



Email: committeeservices@horsham.gov.uk
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Licensing Sub-Committee

Wednesday, 23rd November, 2022 at 10.00 am
Conference Room. Parkside, Chart Way, Horsham

Councillors:

Karen Burgess
Richard Landeryou
Mike Morgan

You are summoned to the meeting to transact the following business

Jane Eaton
Chief Executive

Agenda

	Page No.
1. Election of Chairman for the meeting	
2. Apologies for absence	
3. Declarations of Members' Interests To receive any declarations of interest from Members of the Committee	
4. Announcements To receive any announcements from the Chairman of the Committee or the Chief Executive	
5. Application for the Review of a Premises Licence under the Licensing Act 2003 To consider an application for the review of a Premises Licence in respect of Power Storrington Service Station, Old Mill Drive, Storrington	3 - 130

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Report to Licensing Sub Committee

Wednesday 23 November 2022

By the Head of Environmental Health & Licensing

DECISION REQUIRED



**Horsham
District
Council**

Not Exempt

Application for the Review of a Premises Licence under the Licensing Act 2003

Executive Summary

On the 05 October 2022 West Sussex County Council Trading Standards submitted an application to review the premises licence held by Pricewatch Limited for their premises known as Power Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH following a failed test purchase conducted on the 31 May 2022.

Recommendations

The Sub- Committee is recommended:

- i) To determine the application for the review of a premises licence

Reasons for Recommendations

- i) The Sub-Committee is required to make a decision under the Licensing Act 2003

Background Papers

1. Consequences of proposed actions – Appendix 1
2. Premises Licence – Appendix 2
3. Review application – Appendix 3
4. Trading Standards Letter to the premises licence holder – Appendix 4
5. Statement from Senior Trading Standards Officer – Appendix 5
6. Statement from Senior Trading Standards Officer – Appendix 6
7. Statement from Trading Standards Officer – Appendix 7
8. Statement from Trainee Trading Standards Officer – Appendix 8
9. Letter from Public Health Lead for Alcohol and Drugs, West Sussex County Council – Appendix 9
10. Pace Interview – Appendix 10
11. Refusal Register – Appendix 11
12. Monthly staff training statement – Appendix 12
13. Seller's training record and Dismissal Letter – Appendix 13
14. Operations & Training Module – Appendix 14
15. Training & Authorisations – Appendix 15

Wards affected: Storrington and Washington.

Contact: Chris Boyle, Licensing Officer, extension 5578

Background Information

1 Introduction and Background

- 1.1 For the Sub-Committee to determine the application for a review of an existing premises licence
- 1.2 On the 31 May 2022, Trading Standards Officers from West Sussex County Council conducted a test purchase operation following a report of an alleged sale of age-related products being sold to children under the appropriate age. On this occasion a sale of alcohol was made to a child under the age of 18 years and in the view of Trading Standards they felt that the following two licensing objectives were not being complied with:
 - Protection of children from harm
 - Prevention of crime and disorder

2 Relevant Council policy

- 2.1 Statement of Licensing Policy dated December 2018

3 Details

- 3.1 Following a report of a sale of age-related products to children, Trading Standards Officers from West Sussex County Council conducted a test purchase at Power Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH with a child aged 16 years. The child was supervised at all times by Trading Standards Officers and when the sale of alcohol was made, they were close enough to observe that no challenge was made by the seller to enquire the age of the child.

4 Next Steps

- 4.1 The Licensing Sub-Committee is obliged to determine this application with a view to promoting the licensing objectives.
- 4.2 In making its decision, the Sub-Committee is also required to have regard to Guidance issued under the Section 182 Licensing Act 2003 (as amended) and the Council's own Licensing Policy.
- 4.3 The Sub-Committee must take one of the following steps as it considers necessary for the promotion of the Licensing Objectives:
 - Decide that no action is necessary to promote the licensing objectives
 - Modify or add conditions to the licence
 - Exclude a licensable activity from the licence
 - Remove the designated premises supervisor
 - Suspend the licence for a period (not exceeding three months)
 - Revoke the licence
- 4.4 The Sub Committee is asked to note that it may not modify the conditions or reject the whole or part of the application merely because it considers it desirable to do so. It must actually be appropriate in order to promote the four licensing objectives.

