Notice due to not having anyone on the premises who could operate the CCTV.

The Police support this review and call for the revocation of the license. I will be suppling additional evidence in support of this review.

Kind Regards

Mark

PC Mark Perry
Central East Licensing Unit
Metropolitan Police Service (MPS)
T: [redacted] Email [redacted]
A: Licensing Office, 2nd Floor Stoke Newington Police Station

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of PC Mark Perry 205619 .....URN:

Age if under 18 Over 18 ..... (if over 18 insert 'over 18') Occupation: Police Officer – Licensing Unit

This statement (consisting of: .... **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [redacted] 1748 CE ..... Date: 20/10/2020

Tick if witness evidence is visually recorded ☐ *(supply witness details on rear)*

I am PC Mark Perry 1748CE, and I am a Police Licensing Officer attached to Central east Licensing that covers both Tower Hamlets and Hackney. This statement refers to CCTV that I viewed from the Queens Head Flamborough Street E14.

I was made aware by Tower Hamlets Council Licensing of alleged breaches of the Queens Head premises license. In order to investigate these allegations a copy of the pubs CCTV was requested by Tower Hamlets Council Licensing so it could be viewed to ascertain the validity of the allegations.

Corinne Holland the Tower Hamlets Council Licensing Officer investing the allegations could not access the CCTV footage that had been provided by the Queens Head management. She asked me to see if the Police Video Investigation Unit could check the CCTV to see if we could view it.

I took the CCTV to the unit and they were able to access it using their computer system. They informed me that the CCTV footage did not include a copy of the media player used by the Pubs CCTV system making it very difficult to use without it.

On the memory stick there were files from the different CCTV cameras at the Queens Head. We opened up a file from each of the cameras, only to discover that the view of each camera was obstructed and did not show the interior of the pub.

I reported this back to Corinne Holland and suggested that she ask the pubs management to meet with her and bring a lap top with the CCTV media player on it so that everyone could view the CCTV footage on the memory stick together and verify what was on there. I said that I would be happy to attend the viewing to witness what

Continuation of Statement of .....

was on the CCTV footage the pub management had handed over. R [redacted] 1748CE

Signature: PC [redacted] 1748CE ..... Signature witnessed by: .....

Appendix 7

[redacted]

[redacted]

[redacted]

12th September 2020

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises Licence

I am writing to submit my comments for the Queen's Head public house licence review.

I moved to [redacted]t seven years ago. One of the attractions of the area was that there are two pubs on either side of York Square, which I felt indicated a strong community. This was indeed the case, with the Queen's Head being at the heart of the community for Chaseley Street and Flamborough Street. All this changed when the pub was opened under new ownership and management in October 2018. Following months of nuisance caused by the pub, the licence review held in April 2019 imposed conditions which included the removal of their regulated entertainment licence.

It was hoped that even though the pub would never be the asset that it had once been, that at least the nuisance to residents would be curtailed. This has not been the case. There have been continued breaches of licence conditions following the review. Please see attached diary covering the period May 2019 to the present date.

To summarise the content of the diary:

- The pub breaches are usually at the weekend.
- I can often hear the beat of music from the pub in my house, even though I don't live directly opposite. Sometimes it's loud enough to hear what is being played, which is what was happening before the last licence review.
- The pub appears to regularly serve customers beyond their licensed hours, sometimes until the early hours of the morning.

In addition to the above, customers from the pub are using the streets as though they are part of the pub premises. On the occasions when the pub is very busy, their customers are using the pavements and the roads in large numbers. As well as causing an obstruction for pedestrians and cars, they are also extremely noisy, paying no heed to the fact that it's a residential area. No attempt seems to be made by management to control this. This was happening before and after the lockdown.

I have continued to make complaints to the Council through the period May 2019 – the present date, as have my neighbours.

I, like most residents, still want the premises to be a pub. However, it is apparent from the last two years that the current owner and management will never be able to operate it in a way that is appropriate to the area. The pub provides employment and none of the residents would want to see jobs lost, but this can't be at the expense of the rest of the neighbourhood.

The Queen's Head is registered as an Asset of Community Value (expiring January 2021). After the last two years there is no way it could still be described as such, but I hope that it could be again. Fortunately, there is still The Old Ship on York Square, and this is a prime example of a pub that is a real asset to the area.

As well as the nuisance and licence breaches that have continued since the last review, there has also been a marked increase in criminal activity in the area.

Problems stemming from the pub are spilling out onto surrounding streets, for example, I believe the police were called out to Wakeling Street in the early hours of the morning of July 19th because of a fight that had started in the Queen's Head.

Since lockdown was lifted there has been a spate of criminal damage to property. I have not been a victim of this yet, but the attacks have escalated and have included damage from corrosive fluids and attempted arson. These incidents have been reported to the police.

I understand that at least three of my neighbours have had the owner of the Queen's Head lease spitting on the ground in front of them.

At the previous licence review the pub was causing an enormous nuisance to local residents, but now, in my opinion, it is not only an enormous nuisance, but the behaviour of the owner, management and customers have made it a public safety issue too.

I would ask that the licence is revoked as the application requests.

Yours faithfully

Amanda Luscombe

Queen's Head Diary

May 2019 (when new conditions were imposed on the licence) to Present

Date	Nuisance/Incident
24th May 2019	The pub has been playing music since 22:00 hrs. Sounds like karaoke. At 22:20 the doors onto the street were still wide open.
1st June 2019	In the afternoon tables and chairs were put on the pavements of Flamborough and Chaseley Street. A licence is needed from the council for this, and I'm assuming that they don't have one. Most residents would object strongly to the granting of a licence for this based on the problems of the last few months. To the best of my knowledge, no previous landlord at the pub has done this. The doors onto Flamborough Street were wide open after 22:00. 00:00 approximately there were a couple of people on the pavement on Chaseley Street and even though the blinds were drawn the lights were still on inside the pub. This is what happened before when they were serving after hours.
2nd June 2019	On Sunday afternoon at around 17:00 I heard music (above my TV) and realised that it was coming from the pub. They continued playing music until approximately 20:30. At various points it was loud and I could hear what they were playing quite clearly in my house. On Sunday afternoon after 16:00, several of my neighbours saw the new DPS outside the pub, so I can only assume that he was on site when the condition about regulated entertainment was being breached.
7th June 2019	19:00 From this time and through the evening there were rowdy customers outside the pub off and on. 19:45 From this time I could hear faint music coming from the pub and the multi coloured disco lights were flashing.
8th June 2019	15:50 - Heard music from the pub from my sitting room, sounded like a live singer, might have been karaoke. 16:40 - Burst of music 18:30 - Burst of music 19:30 - Sounds like there's music in the pub, but not loud. 20:15 - Can hear music and rowdy customers from my sitting room. 21:30 - Didn't hear any music after this.
9th June 2019	16:10 - Could hear faint music in the pub.

Date	Nuisance/Incident
	16:30 - Music got louder, could hear the music and the beat in my house. 18:23 - Music playing and rowdy customers outside. I could hear music over my TV and very clearly in my bedroom. At around 18:35 there was a reggae track playing with all the doors wide open. Could hear the beat of the music from the back of my house. 19:25 - Music/karaoke got louder and continued for the next couple of hours. 21:30 - Didn't hear any music after this time.
21st June 2019	On Friday at around 17:20 there was music playing in the pub and the doors were wide open. It got progressively louder through the evening and I could hear music from my sitting room and bedroom. The multi-coloured disco lights were also on. I didn't hear anything after about 22:30, but I think this was because they closed the doors (half an hour late, if that's the case). Off and on through the evening there were rowdy customers outside.
28th June 2019	18:40 - Could hear music in the pub when I walked home 20:45 - Music got louder, possibly karaoke, could hear it in my sitting room over the TV 22:30 - Music in the pub (quieter than earlier), multi-coloured disco lights on, door onto Flamborough Street open
30th June 2019	18:00 - Music/karaoke, could hear in my sitting room. At times there were particularly loud bursts of music. Bar stools on the street. 20:00 - In my garden, could hear karaoke. Very loud for a few minutes.
5th July 2019	There was a very short blast of music/karaoke (probably five minutes) around 18:45, I could hear it over my TV.
6th July 2019	Couldn't hear music in my sitting room, but when I went up to my bedroom around 22:30 I could hear music from the pub, albeit faint.
19th July 2019	Music playing in the pub, could hear faintly. 20:40 approximately got louder and could hear the beat in my sitting room when the TV was off.

Date	Nuisance/Incident
	22:10 approximately could hear music, but only faintly, flashing lights going, doors wide open.
26th July 2019	17:30 Walked home past the pub, chairs and tables out on Chaseley Street, doors wide open, music being played inside. Could hear faint music from my bedroom and in my sitting room when the TV was off. 21:30 approximately went into my bedroom, music could be heard clearly, sounded like karaoke, flashing lights going. 22:50 I think there was music playing faintly in the pub, doors were wide open, flashing lights going.
2nd August 2019	19:00 approximately, could hear the beat of music in my sitting room. Got louder around 21:00, possibly karaoke. 22:35 doors wide open onto street. 23:00 approximately, very loud customers outside the pub, could hear them from my bathroom which is at the back of the house. 23:25 approximately, got even louder, sounded like an altercation of some kind.
5th August 2019	22:00 approximately, could hear music and shouting from inside and outside the pub. 22:45 approximately, doors wide open, could still hear music and shouting.
25th August 2019	22:00 Noticed music from the pub when TV off. Doors wide open. 01:30 Loud music coming from the pub. Could hear over the TV and quite clearly when I opened my front door to see if it was coming from the pub. The pub looked as though it was shut.
31st August 2019	19:40 Burst of loud music from the pub for 10 minutes or so, could be heard over my TV in the sitting room and from my bedroom. Might have been karaoke. 00:45 Music playing in the pub, could hear it from my sitting room and bedroom even though the doors were closed. The lights were on in the pub and they were letting people in and out from the accommodation door onto Flamborough Street that gives access to an internal door to the pub.

