

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
5	AZT	Telephone Call Made to chase o/s transfer shop - left message with staff member 01782 625777		05/02/2025	CRY	
6	AZT	Telephone Call Made to chase o/s transfer, once again left message with staff member 01782 625777. During telephone conversation I noticed website advertising food until 04:00 hours and so I told the staff member that this was beyond their authorised hours and that they needed to close at the time stated on their premises licence		19/02/2025	CRY	
7	AAA	Telephone Call Received @ 14:48 hours from new owner [REDACTED] asking for us to give permission for their 'usual hours' until he gets back in country - see notes 19/ 2/2025 14:48 hours CRY		19/02/2025	CRY	
		Call from new business owner Muhammad Husham Saleem to say that he is currently out of the county and has recieved a message from the staff to say that they need to close as per the timings on their premises licence BUT he is unable to do this as they currently offer delivery services through Just Eat, Deliveroo and Ubereats and because he is out of the country he is unable to change the times for which he can accept orders. He asked to be given a 'grace period' until he returns to the country on 24/02/2025. I said that I could not give him permission to break the law and that to serve after hours would be a criminal offence. He asked for my email to send over some supporting information which I provided.				
8	AZT	Telephone Call Made to current PLH [REDACTED] NANM @ 16:34 hours No answer		19/02/2025	CRY	
9	AZE	E-Mail sent to compliance at Just eat - see notes and edm 19/ 2/2025 16:39 CRY		19/02/2025	CRY	

Good Afternoon

I have a premises within our Borough Council area which is operating outside it's licensable hours in relation to the provision of late night refreshment and are advertising on your App for hours that exceed the licence.

The premises is Caprinos Pizza - Newcastle-under-Lyme, 131 Liverpool Road, Newcastle, ST5 9, UK.

Their licence allows the provision of late night refreshment to the following terminal hours:

Sunday to Thursday 12midnight

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		Friday and Saturday	01:30hours			
		On your App they are listed with the following closing times:				
		Delivery				
		Sunday	02:30hours			
		Monday to Thursday	01:30hours			
		Friday and Saturday	03:30hours			
		Collection				
		Sunday	02:45hours			
		Monday to Thursday	01:45hours			
		Friday and Saturday	03:45hours			

As you will know, it is an offence under the Licensing Act 2003, Section 136 to provide late night refreshment between the hours of 23:00 and 05:00 in the UK without a licence and therefore we request that action is taken to amend the account so that they are unable to provide late night refreshment outside of their licensable hours.

If you are not the correct point of contact, are you able to provide a contact email so that the matter can be dealt with as a matter of priority please?

If you require any further information please do not hesitate to contact me.

Kind regards

Melanie Steadman
Licensing Enforcement Officer
Newcastle-under-Lyme Borough Council
01782 717717

www.newcastle-staffs.gov.uk

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10	AZE	E-Mail sent to Deliveroo - see notes and edm		19/02/2025	CRY	
11	AZE	E-Mail sent to compliance at Uber		19/02/2025	CRY	

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eats - see text and edm
19/ 2/2025 16:03 CRY

Good Afternoon

I have a premises within our Borough Council area which is operating outside it's licensable hours in relation to the provision of late night refreshment and are advertising on your website and app for hours that exceed the licence.

The premises is Caprinos Pizza (Newcastle), 131 Liverpool Road, Newcastle, ST5 9, UK.

Their licence allows the provision of late night refreshment to the following terminal hours:

Sunday to Thursday	12midnight
Friday and Saturday	01:30hours

On your website they are listed with the following closing times:

Sunday	02:30hours
Monday to Thursday	01:30hours
Friday and Saturday	03:30hours

As you will know, it is an offence under Licensing Act 2003, Section 136 to provide late night refreshment between the hours of 23:00 and 05:00 in the UK without a licence and therefore we request that action is taken to amend the account so that they are unable to provide late night refreshment outside of their licensable hours.

If you are not the correct point of contact, are you able to provide a contact email so that I can notify you of the details please?

If you require any further information please do not hesitate to contact me.

Kind regards

Melanie Steadman
Licensing Enforcement Officer
Newcastle-under-Lyme Borough Council
01782 717717

12	AAB	Email Received from Just Eat with correct email address for UK complaine team and forwarding 	20/02/2025	20/02/2025	MST	
		20/ 2/2025 9:01 MST				

My pleasure Melanie.

Kind regards,

Vincent

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Vincent Koorstra
Senior Ethics & Compliance Manager

E: [REDACTED]
M: [REDACTED]

Piet Heinkade 61
1019 GM Amsterdam
The Netherlands

On Thu, 20 Feb 2025 at 09:50, Melanie Steadman
<Melanie.Steadman@newcastle-staffs.gov.uk> wrote:
Good Morning Vincent

Thank you for your prompt response and for passing the message on to
the relevant team at Just Eat.

I will await their reply.

Kind regards

Melanie Steadman
Licensing Enforcement Officer
Newcastle-under-Lyme Borough Council
01782 717717

www.newcastle-staffs.gov.uk

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From: Vincent Koorstra [REDACTED]
Sent: 19 February 2025 17:33
To: Melanie Steadman [REDACTED]
Cc: [REDACTED] Claire Ryles
[REDACTED] TS Compliance UK [REDACTED]
Subject: Re: Late Night Refreshment Limitations

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		CAUTION: This email originated from outside of Newcastle-under-Lyme Borough Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.				
		Dear Melanie,				
		I've copied in our UK Compliance team. They should be best placed to address the matter you raised.				
		Kind regards,				
		Vincent				
		Vincent Koorstra Senior Ethics & Compliance Manager				
		E: [REDACTED]				
		W: www.justeattakeaway.com				
		Piet Heinkade 61 1019 GM Amsterdam The Netherlands				
13	AZO	Warning letter sent to current PLH Shehzad Rafique)who has actually left premises now but pending transfer) PSL No. 786301270		24/02/2025		CRY
14	AZE	E-Mail sent with copy of warning letter on email to [REDACTED]		24/02/2025		CRY
15	AZO	Copy of warning letter sent direct to premises PSL No. 786301331		24/02/2025		CRY
16	AZE	E-Mail sent with copy of warning letter to Newcastle Caprinos		24/02/2025		CRY
17	AZR	Review - check for response ? has transfer application been made ? YES	26/02/2025	05/03/2025		CRY