5 Outcome of Consultations

5.1 The application for the premises licence review was advertised on site and the application was advertised on Horsham District Council's website in accordance with the Statutory Requirements under the Licensing Act 2003.

5.2 A copy of the application was served on all statutory Consultees in accordance with the provisions contained within the Licensing Act 2003 and its associated regulations.

5.3 Responsible Authority Representation

5.4 Public Health – on the 18 October 2022 Holly Yandall, Public Health Lead for Alcohol and Drugs at West Sussex County Council submitted a letter supporting the review requested by Trading Standards.

5.5 **Sussex Police** – No Representation

5.6 **West Sussex Fire & Rescue** – No Representation

5.7 **Local Licensing Authority** – Environmental Health and Licensing – No Representation

5.7 **Home Office** – No Representation

5.8 **HDC Planning** – No Representation

5.9 **HDC Pollution Team** – No Representation

6 Other Courses of Action Considered but Rejected

6.1 None

7 Resource Consequences

7.1 None

8 Legal Considerations and Implications

8.1 The Council has a duty to determine the application under the Licensing Act 2003.

9 Risk Assessment


9.1 This application does not relate to any of the specific risks on the Corporate Risk Register.

Consequences of the Proposed Action

How will the proposal help to reduce Crime and Disorder?	The Sub-Committee are to determine the application under the four licensing objectives. The prevention of crime and disorder is one of the licensing objectives.
How will the proposal help to promote Human Rights?	The operation of the Licensing Sub-Committee is a quasi-judicial function and as such particular regard is to be had to Article 6 'the right to a fair trial'.
What is the impact of the proposal on Equality and Diversity?	There are no specific equality issues.
How will the proposal help to promote Sustainability?	There are no specific sustainability issues.

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**Part A
Licensing Act 2003 Premises Licence**

<p align="center">Horsham District Council <i>working in partnership to secure a better quality of life for all</i></p> <p align="center">Environmental Health and Licensing, Parkside, Chart Way, Horsham, West Sussex. RH12 1RL 01403 215578</p>	
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Premises Licence Number

LI/19/0722/PREM

Part 1 – Premises Details

<p>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code</p> <p align="center">Storrington Service Station Old Mill Drive Storrington West Sussex RH20 4NH Tel:</p>
<p>Where the licence is time limited the dates</p> <p align="center">Not Applicable</p>
<p>Licensable activities authorised by the licence</p> <p align="center">Sale by Retail of Alcohol</p>
<p>Times the licence authorises the carrying out of licensable activities</p> <p align="center">Sale by Retail of Alcohol: Monday to Sunday, 06:00 - 22:00</p>
<p>The opening hours of the premises</p> <p align="center">Monday to Sunday, 06:00 - 22:00</p>
<p>Where the licence authorises supplies of alcohol whether these are on and / or off supplies</p> <p align="center">Alcohol Sold For Consumption Off the Premises Only</p>

Part 2

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

**Pricewatch Limited
Gable House
239 Regents Park Road
London
N3 3LF
Tel:**

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

03349275

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

William Brewster Smith
[REDACTED]
[REDACTED]
[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

Personal Licence Number: [REDACTED]

Licensing Authority: [REDACTED]

Note

This licence is issued pursuant to the legislation/regulations specified in it only and does not constitute a licence/approval/consent for any other purpose whatsoever, including other legislation, etc., administered by Horsham District Council.

The recipient of this licence is responsible for ensuring that all necessary licences/ approvals/consents/planning permissions, etc., are obtained and the grant of this licence does not constitute a representation that any necessary licences/approvals/consents/planning permissions, etc., will be granted, because each application must be considered separately.

Annex 1 – Mandatory Conditions
All Premises Licence authorising supply of alcohol

The licence is granted subject to the Mandatory conditions for sale of alcohol as set out in the Licensing Act 2003 as amended by the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 and Order 2014.

