

**APPENDIX 4**

Ipswich

23/03/2025

To, IBC Licensing and Enforcement Service,

Re: Flying Horse PH, 4 Waterford Road, Ipswich, IP1 5NW.  
Premises licence number PLA0412.

I am writing to express concerns regarding the application for the amendment of the premises licence for The Flying Horse Public House. I am a neighbour whose garden immediately adjoins the pub garden that forms the basis of the amendment, and my house is approximately 10 metres north of the premises.

I believe the granting of the amended licence as proposed will have a detrimental impact on the area, on my enjoyment of my home and garden, and on the licensing objectives for the reasons I shall outline below. Many of the issues highlighted will fit under more than one category, but I shall attempt to place them under the heading that is most appropriate and what they are under in the variation request.

**Prevention of Crime and Disorder**

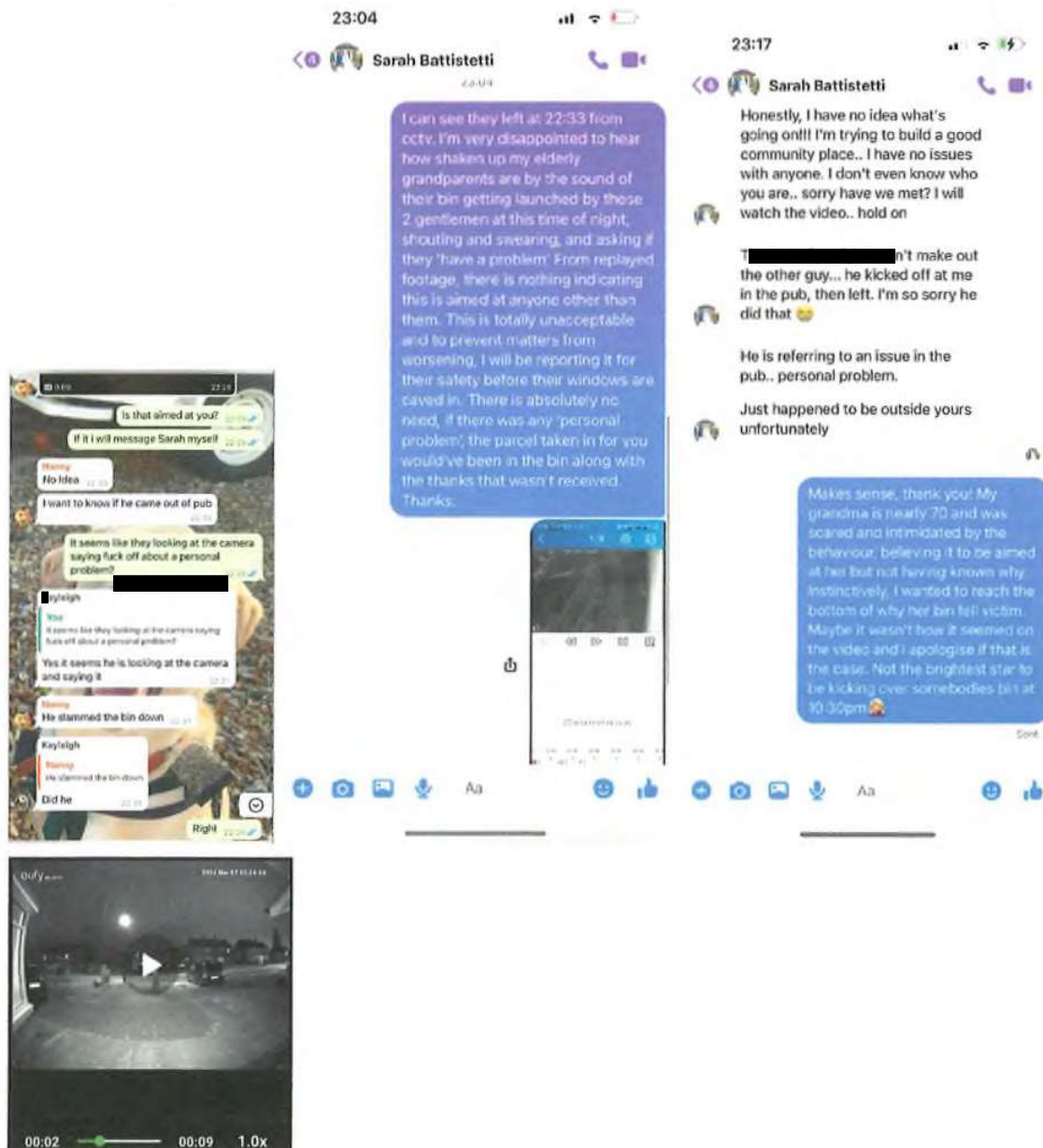
My concerns include increased noise levels, the potential for public intoxication, and the possibility of anti-social behaviour. I have personally witnessed and been the victim of antisocial behaviour from patrons of the pub, and I believe that the proposed licence will exacerbate these problems.