Date	Nuisance/Incident
7th September 2019	Doors wide open onto Flamborough Street all Saturday night through to at least 00:15 on Sunday morning. Lights on in the pub at 00:15, so I can only assume that they were breaching their licence conditions. This is the second consecutive weekend they have been open beyond 23:30.
21st September 2019	The pub doors onto Flamborough Street were open at midnight, so I assume that they were breaching their licensed hours again.
31st December 2019	Application for a temporary event was granted by the council for the sale of alcohol and regulated entertainment (recorded music) from 23:00 hours on 31/12/2019 to 02:30 01/01/2020. There was live music still going on until around 3am and the pub didn't close until just after 4am.
20th March 2020	Pub open until 02:30. Rowdy customers were on the street until then. Customers were using the accommodation door on Flamborough Street to access the bar.
8th April 2020	Lights have been on in the bar most nights since it was meant to have closed.
18th April 2020	19:30 Music coming from the pub. It sounded like karaoke at one point.
4th July 2020	For most of the evening there have been groups of people, up to around twenty, on the pavement outside the pub on the Flamborough Street side and it's been pretty noisy. At 00:45 the pub was still open. All the lights were on inside and there were about eight men outside on the street. Customers were using the accommodation door on Flamborough Street to access the bar.
10th July 2020	I could hear the beat of music in my sitting room. Lots of people were outside the pub being very loud, what sounded like a domestic between customers screaming at each other for quite a few minutes.
11th July 2020	I could hear the beat of music in my sitting room over the TV. In my bedroom I could clearly hear the song that was being played.
18th July 2020	Customers on the street being very loud, shouting and shrieking. Most of them were on Chaseley Street, but I could hear all the shouting in Flamborough Street too. The noise pretty much continued all night. Could hear it clearly over my TV and whilst on the phone. Cocaine was being consumed by customers on Chaseley Street. Customers were all over the pavement and the road.

Date	Nuisance/Incident
	The beat of music coming from the pub could be heard clearly in my house and got louder after 21:00. 00:25 Customers still on the street. Lights were all on in the pub and I could hear from my bedroom that there were still a lot of people in the pub. The accommodation door on Flamborough Street was being used to access the bar. 02:20 There were still customers entering the bar via the accommodation door. 02:40 Customers were singing over a period of about twenty minutes on Chaseley Street, I could hear very clearly in my house. 03:00 Sounded like a fight was going on in the pub, the Flamborough Street doors were opened and customers spilled out onto the street. Shortly after I believe the police were called to a fight in Wakeling Street. 03:30 The pub was still open.
24th July 2020	I could hear the beat of music in my sitting room and the usual rowdy customers on and off throughout the evening. At around 23:00 they started singing in the pub, I could hear what they were singing in my house. Around 23:35 there was a domestic going on between pub customers with screaming and swearing, this lasted for quite a few minutes. According to one of my neighbours someone from the pub management shouted at them to "f**k off home". At 23:50 the doors onto Flamborough Street were still open, with customers coming out for cigarettes. At 00:20 there were three customers out on the street.
26th July 2020	19:00 Singing in the pub and on the street.
1st August 2020	There was a lot of noise outside the pub. I could hear the beat of music from the pub quite clearly in my house, there was also the usual shouting, chanting (presumably because of the football) and general rowdiness. Just after 23:00 customers went inside the pub. The pub was open beyond its licensing hours again. At around 00:30 approximately ten people came out of the bar via the accommodation door onto the street, presumably to smoke. They went back into the pub. At 1:30 the lights were still on and a customer knocked on the accommodation door and was let into the bar.

Date	Nuisance/Incident
10th August 2020	23:50 Around eight customers on the street outside the pub drinking and shouting.
14th August 2020	Rowdiness on and off and I was able to hear the beat of music from my house on occasion.
15th August 2020	Rowdiness on and off and I was able to hear the beat of music from my house on occasion. 22:30 burst of loud singing.
21st August 2020	Could hear the beat of music in my sitting room over the TV and strong winds. Customers talking very loudly/shouting on and off through the evening.
22nd August 2020	Around 22:00 there were a group of rowdy customers on Flamborough Street, noise for about an hour.
23rd August 2020	I could hear shouting coming from inside the pub over my TV in the evening.
4th September 2020	01:30 Loud noise in the street, possibly a customer kicking the door. Looked as though the pub was still open. Could hear the beat of music in my sitting room through the evening. Occasionally loud customers on the street. Light were still on after midnight.

Appendix 8

[redacted]

To:
Licensing Section
London Borough of Tower Hamlets,
John Onslow House
1 Ewart Place

13th September 2020

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises Licence

I am writing in reference to the review of the licence for the above

I live at [redacted], just opposite the pub, and the main door to the pub, and several of the pub's bars and windows, front directly onto Chaseley Street, diagonally across from my house. It also has an open air area at the back with metal fencing and roof (called a "beer garden"), which is directly opposite my living room and bedroom and the alleyway at the side of the house.

I would like to preface my comments by saying that I was originally one of the local residents who supported the campaign to have the pub designated as an Asset of Community Value, so I would have very much liked to see the pub succeed and continue to be a local asset and a place for local people to have a drink. Sadly that is not what has happened, and there are very few locals who would think of entering this pub because of the way it is operated.

Since the new landlord took over the premises and opened for business in October 2018 the experience has been consistently bad. For the first few months the disturbance was very great – and the Council's revocation of the karaoke licence recognised this early noise and disruption.

Over the 15 months since then however, the operation style of the pub has continued to create extreme noise and cause disturbance, particularly for those opposite it on the south side of Chaseley Street, and in Flamborough Street and York Square. The operators have shown absolutely no respect for the fact that this is (was) a quiet residential area.

The problems experienced, in summary:

1) The noise from the pub caused, in particular, by the very rowdy customers who congregate in large numbers on the street and in the "beer garden, and the music coming from inside the pub, is very disruptive and disturbing, and often continues until very late or even early mornings on some Fridays and Saturdays. The noise has occasionally prevented me sleeping, and often made me very stressed. It has also occasionally affected my ability to work. Like others in the street, I work from home, and the shouting and noise in the daytime can be a big nuisance during working hours. I can hear the noise in most parts of the house, but particularly in the living room and bedroom which are at the front, and in the back garden - where the shouting carries along the open alleyway to the back of our houses. The pub doors are always open, and there are almost always large crowds of drinkers and smokers on the street and in the road. This is exacerbated by the practice of using the pub as a venue for wakes and football – without any visible control by management of where customers choose to stand and drink and shout.

2) The drinkers in the pub seem to regard the pavements and roads around the pub as a part of the pub premises. They use the street freely, gathering in large rowdy groups outside with the accompanying noise and disturbance. Whilst standing outside, they seem to feel that shouting and swearing is perfectly acceptable, and they seem to be very good at doing this, and are very, very loud. This is not happening as a consequence of lockdown restrictions, it has always happened under this management. And it is not just smokers on the street, most of the people outside are just drinkers.

3) Since this landlord took over the premises, he has turned the open air area at the back of the pub (eastern side) into a so called 'beer garden' I understand that this is apparently where smokers are supposed to go. The 'beer garden" is partially enclosed by metal coverings and fencing. This means that when any more than two people are in the area the noise is very bad as it reverberates and ricochets across the street. Since it is directly opposite my bedroom and living room windows this creates a lot of noise when it is in use, and can also be heard very loudly at the back of our houses in all the gardens on the south side of the street.

4) The pub has often been open very late – and there have been drinkers there in some cases well after midnight. When people leave the pub, often after 11.30pm, they often stand on the street shouting, having loud conversations, slamming car doors, waiting for minicabs etc, and this is also very disturbing noise-wise.

5) On two different occasions I have seen customers using drugs just outside the pub doors (see diary) , and this is troubling, as it implies an encouragement to the unwelcome increase in drug dealing on this street. I am not saying that this necessarily happens inside the pub, but they are definitely attracting some customers who are using drugs. Since there have been 6 horrible incidents of potentially drug related vandalism recently along the street over the last 3 months, this is worrying.

None of these things happened when the previous landlord was in tenancy. I have lived here for 8 years, and it was never a problem with the pub before. This is a quiet residential street, and any pub here should respect that situation, and not be operated as is currently happening. The Old Ship on the opposite side of York Square is an excellent example of how a well-run pub can add to the amenity of an area

I did not keep a consistent diary of disturbance from the pub after the karaoke licence was revoked last year as I assumed (mistakenly) at the time that the noise wouldn't so bad after the karaoke was stopped , so I only made an occasional note of when things happened. As a result my attached diary of events doesn't have much in it for 2019.