1. No supply of alcohol may be made under the Premises Licence –
 - (a) At a time when 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.
2. Every supply of alcohol under the Premises Licence must be made, or authorised by a person who holds a Personal Licence.
3. (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).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

5. (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 licences 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.
6. The responsible person shall 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; and
- (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.

Minimum Drinks Pricing

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 the 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.

If the Premises Licence allows Exhibition of Films

1. Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.

2. Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation by that body.

3.Where

- (a) The film classification body is not specified in the licence, or
- (b) The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

4.In this section “children” means any person aged under 18; and “film classification body” means the person or persons designated as the authority under Section 4 of the Video Recordings Act 1984(c39) (authority to determine suitability of video works for classification).

If the Premises Licence has conditions in respect of Door Supervision except theatres, cinemas, bingo halls and casinos

1.Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must:

- (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
- (b) be entitled to carry out that activity by virtue of section 4 of the Act.

2.But nothing in subsection (1) requires such a condition to be imposed:

- (a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c12) (premises with premises licences authorising plays or films); or
- (b) in respect of premises in relation to:
 - (i) any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
 - (ii) any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).

3.For the purposes of this section:

- (a) “security activity” means an activity to which paragraph 2(1)(a) of that Schedule applies, and, which is licensable conduct for the purposes of that Act, (see Section 3(2) of that Act) and
- (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

Annex 2 – Conditions consistent with the Operating Schedule**General Licensing Objectives****Prevention of crime and disorder objectives**

- Digital CCTV and appropriate recording equipment to be installed in accordance with Home Office
- Guidelines relating to UK Police Requirements for Digital CCTV System (PSDB Publication Number 09/05), operated and maintained throughout the premises internally and externally to cover all public areas, including the entrance to the premises. The system shall be on and recording at all times the premises licence is in operation.
- The CCTV cameras and recording equipment must be of sufficient quality to work in all lighting levels inside the premises at all times.
- CCTV footage will be stored for a minimum of 31 days
- The management will give full cooperation and technical assistance to the Police in the event that CCTV footage is required for the prevention and detection of suspected or alleged crime.
- The CCTV images will record and display dates and times, and these times will be checked regularly to ensure their accuracy.
- Subject to Data Protection guidance and legislation, the management of the premises will be able to download selected footage onto a disk for the police without difficulty or undue delay and without charge to Sussex Police.
- Any breakdown or system failure will be notified to the police immediately & remedied as soon as practicable.
- All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. Induction training must be completed and refresher training thereafter at intervals of no more than twelve months. All restricted sales training undertaken by staff members shall be fully documented and signed by the employee and the DPS. All training records shall be made available upon request without undue delay to the Local Authority Licensing Officers and Sussex Police Officers or Licensing staff.
- The premises shall at all times maintain and operate a sales refusals log and an incident log. This will be kept to record all refusals and incidents of crime or disorder. These records shall be kept for a minimum of twelve months, and made immediately available upon request to the Local Authority Licensing Officers and Sussex Police Officers or Licensing staff
- Spirits will be stored and displayed behind the servery, or out of the reach of the public
- Between 23:00 and 05:00 hours, sales will be made through a night hatch and no customers will have access to the internal areas of the premises.

Public safety objectives

- Notices to be displayed prominently requesting customers leaving the site at night to do quietly and respectfully of local residents.
- Waste bins will be provided on site and will be emptied on a daily basis. The forecourt will be swept daily

Prevention of public nuisance objectives

- Notices to be displayed prominently requesting customers leaving the site at night to do quietly and respectfully of local residents.
- Waste bins will be provided on site and will be emptied on a daily basis. The forecourt will be swept daily