The amendment request states that there will be 'no knives', but how will this be enforced without searches? Additionally, it states 'CCTV everywhere'. Does this include the toilets and corridors? How will CCTV cameras be placed in the new field? How will it be ensured that there are no blind spots, particularly considering the number of trees and shrubbery that are present.

The variation states there will be 'ticket sales' to large events along with 'bouncers + security'. But there is no information on what constitutes a 'large event', nor how ticketing will prevent any crime and disorder.

There have already been incidences where there has been disorder from customers of the pub, with the owner initially denying she knew the individuals involved, until she was sent our CCTV footage of them leaving the carpark, when suddenly she knew their names, and that they had been causing issues within the pub itself. Without this

footage, she would have continued to deny knowledge of who they were and the fact they came out of the pub. (Evidence attached of drunk customer – caught on CCTV throwing our wheelie bin, shouting towards the house and being verbally aggressive, and the owner's eventual response that she 'tried to get him to leave'). It should be noted at this point that the owner denies a huge amount of issues, even when presented with evidence (for example photographs or CCTV with date/times printed on), blaming either the people who were in the pub before, or denying it completely despite evidence to the contrary.



### **Public Safety**

In the variation, the owner states that to ensure public safety, there will be 'no knives/guns etc'. I am not sure if this is being facetious on her part, or if she believes the type of customers she attracts are those that may be liable to carrying 'knives/guns etc'. Either way, there is no information on how this will be enforced, and the fact she has considered a knife or gun being brought to a premises that adjoins a primary school, secondary school, residential houses and gardens and a church, and that has a childminding business using the same building and sharing outside areas – especially with the events in Southport in the summer of 2024 where young children were stabbed to death in a kids club by an unknown assailant who entered the premises they were on in order to kill young children - shows that being blase in stating 'no knives/guns etc' does not go far enough in protecting children and customers.

There is no information on first aid kits/boxes.

There is mention of 'bouncers/security' at events that are planned to hold up to 499 people, but nothing on first aid provision through either hired first aid experts who cover larger events (e.g. St John Ambulance), or through the hire of additional staff who are advanced first aid trained.

The map shows the entrance to the premises. It has been labelled by the owner as 'ONLY ENTRANCE'. I cannot fathom how someone could consider requesting to have '499 [people] outside + 240 inside' when there is one singular entrance into and out of the property as being safe. It is well known that trample injuries cause the highest levels of morbidity and mortality when there is a need for urgent evacuation of a building. And up to 739 people at one time trying to exit through the same door is a recipe for absolute disaster. This has been very poorly thought out with no consideration given to emergency evacuation procedures.

Under both public safety and the prevention of a public nuisance, it should be noted that there is a distinct lack of carparking for the number of customers anticipated at 'larger events' (499). The pub car park holds perhaps 8-10 cars and is in a state of disrepair. We already have cars parking on grass verges, across people's drives, and on the roads (evidenced). This is a narrow road with the pub being on a blind bend. There are buses that use the road and struggle to get through because of the cars parked on the road. Grass verges are churned up and are mostly dirt and mud. People struggle getting on and off their drives due to having their vision blocked by inappropriately parked cars. Additionally, with the primary school entrance being immediately adjacent to the pub, children are being put at risk by struggling to cross the road due to not being able to see clearly in both directions, and having to cross between parked cars due to the lack of parking for patrons of the pub. There is no information on how inevitable parking issues



are due to be resolved with the planning of 500 people in attendance. Even if 80% of that number walked or used public transport (which is a conservative number considering people will be travelling from outside of the immediate vicinity), that leaves 100 cars that need somewhere to park, and unfortunately, it's usually the case that they are parked where they cause a risk of harm, and damage to the verges.