To conclude, I think that It should be possible and normal for residents to feel safe and undisturbed in their own homes and gardens, and not have everyday life blighted by such bad behaviour.
We should not be so regularly subject to the noise, stress and disturbance that is happening as a result of the way that the pub is currently being managed (or mismanaged). It is reasonable to expect that we should be able to get to sleep, or sit in the living room, without having to listen unwillingly to nightly loud swearing and shouting, and the sound of noisy fights and arguments. It is like living opposite a permanent resident football crowd.

Yours sincerely

Cynthia Grant

Queen's Head Diary – a few entries for 2019, but did not keep proper record until spring 2020

Date	Nuisance/Incident
1st June 2019	Pub very noisy all day and evening. Trying to do piano practice but impossible because of interfering and annoying noise and music playing from pub The pub put out tables and chairs so there were dozens of people outside
7th June 2019	I had guests for supper and the noise from the pub was appalling and affected our evening Lots of customers outside shouting and screaming. They were playing loud music inside Loud noise and shouting disturbed us in back garden of house where we were sitting
21st June 2019	Loud music coming from pub all evening and customers on the street
2nd August 2019	Lots of very noisy customers outside the pub very late – between 11 and midnight. Could hear all the swearing and arguments from the street in my bedroom
31st August 2019	Sounded like there was a party going on inside the pub after closing time- could hear music and shouting until around 1am. This has happened on several other nights as well, but I don't have a record of the dates
20th March 2020	Pub open until very late. Stopped me sleeping. Very rowdy crowd on the street
19th May 2020	Loud music from pub
20th May 2020	Loud music from pub
4th July 2020	Large very noisy groups outside on pavement and road all evening
5th July 2020	Loud music audible in my front room and bedroom Very noisy groups outside all evening, with major screaming argument. Lots of swearing. Pub still open with noisy drinkers inside and outside at 12.15 (past midnight)
18th July 2020	Queens head drinkers filling footway and road along both sides of Chaseley Street – some directly opposite my front room window and bedroom. Shrieking, chanting, swearing, very noisy and disruptive. I opened my door to have a look at what was happening and saw a car parked outside the pub with its doors open. 4 men inside with mirrors snorting cocaine through straws. They saw me looking and shut the doors. Was concerned about having been seen Drinkers still there at half past midnight Lots of reverberating noise (shouting and laughter and swearing) also coming from open air 'beer garden' directly opposite my windows

Date	Nuisance/Incident
	Pub & ' beer garden' still packed full of people at 1am No attempt to close pub and clear noisy street. Loud noise disturbing in living room, bedroom and back garden Noise continued until well into the early morning - not sure when they threw everyone out, but it was at least 3am
24th July 2020	Large crowds of very noisy customers on the street and loud music from pub Continued until well after closing time with some scuffles and fights with accompanying shouting
26th July 2019	Lots of noise and loud music coming from pub
1st August 2020	Rowdy customers outside – lots of chanting and swearing and shouting
6th August 2020	Again – crowds of rowdy customers outside – lots of swearing and shouting
14th August 2019	Again – crowds of rowdy customers outside – very noisy indeed - lots of swearing
15th August 2019	Again – crowds of rowdy customers outside – very noisy indeed until very late. Couldn't hear the television. - lots of swearing and shouting – slamming of car doors and cars roaring up and down around 11- midnight
21st August 2020	Pub drinkers on street and in road - very rowdy . Lots of noise until around midnight , finishing with lots of cars roaring up slamming doors, shouting and laughter
22nd August 2020	Very noisy on street again. Massive amount of swearing and shouting . From 15.00 until late
25th August 2020	Very noisy large group drinking in street from 18.00. Noise until late
28th August 2020	Very noisy large group drinking in street from 18.00. Group of 15-20 people outside drinking in street. Shouting, f'ing and blinding. Very disturbing and intimidating
29th August 2020	Noise from crowd of rowdy customers/drinkers all along Chaseley Street footways and in road, directly opposite my living room and bedroom Noise from 15.30 in afternoon until 11.45. At one point around 8pm I saw a tall man come out of the pub door, got a packet of white powder from his pocket, and stuffed a fistful of it up his nose. He then went back in the pub
30th August 2020	Again- Noise from rowdy customers/drinkers all along Chaseley Street footways and in road, directly opposite my living room and bedroom. From 3pm on and off until very late
4th September 2020	Pub noisy with music playing – could hear it clearly from living room until after 11 Large crowd of noisy people in so called 'beer garden" This is an area at the back of the pub on the eastern side which is open but surrounded by metal fences. The sound from here reverberates straight across the street to the other side of Chaseley Street and is very annoying. It is where smokers are supposed to go, but is a very noisy spot. It was

Date	Nuisance/Incident
	never used by previous landlords. Loud noise travels into living room, bedroom and back garden
5th September 2020	Loud shouting and noise coming from pavements and pub from 5pm onwards. Lots of yelling and shouting. It is like living opposite a permanent rowdy football match crowd
11th September 2020	12- 15 very noisy customers out on Chaseley Street pavement drinking, and shouting conversations
12th September 2020	Another football match I think as the shouting and chanting is dreadfully loud and disturbing Fight seemed to be happening on premises and outside around 20.45. Could hear breaking glass and police arrived around 9pm
13th September	13.00 – 15.00 Noisy group of 7 drinkers standing in the middle of the road on Flamborough Street (no smokers – just drinkers) could hear throughout the house and also in back garden

Appendix 9

Corinne Holland

From: Chris Ody <[redacted]
Sent: 13 September 2020 20:57
To: Licensing
Subject: Re : Licensing review of the Queens Head Pub

Follow Up Flag: Follow up
Flag Status: Completed

Dear Sir/Madam

I would like to make a representation regarding the licensing review of the Queens head Pub in York Square.

Firstly I've never passed the pub after midnight when the lights haven't been on, the blinds dropped and the noise of drinkers inside.

Secondly I live on Salmon Lane across the communal lawn bordered by Flamborough St, Chasely St, Salmon Lane, and Raby St. Although it is about 30 yards across to the pub they often have loud parties on the roof at the back overlooking our lawn with loud music and lots of people showing a complete disregard to social distancing.

The third reason, and I'd admit this is speculation, but I have noticed vandalism to neighbours cars and houses adjacent to the pub and my guess is that these people have complained to the pub about the noise. Also is it right that I have to cross the street to avoid the drinkers crowded outside the pub on the pavement drinking and smoking, I feel intimidated.

Yours Sincerely
Christopher Ody

[redacted]

Appendix 10

Corinne Holland

From: Licensing
Sent: 15 September 2020 10:24
To: Corinne Holland
Subject: FW: Queens Head PH; Licence Review

From: David Richards <[redacted]
Sent: 14 September 2020 18:41
To: Licensing <Licensing@towerhamlets.gov.uk>
Subject: Queens Head PH; Licence Review

Dear Licencing Team,

I am writing in reference to the forthcoming licence review for the Queens Head Public House at 8 Flamborough St. I live almost opposite at[redacted]

A few weeks ago I signed a petition in the pub in support of the licence review. I have always supported the pub and I would hate to see it close. In fact I was an active campiagner for its Assest Of Community Value a few years ago. When I signed the petition in the pub I was familiar with some of the disturbances the Queens Head and its patrons had caused to the local community in the last few years. However, I did not feel strongly enough against the pub at the time that I wanted to object to the licence review. At the time I had hoped that the current management might retain their licence and therefore safeguard the premises as a pub, but with a necessarily stiff warning such that they would no longer run it uncontrollably.

Since then however I have learned that a lot of other disturbances have been down to the pub and I have changed my views on the licence application. Furthermore there have been more noise nuisances and incidences including a fight in the pub only this past weekend. In a way this has been the final straw for me and I no longer have the faith that the current management will ever be able to run the pub in the way that it should be run with sufficient respect for the local neighbourhood. I no longer feel the current behaviour can continue and I would like to withdraw my previous support for the licence renewal and object against it.

Your faithfully,

David Richards

Appendix 11

Corinne Holland

From: diana warren [redacted]
Sent: 12 September 2020 15:32
To: Licensing
Subject: Queens Head, 8 Flamborough Street, London E14 7LS

[redacted]

Dear Sirs,

Review of a Premises Licence under the Licensing Act 2003

Queens Head
8 Flamborough Street
London E14 7LS

I own the property [redacted] with my front door in Flamborough Street, opposite the Queens Head which I let out. I have recently been staying in the house and there was considerable disturbance, shouting and noise.

There has been a considerable increase in noise, disturbance, swearing, shouting and general bad behaviour since the change of ownership. Previously there were no problems with the Public house before October 2018.

I would like the unruly behaviour to change and the York Square area to go back to the quiet residential area it was previously.

Yours sincerely
Diana Warren

[redacted]

Appendix 12

[redacted]

London

[redacted]

14th September 2020

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises Licence

I am writing to submit my comments for the Queen's Head Public House Licence Review.

We moved to [redacted] 6 years ago and one of the things that we liked about the street was that there were two pubs on the Square. At that time and for almost 4 years we used to go into the Queens Head mainly on weekends for a drink to support the pub and engage with the local community. Jack and Denise who owned the pub at the time, were very welcoming and also a big part of the social fabric in the community.

Unfortunately all of this changed in October 2018 when the pub was opened under new ownership and management. In the lead up to the pub reopening I was part of a WhatsApp group that was started up by the son and girlfriend of the owner, Thomas Geoffrey. This group was set up in order to try to engage the community and suggest ideas to the new owner, so that our ideas could be carried over in the reopening of the pub.

