

Environmental Services

Appendix G

SRU V8.6.x.0

REPORT PREPARED ON 9/10/20 AT 13:48

Request reference number: 101166
LA reference number : C_101275948

DETAILS OF SERVICE REQUEST

Excessively loud live music at local pub (Madeley)

COMPLAINT CATEGORY: ENI - Noise-Music
COMPLAINT TYPE: ECG - Noise-Licensed Premises
UNIT: LET - Licensing and Enforcement Team
INVESTIGATING OFFICER: BAD - Karen Benson
RECEIVING OFFICER: CRM - Customer Services Team Member

DATES

DATE RECEIVED: 15/11/2016 TIME: 15.04
DATE OF FIRST RESPONSE: 01/12/2016
DATE CLOSED: 14/12/2016
TARGET RESPONSE DATE: 18/11/2016

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: XCAP**POOL/1
NAME: OFFLEY ARMS STEAKHOUSE
LA REF: Blue Triangle Pubs Ltd
TELNO: ()
UPRN/USRN: 100031714993
EASTING: 377292
NORTHING: 344803
LPIKEY: 3420L000064270

ADDRESS COMPLAINED AGAINST

The Offley Arms
Poolside
Madeley
Newcastle Under Lyme
Staffordshire
CW3 9DX
WARD: Madeley & Betley Ward
AREA:
TELNO: ()
UPRN/USRN:100031714993
EASTING: 377292
NORTHING: 344803
LPIKEY: 3420L000064270

FULL DETAILS OF CLIENT

Madeley
Newcastle Under Lyme
Staffordshire

E-MAIL: [REDACTED]
CLIENT UPRN/USRN: 100031715219
CLIENT EASTING: 377357
CLIENT NORTHING: 344777
CLIENT LPIKEY: 3420L000041704

WARD: MAD - Madeley & Betley Ward

HOW RECEIVED: T - Telephone

DATE SERVICE REQUEST RECEIVED : 15/11/2016

TEXT

Frequency of Problem:: Regular Occurance

Any Other Information:: Complainant would like to remain anonymous.

Further information can be found within email (attached).

Have you spoken to the person causing the problem?: Yes

Contact Number:: [REDACTED]

Pr oblem Times:: Saturday Nights from 9pm till 12.30am.

Problems noise is causing to yourself:: Evenings are being disturbed and unable to relax/sleep.

Email Address:: [REDACTED]

Describe Noise:: Excessively loud live music at local pub. Last s until 12.30am.

Outcome of Conversation:: This was reported to Councillor Simon White and he spoke with the Pub but it has not improved.

Contact:

Premises:

NEWCASTLE UNDER LYME

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action Diary

Action record initiated under record number 117968

- | | | | |
|---|--|---------|----------------|
| 1 | CRN CRM update | [66271] | 15/11/2016 CRM |
| 2 | AZR Hi HARRY Review - see text for original complaint - client wishes to | | HWI |

remain annon - thanks Mandy

- 3 AZR *** Link to premises licence in Licence Module *** 30/11/2016 DMW
- 4 AZR **Certain activities were deregulated in April 2015. Licence conditions may not apply depending on circumstances 15/11/2016 01/12/2016 BAD
- www.gov.uk/guidance/entertainm-ent-licensing-changes-under-the-live-music-act ***
- 5 AZT Telephone Call Made - Client 16/11/2016 01/12/2016 BAD
- 6 DLV Site Visit > Offley Arms 07/12/2016 BAD
- 7 AZR Case allocated to you by DMW 01/12/2016 01/12/2016 BAD
- 8 AZO Office Activity. Complaint closed. No further correspondence received from the complainant despite an event taking place on the 10.12.16 at the premises. NFA required. 14/12/2016 BAD

Reported through via email

LINKED ACTIVITY REFERENCES

Linked Activity 1 :
Linked Activity 2 :
Linked Activity 3 :
Linked Activity 4 :
Linked Activity 5 :
Linked Activity 6 :