### **The Prevention of Public Nuisance**

The application proposes 'live outside music in good weather'. My garden immediately backs onto the pub garden, and with the outdoor music will inevitably come noise not just from the music itself, but also from people. We have already had several months of not being able to enjoy the garden last year, due to the shouting, screaming, balls being kicked, swearing and general rowdiness and poor behaviour from patrons and their children.

The application states it will be 'pleasant music'. What, exactly, defines 'pleasant music?'. Because what is pleasant to me would not be pleasant to my grandchildren, and what is 'pleasant' to them would be an absolute racket to me. 'Pleasant music' shows the lack of thought that has gone into this application, as there is no such thing – it depends solely on individual preferences, and thinking that something will be pleasant for 'everyone' shows the shortsightedness of the owner, believing that she is in the position to decide what is pleasant on behalf of other people and thinking everyone wants/enjoys the same thing.

Evidence includes messages between number 8 Waterford Road and the landlady (evidenced) where it was highlighted that the noise was being a nuisance, and eventual environmental health complaints due to the same after it was not resolved amicably. I

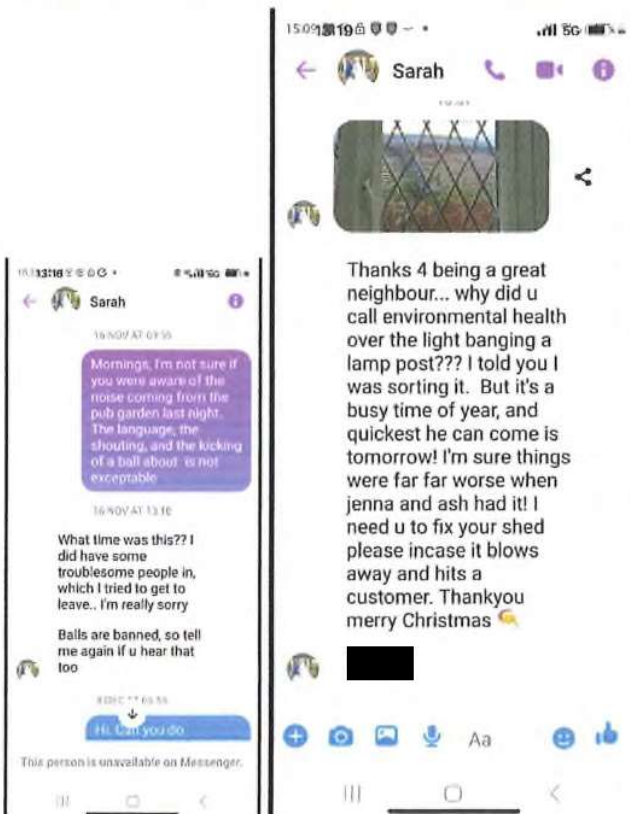
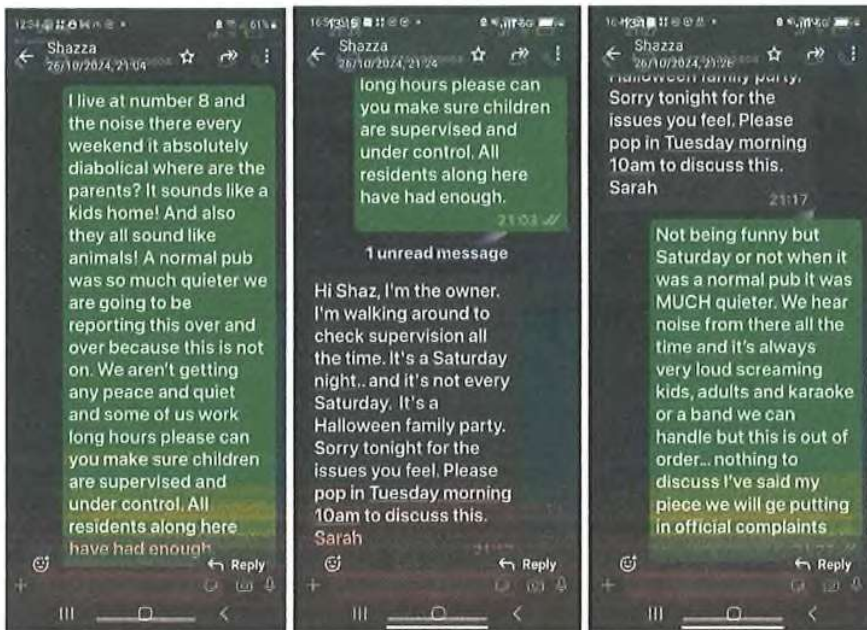
have reference numbers from environmental health (IBC) from complaints, both with the premises in its current, and its previous incarnation but when the owner still had the childminding business on the site.