On the night the pub reopened my partner and I went to the pub to have a drink, at this stage it became apparent that there was not a single person that we knew from the local community in the pub. Most of the people there were complete strangers and not people that we knew.

During the following months there was a lot of nuisance caused by the pub, which led to a Licence Review that was held in April 2019. This review imposed conditions which included the removal of their regulated entertainment music licence. Since then there have been continued breaches of the licence conditions following the review. Please see attached a diary that covers some of these until September 2020. These breaches tend to happen at weekends. This is when the pavements on Flamborough and Chasely Street get extremely busy with customers on the street, drinking/smoking, sometimes blocking the pavements, alongside lots of shouting and swearing. This normally gets worse as the evening progresses and there does not seem to be any attempt from the pub management to control this in anyway.

On one occasion during lockdown I was returning from shopping and unloading the car at about 1.30pm and I noticed a group of approximately 10-12 men standing outside the pub by the side entrance, shortly afterwards they all went into the pub. That evening I noticed that at the back of the pub that there were people drinking. I then saw a group of men leaving after midnight and heard them banging doors and talking loudly as they were leaving.

Since Lockdown has eased the pub has reopened and the problems are now much worse, with increased noise levels and customers leaving the pub after 11.30pm and on some occasions as late as 3.30am. There have been a few occasions when the police have been called, the most recent visit was as Sat 12th Sep at around 9pm after an incident occurred and 3 or more police cars/vans arrived at the scene after the incident while the staff were seen clearing away smashed glass outside of the pub. 3 residents have also been spat at by the owner. This is truly disgraceful behaviour, particularly in view of the current pandemic.

My partner and I are both in employment and we are often disturbed late at night by one incidient or another and the swearing and loud vioces, shouting words that I do not wish to repeat has now become fairly normal. As the behaviour is not controlled the behaviour is becoming more and more unruly.

I would like the premises to continue to be a pub but certainly not in its current format as it has affected our day to day living and quality of our life as well as many of the residents living in Falmborough, Chasely Street and York Square. In addition to all of the above there has been a sharp increase in criminal activity, including several personal attacks on homes and cars of nearby residents, mainly those that have made complaints about the pub. This was never a problem with the previous pub owners, they understood the importance of keeping the residents and local community happy particularly as the pub was in a quiet residential area.

I would ask that the licence is reviewed / revoked as the application requests, however, all of our personal information must be **anonymous,** remain strictly confidential and not be disclosed.

At this stage we have not been subjected to personal attacks, however, if this should happen in the future I will assume that it is because we have made a complaint and that our details have been shared and/or published.

Yours faithfully

Enrique Casarrubios

Jane Robinson

Queen's Head Diary

Date	Nuisance/Incident
2nd June 2020	Upon returning from shopping and whilst I was unloading my car, I noticed a group of about 10-12 men standing outside the pub and shortly afterwards they went into the pub via the side door. That evening at approximately 9.30pm I went out to the shops and upon returning I peered through the window and noticed that the men were drinking at the back of the pub.
18th July 2020	Music had been played from the pub and there was a lot of activity coming from outside the pub with heavy talking and shouting and a lot of swearing. I went to bed and approximately 3.30 am I got woken up from people spilling onto the streets from the pub. There were lots of talking and shouting and this lasted approximately 30mins until most of them dispersed or got into cabs. I have attached photos from this incident.
19th July 2020	At approximately 11.30pm I got again woken up by loud talking and shouting coming from outside the side of entrance of the pub on Flamborough Street. I then proceeded to open my window and asked them politely to keep the noise down. To which they apologised but shortly afterwards it continued again.
12th Sep 2020	Incident occurred at approximately 9pm. 3 police cars arrived at the pub. Staff can be seen cleaning up glass from pavement on Flamborough St
13th Sep 2020	Two guys at approximately 9pm can be seen running from York Square and banging on the doors and windows of the pub on Chaseley St and shouting, 'come on'. Then one of the guys says to the other come let's go or we will be arrested.

Appendix 13

Elaine and John Fanning
[redacted]

13 September 2020

Re: The Queen's Head Pub, 8 Flamborough Street, E14 7LS

Since this Manager arrived back in October 2018 it has been very difficult and extremely challenging living in our house.

I live opposite the pub in the same street [redacted] on the other side of the road.

Most Fridays and Saturdays when I am in the bedroom relaxing and watching TV I can hear rowdy customers outside the pub. I can also hear loud music from inside the pub above the TV. I can hear all the customer conversations and very loud laughter in the bedroom. I cannot even hear the TV as the noise from the customers outside the pub drowns the sound. It is also a struggle to sleep with the noise in the street. These customers are taking the street over every weekend.

I dread the weekends as I am always anxious of what is going to happen. With the noise this pub is generating I do not enjoy my weekends as I am too tired from lack of sleep. Late night lock ins also take place until early hours.

I am a key worker working from home and deliver Fibre Broadband to large Communication Providers. I work some Saturdays and find this is a struggle as I feel very tired from being kept up with the noise from Friday nights. My work involves a lot of concentration as the role is very technical as it involves the configuration of bringing Broadband Ports into service with engineers in exchanges and carrying out live end to end testing for customer delivery. My work has been very busy throughout the lockdown as this Broadband delivery has been keeping the country connected.

Even when the music licence and live entertainment was removed by the local council this operator was still breaching and totally ignoring what was outlined at the Licencing hearing in April 2019. Our community would email Licencing and environmental health to provide this information each weekend it varied from a Friday night, Saturday night to a Sunday afternoon. Rules and regulations could not be kept by this operator. **Please see Queens Head Tracker 2019/2020.**

This operator has been given several chances by Tower Hamlets council and on each occasion he has failed to run this pub in the correct way. This operator and management team are totally unfit to have any form of involvement with any pub**.**

This Publican and management never could control their customers. A funeral wake in September 2019 caused utter chaos until late in the evening. This was completely out of control with customers down the street and in the road. The noise was horrendous in the street. This was on a week day and completely unfair to the residents to have to put up this this kind of behaviour in the both streets. Customers were still present in the street after midnight.

On Saturday 18 July 2020 again he failed to keep control. Lots of customers were in the street leaning on residents cars. Also outside the lounge window of an elderly lady that lives on her own. Music was loud as well. It was like a nightclub in Spain until late in the evening. I was on the phone that evening and the person I was talking to could hear the noise generated by the customers in the street.

Living here over 30 years there has never been any issues with this pub. Never knew the pub was there. All the previous owners respected the community. All owners were a very big part of the community. It was a nice pub for the neighbourhood to meet and socialise and enjoy the weekend sky sports. This is not the case now as none of the local and immediate community go there. This option and choice has been totally removed from our neighbourhood.

We went into the pub with **AL**L the previous owners but will not go anywhere near this pub now. We do not even walk down that end of the street if possible. We are both uncomfortable and concerned in case of abuse or potential comments being made. Most of the time we enter the street from the other end. To both of us now that side of the road does not exist. We both feel this is a public safety issue.

The community is now divided and always on full alert in case a call needs to be made to Tower Hamlets noise team or the police.

This publican goes around spitting at residents so far it has been 3 local women in recent weeks. Totally unacceptable behaviour during a COVID 19 Pandemic.

The Old Ship Pub in York Square is a fine example of a pub that is well run. The owner has the upmost respect for the community and always engages with all the residents. He is always polite and courteous at all times.

This community has put up with enough in the time that this operator and management team have been present. There has been no end to this mental abuse caused by this noise nuisance most weekends in nearly 2 years.

This owner is completely disrespectful and has no consideration for anyone in this community. This unacceptable attitude and behaviour should not be allowed to continue at the community's expense.

Yours Faithfully

Elaine and John Fanning

Day & Date	Type of Noise	Started & Stopped	Effects
	2019	2019	
Friday 24 May 2019	Very Loud Music	10pm Onwards	Preventing Sleep. Very loud music sounding like karaoke.
Sunday 26 May 2019	Loud Music	Early Afternoon & evening	Loud music heard in the bedroom. All afternoon. Flashing disco lights going. At 10.25pm very loud conversations heard in the street. Preventing sleep.
Sunday 02 June	Loud Music	04.30pm	Loud music and doors open. DPS on site.
Friday 07 June	Loud Music	07.00	Loud conversations heard in the street. Music can be heard in the bedroom above the TV. Disco lights flashing.
Saturday 08 June	Loud Music	08.37	Can hear this music in the bedroom above the TV.
Sunday 09 June	Loud music	04.30 onwards	Loud music and loud customers heard in the street.
Friday 14 June	Loud conversations	10.15	Loud conversations heard outside the pub in the bedroom preventing sleep.
Friday 21 June	Loud Music	06.00	Loud music could be heard in the house and bedroom.

Friday 21 June	Loud conversations	10.00	Very loud conversations heard outside the pub. Loud music still heard. Preventing sleep.
Saturday 22 June	Loud Music	08.40	Loud Music can be heard in the bedroom. Sounding like a constant beat of a speaker. Heard above the TV.
Friday 28 June	Loud Music	08.50	Very loud music and singing can be heard in the bedroom above the TV.
Sunday 30 June	Loud Music	05.50	Can hear music and singing in the pub. Song heard never promised you a Rose Garden.
Friday 19 July	Loud Music	08.30	Wide open doors. Music loud and can be heard in the bedroom above the TV.
Saturday 20 July	Loud Conversations	10.30	Very loud conversations heard from outside the pub in the bedroom above the TV.
Friday 26 July	Loud Music	10.20	Loud music heard in the bedroom preventing sleep.
Saturday 28 July	Loud Music / Loud conversations	07.30 onwards	Very loud and yet again creating a disturbance for the whole surrounding area. There was loud music with a thumping base all evening with flashing disco lights, and very noisy crowds of people outside and filling the footways and roadway from 7.30pm. Loud singing from many voices could be heard from10pm.

Friday 02 August	Loud customers	11.00	Very loud customer in the street could be heard in the bedroom preventing sleep.
Sunday 25 August	Music heard	22.10	Music heard in the bedroom preventing sleep.
Saturday 31 August	Music heard	Late	Music can be heard in the bedroom. Preventing sleep.
Tuesday 10 September	A Wake	All Evening	Out of control customers attending a wake. Very loud in the street.
Saturday 21 September	Customers in street	After midnight	Pub still open. No management control.
	2020	**2020**	
Friday 20 March 2020	Noise nuisance in the street	Early hours	Very loud customers in the street could be heard preventing sleep.
Saturday 04 July	Conversations and noise nuisance	Stopped well after midnight	Very noisy / Large crowds in the street. Loud Conversations could be hear all evening. Drinkers were still present in the street after midnight.
Friday 10 July	Loud conversations in the street	Late	Lots of loud customers in the street Music could be heard like a speaker.
Saturday 11 July	Noise nuisance / Loud music	Late	Loud music heard in the bedroom above the TV. Could

			Hear wham wake me up before you go.
Saturday 18 July	Noise nuisance / Loud music	Late / Early hours	A very bad night experienced for the whole community. Very loud in the street. Loud music can be heard. Loud conversations could also be heard.
Frida 24 July	Noise nuisance in the street / Loud music	Late	Music heard in the bedroom and very loud customers outside the pub.
Sunday 26 July	Loud signing heard	07.30	Singing can be heard above the TV in the bedroom.
Saturday 01 August	Noise from customers and music	Late	Music and loud customers can be heard in the street.
Monday 10 August	Noise nuisance in the street	11.15	Loud customers in the street could be heard preventing sleep.
Friday 14 August	Noise nuisance / Loud music	Late	Loud music and conversations heard in the street. A very warm muggy night and struggling to sleep. Could not even have a window open with the noise outside.
Saturday 15 August	Loud music	Late	Music could be heard from 10.15 onwards. Customers were singing very loud / all around the world and I cannot find my baby.
Frida 21 August	Loud customers	Late	Music and customers can be heard above the TV.

Saturday 22 August	Loud customers	10.30	Loud customers can be heard in the street. Preventing sleep.
Friday 28 August	Loud customers	08.40	Loud conversations can be heard in the bedroom above the TV.
Saturday 29 August	Loud customers	All evening	Loud conversations can be heard in the bedroom above the TV. Screaming customers completely out of control.
Sunday 30 August	Loud customers	All evening	Loud conversations can be heard in the bedroom above the TV. Screaming and shrieking customers completely out of control were casing a noise nuisance.
Thursday 10 September	Loud customers	10.00	Loud conversations can be heard in the bedroom above the TV.
Friday 11 September	Loud customers	09.35	Loud conversations can be heard in the bedroom above the TV.
Saturday 12 September	Loud customers & music	09.35	Very loud conversations and music can be heard in the bedroom above the TV.

Appendix 14

Corinne Holland

From: Iain McLoughlin <[redacted]
Sent: 15 September 2020 15:46
To: Corinne Holland
Subject: Re: Queen's Head pub, Flamborough Street

Dear Ms Holland,

Thank you for drawing my attention to the right for the applicant to see a full version of my email, and in which case will you please use this version; spelling mistake removed and my address removed.

===

Dear Sir, Madam

I am writing with regard to the licence review at the Queen's Head public house on Flamborough Street, E14. I am not against the pub per se but i am disappointed by the increasing occurrence of poor behaviour which is spilling out onto neighbouring streets. The Queens Head could be a good community pub but sadly this isn't the case and instead it is setting the bar very low for what should be good behaviour. I would like the management to take action to prevent this happening and for the council and police to take action if there is no change.

Warmly,

I. McLoughlin

===

> On 14 Sep 2020, at 15:23, Corinne Holland <Corinne.Hollan[redacted]wrote:
>
> Dear Mr McLoughlin
>
> Thank you for your email, the contents of which are noted.
>
> Please note that the applicant is entitled to a full, un-redacted copy of your representation. They may wish to contact you to mediate an amendment of their application, in order to address your concerns; with a view to you potentially withdrawing your objection. Should you wish to withdraw, please advise in writing to this email address.
>
> Alternatively, your representation will be added to the final Licensing Sub Committee report and you will be written to by Democratic Services to be advised as to the time and date of the Hearing, which you will be invited to attend. If you do not attend the Hearing, the decision may still be made in your absence. Should you wish to make additional comments to the Committee in your absence, please advise Democratic Services directly.
>
> Regards,
>
> Corinne Holland

Appendix 15

[redacted]

2020-09-14

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises License

I am writing to submit my comments regarding the review of the Queen's Head public house license.

I have lived in [redacted] for over twenty years, and have felt that the area has been one with a welcoming, inclusive sense of community. When, some two years ago, the previous licensees of the Queen's Head left, I was saddened of rumours that the premises would no longer be used as a public house, but then were pleased to hear that it was indeed to continue to be licensed, and hoped that the new owners would not only continue to create a place that felt part of the community and would continue, as had the previous owners, to respect that area and needs of neighbours.

Alas, under the new management, that has been far from the case. with continued breaches of the license granted to the pub, creating considerable disturbances to the area.

I know neighbours have also written to lodge letters for the case against allowing the license to continue, so I will not repeat the litany of complaints that you will be reading elsewhere, but will summarise some of the key issues that make it clear that the current licence is not been followed, and should therefore be revoked. Briefly:

- The breaches of the licensing most happen at the weekend.

- Customers seem regularly to be being served well beyond the pub's licensed hours, sometimes until the early hours of the morning.

- The noise levels are unacceptable. Not only can I hear from my bedroom the music being played from inside the pub, but the overspill of customers onto the pavement creates an additional level of noise, which the pub management appears to make no effort to control this.

To have Queen's Head registered as an Asset of Community Value is now a mockery, and any excuses for the disturbances being a consequence of being in an area of dense housing, do not hold water – the Old Ship on York Square is a model of how a community pub can operate.

The previous license review arose in the light of the pub being considered a nuisance to local residents, but things have not improved since then and the disturances caused have deteriorated still further.

I urge you to revoke the license as requested in the application. Yours faithfully

[redacted]

Professor Mike Askew

Appendix 16

[redacted]

6th September 2020

To the Licencing committee,

Reference Queens Head Public House, 8 Flamborough Street E14 7LS.

I strongly recommend to you the committee, this pub has its licence revoked on the grounds the present holder of the lease seems unable to keep an orderly house and has nothing but utter contempt for local residents or the impact some of his clientele's behaviour is having on our lives.
I had hoped that after the review in April 2019 that the noise and anti-social behaviour would have stopped, unfortunately it's worsened.
The noise and screaming has got worse, the smell of drugs is overpowering and there is an element of youth behaving like yobs not to mention women screaming late at night into the early hours or the music emanating from the premises
Social distancing seems not to apply, which is rather foolish.
I have heard and witnessed all this and the intimidation.
On 21st August the individual Mr Jeffries senior spat at me in the street on my way to Tesco.
He didn't have to as he had no reason.
His action just demonstrated his utter utter contempt for local residents.
After the review in April 2019 it was made known that those of us who had complained were not welcome there which is fine as I would not set foot inside.
It really doesn't matter, his intimidation tactics won't work on me.
We fully expect repercussions from this individual should you revoke the licence which for all residents sake's I hope you will.
None of us has anything against the pub just the present associates and relatives that occupy the premises.
No one wants to see anyone lose their living or jobs but there are exceptions.

Yours Sincerely

[redacted]

Maria Graydon

Appendix 17

[redacted]

12th September 2020

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises Licence

I am writing to submit my comments for the Queen's Head public house licence review.

I have lived in [redacted] for almost fifteen years. The area has always been quiet, until the change of management at the pub. Now it's very noisy on the street. When the pub plays music I can't hear it in my sitting room because I have secondary glazing, however, when I am in my bedroom I can hear the music. I can also hear very noisy customers on the street and inside the pub, especially when there is football, but also on other occasions, this sometimes goes on until the early hours. There are frequently heated arguments and domestics from the pub customers which carry on down the street and into surrounding areas.

Residents no longer walk on the pavement past the pub because there are rowdy customers and they feel intimidated. People have started walking in the road, on the opposite side of the street, or using other streets to avoid this. I have had comments from customers, and other people have been approached by pub customers and were made to feel very uncomfortable.

The owner of the Queen's Head lease has spat on the ground in front of several residents, including me in the last couple of months. One of these incidents was reported to the police.

The area has become increasingly tense and there has also been a spate of very serious vandalism, including attempted arson. This has happened since lockdown was lifted. I suffer with anxiety and this is very detrimental to my health and affects my sleeping.

We (the residents) do not want this in our street. We want to be able to relax in our own homes.