- WK/202200650
- WK/202301586
- EH671820439
- EH657822375

And a crime reference from Norfolk and Suffolk Police of

- 37/74903/23

When the neighbour at number 8 contacted the owner about the noise, she was met with the excuse that it was Halloween, and that justified it. Similarly, when I emailed her about noise, it was not resolved, and then I received passive aggressive messages after having to go through environmental health to get the issue resolved. It was confirmed publicly on Facebook by a local councillor, and the owner's ex-husband that I had contacted environmental health, despite me not telling her this personally, and reports supposedly being confidential, not posted publicly online with my identity being revealed as the person who had contacted environmental health. Evidence also message from myself re: noise dated 16/11/2024, with the excuse 'we did have some troublesome people in, which I tried to get to leave...'. There is clearly an inability to control 'troublesome people' with this being a common excuse.





I believe the amendment will create a significant public nuisance for residents. I am already concerned about the noise levels, potential for litter, and the general disruption to the peace and quiet of the area, I fear that the proposed licence variation will worsen these already significant issues.

### **The Protection of Children from Harm**

The variation request states the owner is 'safeguarding trained'. Whilst this may help identify children at risk of abuse, safeguarding training does not cover how children will be protected from the risks of being surrounded by alcohol, potentially drunk adults/parents, exposure to smoking, swearing, loud music and large crowds.

There is a childcare business run from the same premises and the outside area for the children (shown on the map as 'Kids club assault course') shows that young children will need to walk through/past the beer garden to get to their designated play area. This is wholly inappropriate for youngsters who will then be exposed to potentially drunk and rowdy behaviour, cigarette smoke, alcohol, shouting and swearing, not to mention the disruption they will experience inside the childcare if there is allowed to be music during the day whilst they are onsite. This will be detrimental to their time in the childcare, not to mention being a massive safeguarding risk, having so many people in and out of the building and gardens that form the same premises, putting those children at risk of harm from strangers, and potentially from people known to them if they are vulnerable children in need of protection.

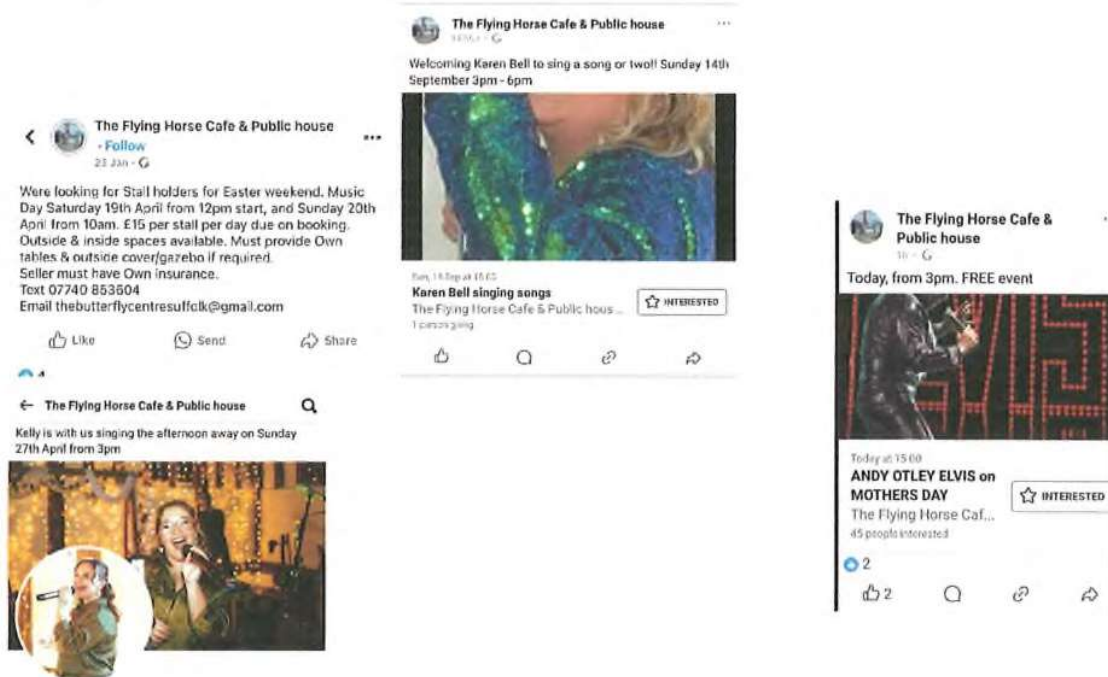
Additionally on the map, the area to the south that is marked as 'Space', is the child/parent entrance to Whitehouse Primary School. The entrance shares a wall with the pub. The school playground adjoins where the beer garden is marked on the map, with a school field being to the east, again, immediately adjoining the premises. The variation request states that 'child safety top priority', with no information or suggestion as to how this will be implemented. Like most things, it seems to be just words, with the actions falling short. There has already been evidence that the owner cannot ensure 'troublesome people' are kept off the premises, and the following post shows the lack of supervision by adults, and how children are not being supervised and are being left to cause deliberate damage and steal.