My grandchildren stay at my house once a fortnight from Friday to Sunday, and I don't want them to be disturbed by all the rowdiness from the pub through the evening and into the early hours of the morning.

In my view the ownership and management have shown absolutely no consideration to residents.

I would ask that the licence is revoked.

Yours faithfully

Mandy Loveday

Appendix 18

[redacted]

10th September 2020

Dear Sir/Madam,

Re: Queen's Head, 8 Flamborough Street, London, E14 7LS – Review of Premises Licence

I am writing to submit my comments for the Queen's Head public house licence review.

There have been a number of incidents where the police have been called to the pub, including one in April 2019 when a customer was stripped down to his underwear whilst in the pub and thrown out onto the street. He was attacked on the street and was bleeding badly. No one wanted to make any allegations so this wasn't taken any further. These sorts of incidents should not be allowed to happen and I don't believe that the pub is taking their responsibility to their customers and residents seriously.

Once the new conditions came into effect following the licence review, there was no real change and the pub consistently breached the new conditions.

Since the lockdown there has been a lot of disturbance coming from the pub. There are large numbers of customers outside on the pavements and the roads and they are extremely noisy. There is shouting that I can hear from my house and I live five doors away. We don't have double glazing so the noise is very intrusive and means that during the summer windows and doors have to be shut. I am unable to sleep with the window open at night because of the noise which carries on long past the hours when they should have shut, but haven't.

The pub doesn't seem to take any responsibility for the behaviour of their customers once they have left the premises and leave them to become the problem of the residents.

There has been an increase in criminal activity in the area.

I recently had the owner of the pub's lease spit on the ground in front of me whilst I walked on the pavement. This is disgusting behaviour and also happened during the Covid-19 restrictions, so is even more unacceptable.

This used to be a very nice, welcoming, area to live, but is now not so appealing.

I have lived in the street for twenty five years and my parents lived here until they died. My father's wake was held at the pub and the owners were lovely and were the heart of the community even though they'd only been here for a few years. They showed nothing but respect for their neighbours and the community supported them wholeheartedly.

In earlier times my father had problems with the pub, but not with the publican who was there until late 2018.

I don't want the pub to be closed, but I do want the pub to be owned and managed by someone who can run it in a proper manner and will engage with the community. Currently hardly anyone in the immediate area uses the pub.

I ask that the licence is revoked as requested by Environmental Health.

Yours faithfully

Donna McLoughlin

Appendix 19

Mrs Sandra Hanshaw
[redacted]

13 September 2020

Queen's Head - 8 Flamborough Street E14 7LS

Sandra Hanshaw's submission for the licence review

I have lived here over 43 years and all the previous owners of the Queens Head pub have never on any occasion been an issue.

All the previous owners were completely engaged with the residents and treated all of the community with full respect. Every owner that managed this pub was a very big part of our neighbourhood.

The manager of the Old Ship in York Square is always very polite and always has time for people. The pub is run very well. The community are his priority and he is extremely considerate to each and every one of us.

On several occasions I have been disturbed and completely woken up from sleep. I have had to move into another room in my home to block out the loud music and extremely loud conversations in the street. Every weekend I sleep with ear plugs in to block out this noise nuisance. This is not a night of rest for me at all. With this ongoing issue I am finding it difficult to enjoy my weekends as tiredness takes over.

My two young grand children have stayed with me on weekends and they have been woken up every time from the loud music and conversations in the street. On hot summer nights the windows have remained closed to block out noise. Even with windows closed this has not helped the situation at all. Everything can still be heard.

The two streets every weekend are subjected to noise nuisance due to very loud conversations. Public safety is now an issue with large groups of customers congregating outside. Customers are taking over the 2 streets.

I am finding this pub extremely difficult and challenging as this operator cannot control his out of control customers. Every weekend it’s the same shouting, loud music and high pitched screaming which I feel I should not have to hear or put up with in my own home.

This operator does not keep to rules and regulations and this behaviour and lack of respect I feel cannot continue. This is unacceptable for the whole community.

Yours faithfully

Sandra Hanshaw

Appendix 20

[redacted]

September 6th 2020.

L.B.T.H. Licensing Authority.

Dear Sirs,

I have lived at [redacted] since May 2006. My house is about halfway between The Queen's Head and The Old Ship. I use both pubs once or twice a week.

A pub by definition is a gathering place for social interaction. The trade is under pressure, pubs are closing, Covid-19 hasn't helped. A popular pub will attract customers from outside the local area, generating more traffic movements and increasing demand on parking.

Regarding the stated grounds for review of The Queen's Head licence: I don't know all the existing conditions but I can say that on nights I have visited, the pub has shut at 11 p.m or earlier; there has been no live music and customers have remained

street drinkers, drug users, mainly cannabis smokers, and groups of young Asian lads. Youth and alcohol are not a good mix, and there have been problems. By and large the others, many of whom are veterans suffering from P.T.S.D. or related mental health problems sustained in their service to their Country keep to themselves. It's unsightly but cannot be blamed on The Queen's Head.

The most disruptive nuisance comes from youngsters parked up late at night with their car stereo systems pumped up. They leave litter drug detritus, namely nitrous oxide canisters, rev their engines and drive at ridiculous speed on residential streets. This has been going on for years and hasn't noticeably increased since the present owners took over the pub.

In conclusion: any pub will have occasional problems. This is E14, not S.W.1. after all. But a pub is a community asset and the occasional problem is a price we pay. Sincerely,

Brendan Bourke

Corinne Holland

From: Brendan Bourne [redacted]
Sent: 17 November 2020 22:15
To: Corinne Holland
Subject: Re: Queen's Head, Flamborough St E14

Dear Corinne,
Thanks for the pdf. The first page is missing the bottom half? It looks like the scan has missed the lower paragraphs.

I'd be grateful if you would add the following to my submission:
"If the license for the Queen's Head is refused I am concerned that the pub could be shut, mothballed for a year or two, and a change of use to residential applied for.
Within a few hundred yards of the Queen's Head we have lost four pubs to residential in the last 20 years (The Colet Arms, The White Horse, both on White Horse Road, The Mercer's Arm, Belgrave Street, and The Royal Navy on Salmon Lane).
Without landlord John Fell's efforts The Old Ship, directly opposite The Queen's Head across the Square) would also have been lost. The Queen's Head converted could accommodate five or six flats at £600,000 each. That is a temptation for any developer.
Pubs hold a valued place in communities and once lost are gone for good."

Thanks very much.
Regards
Brendan Bourne

Sent from my iPad

> On Nov 17, 2020, at 4:42 PM, Corinne Holland <Corinne.Holland[redacted]
>
> Dear Brendan
>
> As per our phone call please find your representation attached.
>
> Kind regards
>
> Corinne Holland
> Licensing Officer
> Licensing and Safety Team
> Place Directorate
> London Borough of Tower Hamlets
> John Onslow House
> London E3 5EQ
>
>[redacted]
>
https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.towerhamlets.gov.uk%2F&data=04%7C01%7CCorinne.Holland%40towerhamlets.gov.uk%7Ce62bd41183dc4526f69208d88b463cbe%7C3c0aec87f983418fb3dcd35db83fb5d2%7C0%7C0%7C637412481087209913%7CUnknown%7CTWFpb

Appendix 21

11-9-20

To the licence team

We would like to say that we live at [redacted]

We find ourselves writing again, in support of The Queens Head, public House.

We have no problems with our local pub. Infact we feel safe as a form of security, with our back wall facing the side of the pub, where our bedroom is also.

We are always made feel welcome, when we pop in and have a drink and a chat, with the landlord steve.

We would feel quite sad, if we were to loose this pub.
Which has been our local pub and part of this area for so many years.

Kind regards

MR and Mrs G Vano

[redacted]

Appendix 22

[redacted]

9/9/2020.

To whom may it concern,
We Iris Baines and Joshua Badecker
do not have a problem with the
Queen's head pub we have lived here
for 5years and never had a
problem or any trouble with the
pub. its a lovely family run pub.
We are happy for the Music ~~licence~~ licence
to run after midnight
Yours faithfy
Iris Baines
[redacted]

Appendix 23

Corinne Holland

From: Licensing
Sent: 07 September 2020 18:12
To: Corinne Holland
Subject: FW: Queens Head, Flamborough Street, E14 7LS - Review of a premises licence

From: John Boran [redacted]
Sent: 07 September 2020 17:31
To: Licensing <Licensing@towerhamlets.gov.uk>
Subject: Queens Head, Flamborough Street, E14 7LS - Review of a premises licence

I wish to make representations on the above subject.

My address is [redacted]

My comments address the issue of 'continually causing a disturbance to residents'.

The Queens Head operates a policy of no drinks outside and notices to this effect are posted in the pub. During very hot days this summer there is no point in denying that, on occasion, groups have moved tables and chairs outside the pub and there has been drinking outside the pub. This has happened on occasion and is not a regular feature of the pub. The pub management should be present, especially in the late afternoon and evening and empower staff to police the pub's own rules and regulations.

During the Covid19 pandemic I understand that landlords should not use fans in their pubs, contributing to the heat inside the pub.

I live reasonably close to the pub. In my view, this has been a minor contravention of the licensing requirements.

The pub, along with other pubs in the local area are a massive asset of community value, which serve their public as a place for social interaction which I for one missed dearly during the pandemic lockdown. These issues of hosting social gatherings affect people's metal health as well.

I have heard that a few residents in Aston Street have cited noise nuisance from the pub as a reason for shutting the pub down. My house is on the corner of Salmon Lane and Aston Street and is therefore the nearest house facing Aston Street to the pub. I can honestly say that I have never hear a noise nuisance from the pub.

I am also of the view that if you choose to live near to a pub, you must accept a reasonable degree of noise from the pub, it come with the territory.

There has been a pub in this location for well over a hundred years. Originally a Youngs Pub, but now a free house. With winter approaching I am sure that the outside nuisance will abate as the cold weather sets in. It would be a massive loss to the area if the Queens Head's licence were to be revoked. Please do not revoke the licence!

Regards,

John Boran

Eur Eng Dr John Boran, BSc, PhD, C Eng, F I MMM, F I Corr, Sen M Weld I, NACE corrosion specialist, M British Institute NDT.

Appendix 24

Mrs J Dora

[redacted]

28-8-20

To Whom it may Concern-

I am the tenant of the above address, I have lived here for about 4 years, I am in very close position to the Queens Head pub, My Bedroom is at the back of the house which is Closest to the pub, I am a very light sleeper and I am not disturbed by any noise of the pub or even passing people -

I do understand when there is a funeral gathering at the pub there is more people and more cars, but as any funeral most only stay for a short time and then they go, there will always be a few who stay longer, but we will all need this service one day. In life I think we should all learn to be more understanding of peoples needs. I love the pub being open and trading, than another empty shell of a building

yours

J. DORAN

Appendix 25

ATT: LICENCING SECTION: Mrs. M. Paul

[redacted]

Dear Sir, Madam,

I am just writing with concern of the public house THE QUEENS HEAD, which is one of the pubs on our square. I have lived here now for over 6 years and knew when I moved in about the two pubs, they are a great assit to our community, not only as a meeting place of course is great but also a place where we feel comferable to just stop have a chat even sit ootside when walking my dogs, I am a lone parent and this gives me great pleasure to be welcomed and involed in

this great community. I have wrote this letter a I saw a complaint on one of the light post round the square, As we all knew when we moved in that this square has always had these two pubs and cannot understand why people are only picking out The Queens Head. It is a lovely pub and been decoraled beautifully. We do get a bit of noise from both pubs but peopl have to live. It is so sad tha so many pubic house have closed in the East End, we want to keep these pubs as they are Keeping the East End alive, people from all ages and backgrounds can be socially involed in this community.

Appendix 26

1-9-20

[redacted]

To whom it may concern
I live next door to the
Queens Head Pub and I haven't
heard any noise or music
coming from the Pub or outside
the pub

yours Sincerely
Miss S Sinclair

Appendix 27

01/09/2020

I Live at [redacted]
and we have lived
here for 30 years
and we have never
had no problems
with the Queens Head
what so ever. We
love having such a lovely
community pub here and
dont understand why
people are complaining

TINA ROWE

TRowe

To Whom it may Concern

My name is Tina Rowe and my husband is Michael Rowe We live at [redacted] Which is less then 100 feet away from the Queens Head.

We Would like to raise our Concerns that people are Complaining about the noise, public nuisance and disturbance to the local residents from the pub, We can honestly say that we have never heard anything to warrent this action, as with all public houses you must expect Some noise on occasions when people are leaving the premises but it has never been that much to bother us.

We have more Concerns and lots more noise from the Old Ship on Barnes Street Which is on the opposite Corner to us and especially in the Warmer Months as they have tables and Chairs outside and it can be extremely Crowded and noisy.

I don't understand how people are Complaining about the Queens Head When the Old Ship is much more ~~mouse~~ noisy. I think the people/person that's Complaining is making it a personal issue and maybe a Vendetta towards them.

I Would like to state that neither myself or my husband do not drink so we don't have any affiliation to either of the pubs

I hope this will help to Clarify the matter and it can be resovled amicably.

Yours Sincerely

Tina Rowe.

Appendix 28

11. Reviews

The review process

11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.

11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.

11.3 An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility.

11.4 In addition, the licensing authority must review a licence if the premises to which it relates was made the subject of a closure order by the police based on nuisance or disorder and the magistrates' court has sent the authority the relevant notice of its determination, or if the police have made an application for summary review on the basis that premises are associated with serious crime and/or disorder.

11.5 Any responsible authority under the 2003 Act may apply for a review of a premises licence or club premises certificate. Therefore, the relevant licensing authority may apply for a review if it is concerned about licensed activities at premises and wants to intervene early without waiting for representations from other persons. However, it is not expected that licensing authorities should normally act as responsible authorities in applying for reviews on behalf of other persons, such as local residents or community groups. These individuals or groups are entitled to apply for a review for a licence or certificate in their own right if they have grounds to do so. It is also reasonable for licensing authorities to expect other responsible authorities to intervene where the basis for the intervention falls within the remit of that other authority. For example, the police should take appropriate steps where the basis for the review is concern about crime and disorder or the sexual exploitation of children. Likewise, where there are concerns about noise nuisance, it is reasonable to expect the local authority exercising environmental health functions for the area in which the premises are situated to make the application for review.

11.6 Where the relevant licensing authority does act as a responsible authority and applies for a review, it is important that a separation of responsibilities is still achieved in this process to ensure procedural fairness and eliminate conflicts of interest. As outlined previously in Chapter 9 of this Guidance, the distinct functions of acting as licensing authority and responsible authority should be exercised by different officials to ensure a separation of responsibilities. Further information on how licensing authorities should achieve this separation of responsibilities can be found in Chapter 9, paragraphs 9.13 to 9.19 of this Guidance.

11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.

11.8 Where a licensing authority receives a geographic cluster of complaints, the authority may consider whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the authority may also consider whether it would be appropriate to include a special policy relating to cumulative impact within its licensing policy statement. Further guidance on cumulative impact policies can be found in Chapter 14 of this Guidance.

11.9 Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement.

11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.

11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).

Repetitious grounds of review

11.12 A repetitious ground is one that is identical or substantially similar to:

- a ground for review specified in an earlier application for review made in relation to the same premises licence or certificate which has already been determined; or
- representations considered by the licensing authority when the premises licence or certificate was granted; or
- representations which would have been made when the application for the premises

licence was first made and which were excluded then by reason of the prior issue of a provisional statement; and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or grant.

11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a further means of challenging the grant of the licence following the failure of representations to persuade the licensing authority on an earlier occasion. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, it is recommended that more than one review originating from a person other than a responsible authority in relation to a particular premises should not be permitted within a 12 month period on similar grounds save in compelling circumstances or where it arises following a closure order.

11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one application for a review of a licence or certificate within a 12 month period.

11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website (www.legislation.gov.uk). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

Powers of a licensing authority on the determination of a review

11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.

11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.

11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:

- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
- exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)[10];
- remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
- suspend the licence for a period not exceeding three months;
- revoke the licence.

11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.

11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.

11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

[10] See chapter 15 in relation to the licensing of live and recorded music.

Reviews arising in connection with crime

11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.

11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.

11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.

11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:

- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
- for the sale and distribution of illegal firearms;
- for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
- for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
- for prostitution or the sale of unlawful pornography;
- by organised groups of paedophiles to groom children;
- as the base for the organisation of criminal activity, particularly by gangs;

- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

Review of a premises licence following closure order or illegal working compliance order

11.29 Licensing authorities are subject to certain timescales, set out in the legislation, for the review of a premises licence following a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014 or an illegal working compliance order under section 38 of and Schedule 6 to the Immigration Act 2016. The relevant time periods run concurrently and are as follows:

- when the licensing authority receives notice that a magistrates' court has made a closure order it has 28 days to determine the licence review – the determination must be made before the expiry of the 28th day after the day on which the notice is received;
- the hearing must be held within ten working days, the first of which is the day after the day the notice from the magistrates' court is received;
- notice of the hearing must be given no later than five working days before the first hearing day (there must be five clear working days between the giving of the notice and the start of the hearing).

Review of a premises licence following persistent sales of alcohol to children

11.29 The Government recognises that the majority of licensed premises operate responsibly and undertake due diligence checks on those who appear to be under the age of 18 at the point of sale (or 21 and 25 where they operate a Challenge 21 or 25 scheme). Where these systems are in place, licensing authorities may wish to take a proportionate approach in cases where there have been two sales of alcohol within very quick succession of one another (e.g., where a new cashier has not followed policy and conformed with a store's age verification procedures). However, where persistent sales of alcohol to children have occurred at premises, and it is apparent that those managing the premises do not operate a responsible policy or have not exercised appropriate due diligence, responsible authorities should consider taking steps to ensure that a review of the licence is the norm in these circumstances. This is particularly the case where there has been a prosecution for the offence under section 147A or a closure notice has been given under section 169A of the 2003 Act. In determining the review, the licensing authority should consider revoking the licence if it considers this appropriate.

Appendix 29

Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

Crime and disorder

2.1 Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).

2.2 In the exercise of their functions, licensing authorities should seek to co-operate with the Security Industry Authority ("SIA") as far as possible and consider adding relevant conditions to licences where appropriate. The SIA also plays an important role in preventing crime and disorder by ensuring that door supervisors are properly licensed and, in partnership with police and other agencies, that security companies are not being used as fronts for serious and organised criminal activity. This may include making specific enquiries or visiting premises through intelligence led operations in conjunction with the police, local authorities and other partner agencies. Similarly, the provision of requirements for door supervision may be appropriate to ensure that people who are drunk, drug dealers or people carrying firearms do not enter the premises and ensuring that the police are kept informed.