### **General**

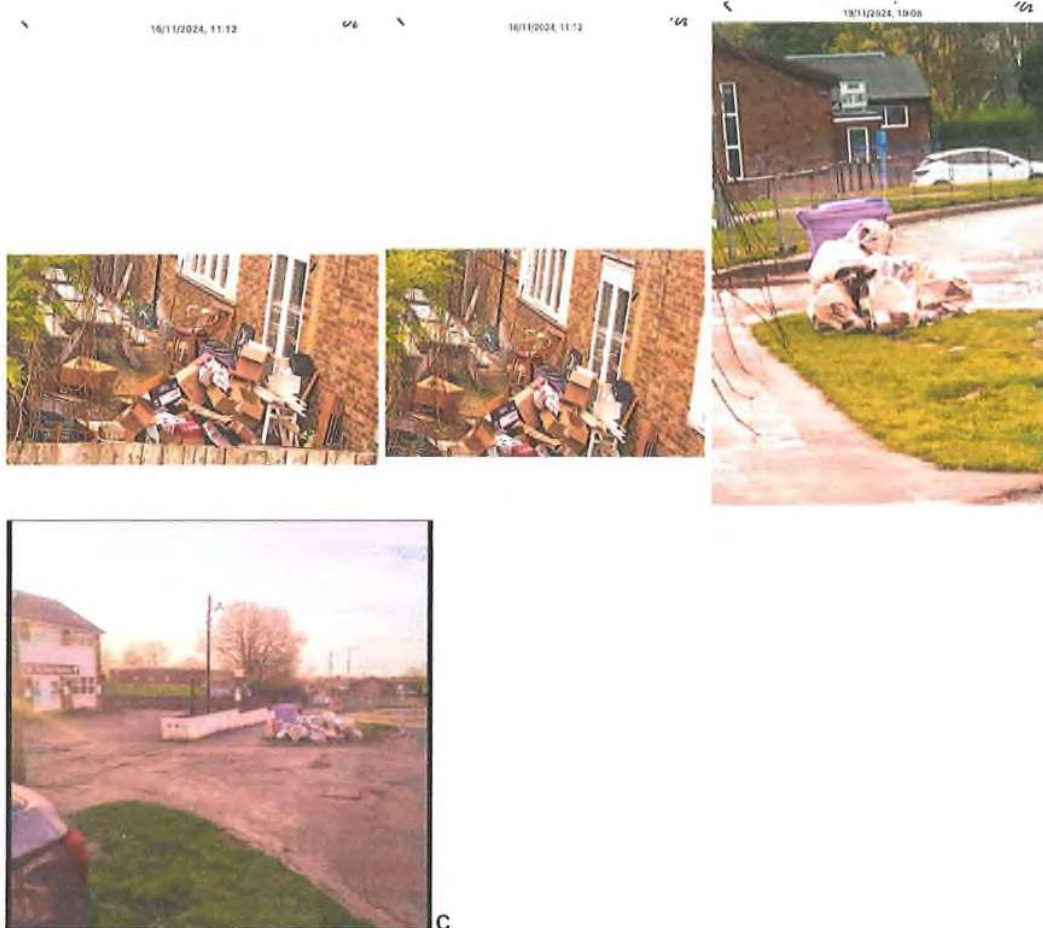
The variation requests for 'indoors music recorded from 9am'. Annex 3 of the original license agreement states there may be the 'provision of live music indoors Sunday –