2.3 Conditions should be targeted on deterrence and preventing crime and disorder including the prevention of illegal working in licensed premises (see paragraph 10.10). For example, where there is good reason to suppose that disorder may take place, the presence of closed-circuit television (CCTV) cameras both inside and immediately outside the premises can actively deter disorder, nuisance, anti-social behaviour and crime generally. Some licence holders may wish to have cameras on their premises for the prevention of crime directed against the business itself, its staff, or its customers. But any condition may require a broader approach, and it may be appropriate to ensure that the precise location of cameras is set out on plans to ensure that certain areas are properly covered and there is no subsequent dispute over the terms of the condition.

2.4 The inclusion of radio links and ring-round phone systems should be considered an appropriate condition for public houses, bars and nightclubs operating in city and town centre leisure areas with a high density of licensed premises. These systems allow managers of licensed premises to communicate instantly with the police and facilitate a rapid response to any disorder which may be endangering the customers and staff on the premises.

2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.

2.6 The prevention of crime includes the prevention of immigration crime including the prevention of illegal working in licensed premises. Licensing authorities should work with Home Office Immigration Enforcement, as well as the police, in respect of these matters. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.

Appendix 30

Crime and Disorder

7.1 Licensed premises, especially those offering late night / early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems and to store prescribed information.

7.2 When addressing crime and disorder the applicant should initially identify any particular issues (having regard to their particular type of premises and / or activities) which are likely to adversely affect the promotion of the crime and disorder licensing objective. Such steps as are required to deal with these identified issues should be included within the applications operating schedule. Where the Metropolitan Police, acting as a responsible authority, makes recommendations in respect of an application relating to the licensing objectives the Licensing Authority would expect the applicant to incorporate these into their operating schedule.

7.3 Applicants are recommended to seek advice from Council Officers and the Police as well as taking into account, as appropriate, local planning and transport policies, with tourism, cultural and crime prevention strategies, when preparing their plans and Schedules.

7.4 In addition to the requirements for the Licensing Authority to promote the licensing objectives, it also has duties under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in the Borough and to share prescribed information.

7.5 The Licensing Authority, if its discretion is engaged, will consider attaching Conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises and these may include Conditions drawn from the Model Pool of Conditions relating to Crime and Disorder given in the Secretary of State's Guidance.

7.6 **CCTV -** The Licensing Authority, if its discretion is engaged, will attach conditions to licences, as appropriate where the conditions reflect local crime prevention strategies, for example the provision of closed circuit television cameras.

7.7 **Touting –** This is soliciting for custom. There has been a historic problem with Touting in the borough, mainly in relation to restaurants, and as such in 2006 the Council introduced a byelaw under Section 235 of the Local Government Act 1972 for the good rule and government of the London Borough of Tower Hamlets and for the prevention and suppression of nuisances.

As a result, in relation to premises where there is intelligence that touting is, or has been carried out, the Licensing Authority, where its discretion is engaged will insert a standard condition that prohibits 'touting' as follows:-

1) No person shall be employed to solicit for custom or be permitted to solicit for custom for business for the premises in any public place within a 500 meters radius of the premises as shown edged red on the attached plan.(marked as Appendix -)

2) Clear Signage to be placed in the restaurant windows stating that the premises supports the Council's 'No Touting' policy.

7.8 **Responsible Drinking -** The Licensing Authority expects alcohol to be promoted in a responsible way in the Borough. This should incorporate relevant industry standards, such as the Portman Group Code of Practice. Where appropriate and proportionate, if its discretion is engaged, the Licensing Authority will apply conditions to ensure responsible drinking. The Licensing Authority also recognises the positive contribution to best practice that "Pubwatch" and other similar schemes can make in promoting the licensing objectives and is committed to working with them.

Model Pool Conditions can be found in the Secretary of State's Guidance.

7.9 **Criminal Activity** - There is certain criminal activity that may arise in connection with licensed premises which the Licensing Authority will treat particularly seriously. These are the use of the licensed premises:

- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
- for the sale and distribution of illegal firearms;
- for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
- for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
- for prostitution or the sale of unlawful pornography;
- by organised groups of paedophiles to groom children;

- as the base for the organisation of criminal activity, particularly by gangs;
- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

The Secretary State's Guidance states that it is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and this Licensing Authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence, even in the first instance, should be seriously considered.

7.10 In particular the Licensing Authority is mindful of the Secretary of State's Guidance "Reviews arising in connection with crime".

7.11 From 1 April 2017, businesses which sell alcohol (for example, retailers of alcohol and trade buyers) will need to ensure that the UK wholesalers that they buy alcohol from have been approved by HMRC under the Alcohol Wholesaler Registration Scheme (AWRS). They will need to check their wholesalers Unique Registration Number (URN) against the HMRC online database which will be available from April 2017. This is an ongoing obligation and if a business is found to have bought alcohol from an unapproved wholesaler, they may be liable to a penalty or could even face criminal prosecution and their alcohol stock may be seized. Any trader who buys alcohol from a wholesaler for onward sale to the general public (known as a 'trade buyer') does not need to register unless they sell alcohol to other businesses. Examples of trade buyers would be pubs, clubs, restaurants, cafes, retailers and hotels. However, they will need to check that the wholesaler they purchase alcohol from is registered with HMRC. Further information may be found at: https://www.gov.uk/guidance/the-alcohol-wholesaler-registration-scheme-awrs.

Smuggled goods

7.12 The Licensing Authority will exercise its discretion to add a standard condition as follows:-

1) The premises licence holder and any other persons responsible for the purchase of stock shall not purchase any goods from door-to-door sellers other than from established traders who provide full receipts at the time of delivery to provide traceability.

2) The premises licence holder shall ensure that all receipts for goods bought include the following details:

i. Seller's name and address
ii. Seller's company details, if applicable
iii. Seller's VAT details, if applicable
iv. Vehicle registration detail, if applicable

3) Legible copies of the documents referred to in 2) shall be retained on the premises and made available to officers on request.

4) The trader shall obtain and use a UV detection device to verify that duty stamps are valid.

5) Where the trader becomes aware that any alcohol may be not duty paid they shall inform the Police of this immediately.

Olympic Park – Football Ground

7.13 Premises where Police intelligence shows that football supporters congregate within the borough should consider in their application form the following conditions:

1) On Match Days for premises licensed for the supply of alcohol for consumption on the premises:
   a) Drinks shall only be supplied in polypropylene or similar plastic and all bottled drinks shall be poured into such drinking vessels before being handed to the customer. These should be made of recyclable materials.

   b) Registered door staff shall be employed to control the entry and exits to the premises and to manage any licensed outside area(s).

Appendix 31

Public nuisance

2.15 The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.

2.16 Public nuisance is given a statutory meaning in many pieces of legislation. It is however not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises. Public nuisance may also arise as a result of the adverse effects of artificial light, dust, odour and insects or where its effect is prejudicial to health.

2.17 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.

2.18 As with all conditions, those relating to noise nuisance may not be appropriate in certain circumstances where provisions in other legislation adequately protect those living in the area of the premises. But as stated earlier in this Guidance, the approach of licensing authorities and responsible authorities should be one of prevention and when their powers are engaged, licensing authorities should be aware of the fact that other legislation may not adequately cover concerns raised in relevant representations and additional conditions may be appropriate.

2.19 Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.

2.20 Measures to control light pollution will also require careful thought. Bright lighting outside premises which is considered appropriate to prevent crime and disorder may itself give rise to light pollution for some neighbours. Applicants, licensing authorities and responsible authorities will need to balance these issues.

2.21 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.

Appendix 32

Prevention of Public Nuisance

9.1 Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping in the vicinity of the premises.

9.2 The concerns mainly relate to noise nuisance both from the premises and customer egress, light pollution, noxious smells and disruption from parked vehicles and due regard will be taken of the impact these may have in considering a licence. The Licensing Authority will expect Operating Schedules to satisfactorily address these issues. Applicants are advised to seek advice from the Council's Environmental Health Officers before preparing their plans and Schedules.

9.3 The Licensing Authority, where its discretion is engaged, will consider, where appropriate, attaching conditions to licences and permissions to prevent the problems identified in Section 18 of this Policy (Special Cumulative Impact Policy for the Brick Lane and Bethnal Green Area), and these may include conditions drawn from the Model Pool of Conditions found in the Secretary of States Guidance.

9.4 **Street Furniture –** placing of street furniture, which includes advertising boards, on the highway can cause a public nuisance by way of obstruction, or encourage consumption of alcohol on an unlicensed area. The Licensing Authority expects applicants to have ensured that they fully comply with the Councils rules relating to authorisation of obstructions on the highway, and that the required authorisations are obtained prior to submitting a licence application. Where proportionate and appropriate, and its discretion is engaged, the Licensing Authority will impose conditions in relation to street furniture, including on private land.

9.5 **Fly Posting –** The Council has experienced problems with "fly posting" in relation to venues that offer entertainment. Fly posting is the unauthorised posting of posters / advertisements etc. Where it considers it proportionate and appropriate, and its discretion is engaged, the Licensing Authority will attach conditions relating to the control of fly posting to ensure that venues clearly prohibit all fly posting in their contract terms with others and they effectively enforce this control.