Monday 19:00 – 23:30'. There is already live/recorded music indoors at the premises (evidenced and freely viewable on their Facebook page) from lunchtime several days per week. So, whilst under the 'public safety' heading the owner states that they will '100% stick to licensing rules', this is already not happening, and I do not see that a variation will encourage them suddenly to do so.



Another concern is the storage and subsequent removal of commercial rubbish. Pictures attached (with metadata showing the date and time they were taken as it has been strongly denied by the owner that this is her rubbish – to the point she wasted the time of the police by reporting me for SLANDER despite having all the proof needed that this is her rubbish, as usual she stated it was the previous owners). The commercial rubbish is put out with residential bins with the owner stating, 'she pays her council tax just like I do'. Whilst that may be true, the council tax should not cover removal of commercial rubbish that is saved up for two weeks then dumped out the front the day before bin day. This encourages vermin, the rubbish should be stored in secure commercial bins off the ground, not dumped outside blocking exits and harbouring pests. A commercial premises should have commercial waste disposal. Not use residential refuse services.





Again, under the subject of '100% stick to licensing rules', there have been promotions offering free alcohol on the premise of 'buy one get one free'. Whilst I am aware there is nothing in the licensing act about offering alcohol as part of a 'buy one get one free' deal, there **are** conditions in The Licensing Act, section 1:2:a:i: '...an irresponsible promotion means any one or more of the following activities...activities which require or encourage individuals to...drink a quantity of alcohol with a time limit...'. The 'terms and conditions' of the promotion shown indicate that there is a limit of thirty minutes before the offer of the free drink lapses. The addition of this time limit in the promotion takes it from something that is permissible under The Licensing Act, to something that breaches the act.



Again, under '100% sticking to licensing rules', there has been a request to 'add exhibition of films indoors'. This is already being done (evidenced). So is yet another example of how the licensing rules are already not being followed '100%', I do not see that this variation will change that.



When the refurbishment of the building was taking place last year, it was highlighted several times by the owner that it would be primarily a cafe/community style centre, and not a pub. However, since the opening, it has been showing that this is not the case, the premises is run primarily as a public house, with the cafe being more of a ruse to enable planning and licensing to be granted in the first place. Just looking at their Facebook page, you may find one post per day about the cafe, whereas there are dozens of posts daily promoting the premises as a pub. There was likely some deception in promoting the place as primarily a cafe/community type centre both to the local residents and the council before its opening, when, in fact, as this variation request shows, the business is run primarily as a pub with the variations benefiting the public house side of the business.

When considering the suitability of the variations as requested, I urge the council to consider not only the immediate vicinity of the premises and its close proximity to houses, gardens, a primary school playground, secondary school field, and a place of worship that is likely to be used extensively during weekends such as the Easter Bank Holiday weekend due to the importance to the church of Easter, I urge the council to also look at the building itself and lack of amenities, such as only one set of toilets (as per the map). How is one set of toilets appropriate for 499+ people at events? The lack of parking facilities, the fact the pub is on a quiet residential street –not a town centre or surrounded by fields or parklands, the lack of suitable emergency escape routes and first aid planning, poor emergency services access, and the fact licensing rules are already routinely being flouted.

Addendum 31/03/2025: Saturday 29<sup>th</sup> March 2025 there was live music at the pub. This resulted in a call out to environmental health due to noise from music and people shouting, and fights in the carpark with shouting and people lingering until well gone

midnight. This was reported to environmental health. There are audio recordings from the music and screaming that could be heard from our house, CCTV and audio footage of fighting and arguments, CCTV showing incredibly intoxicated individuals staggering around the carpark and being unable to keep their balance despite the owner stating she will 'stop serving if drunk and stick to licensing 100%', and images of bottles that were taken off the premises, drunk along the road and discarded at various points on a road that is the main school access road for children from the estate.

These can all be forwarded on by email to show examples of the noise and antisocial behaviour that currently comes from the premises.