Protection of children from harm

- All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. Induction training must be completed and refresher training thereafter at intervals of no more than twelve months. All restricted sales training undertaken by staff members shall be fully documented and signed by the employee and the DPS. All training records shall be made available upon request without undue delay to the Local Authority Licensing Officers and Sussex Police Officers or Licensing staff.
- The premises shall at all times maintain and operate a sales refusals log and an incident log. This will be kept to record all refusals and incidents of crime or disorder. These records shall be kept for a minimum of twelve months, and made immediately available upon request to the Local Authority Licensing Officers and Sussex Police Officers or Licensing staff
- The premises will operate an age verification policy set at a minimum of 25 years (e.g. "Challenge 25") whereby any person attempting to buy alcohol who appears to be under the specified age e.g. 25 will be asked for photographic ID to prove their age. Signage advertising the "Challenge 25" policy will be displayed in prominent locations in the premises.
- Spirits will be stored and displayed behind the servery, or out of the reach of the public

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

<i>Signed by Environmental Health & Licensing Manager</i>	<i>Date Issued</i>
	11 December 2019

Annex 4 – Plan of Approved Licensable Activity Area Attached

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Horsham District Council**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 Peter Aston, Trading Standards, Team Manager,
West Sussex County Council Trading Standards Service**

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 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, if none, ordnance survey map reference or description	
Pricewatch Ltd t/a Power, Old Mill Drive,	
Post town	Post code (if known)
Storrington, Pulborough	RH20 4NH

Name of premises licence holder or club holding club premises certificate (if known)
William Brewster SMITH

Number of premises licence or club premises certificate (if known)
Unknown

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

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

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

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

Please tick yes

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

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address FOR & ON BEHALF OF THE RESPONSIBLE AUTHORITY APPLICANT: Mr Peter Aston Team Manager West Sussex County Council Trading Standards Service Parkside Chart Way Horsham RH12 1XH
Telephone number (if any)
E-mail address (optional)

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

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

Please tick one or more boxes ✓

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

Please state the ground(s) for review (please read guidance note 2)

West Sussex County Council Trading Standards Service (the 'responsible authority') contends the following licensing objectives have been undermined by the carrying on of licensable activities at these premises:

- the prevention of crime and disorder and
- the protection of children from harm

Full particulars in support of the application are to be found in the next section, but in summary:

Prevention of crime and disorder

On 31st May 2022, during a controlled Trading Standards Test Purchasing exercise, a staff member at Pricewatch Ltd t/a Power sold alcohol to a Trading Standards volunteer who was a child under the age of 18.

The sale of alcohol to a person under the age of 18 is a criminal offence under the Licensing Act 2003.

Protection of children from harm

Despite Pricewatch Ltd displaying Challenge 25 signage around the premises and claiming to operate such policy, the seller did not follow the guidance of such policy, contrary to the Licence Condition:'

The premises will operate an age verification policy set at a minimum of 25 years (e.g. "Challenge 25") whereby any person attempting to buy alcohol who appears to be under the specified age e.g. 25 will be asked for photographic ID to prove their age.

Please provide as much information as possible to support the application (please read guidance note 3)

On the 17th February 2022, the Responsible Authority received an incident report from a local Police Neighbourhood Youth Officer, alleging the business had been supplying underage children with energy drinks, vapes and other materials. This information had come to the Police Officer's attention from a local school, who had had this relayed to them by a parent, where they had been advised by their child. On the 25th February 2022, the Responsible Authority received an email from the Neighbourhood Warden for Storrington also passing on the information after the same local Police Neighbourhood Youth Officer had also contacted them.

On the 8th April 2022, following the receipt of this information, a Trading Standards Officer from the Responsible Authority carried out an advice visit to the business and spoke with the Store Manager. Several points were discussed during the advice visit with the Store Manager. The officer noted that the statutory tobacco notice was present in the shop, the store had a till prompt which came up for nicotine inhaling products, alcohol, lighters and cigarettes. The officer checked the shop's refusal log and the last entry was made on the 3rd April 2022. The Officer advised the Store Manager that we would be attempting a test purchase with one of our underage volunteers in the future and made her aware that a failure of our upcoming test purchase attempt could result in their alcohol licence being revoked. This was written on the visit form and also reiterated in the follow up letter that the officer emailed over later the same day to the Director of the Company,

On the 31st May 2022, as part of the Underage Sales Operation the Responsible Authority were carrying out that day, two Trading Standards Officers from the Responsible Authority entered Pricewatch Ltd t/a Power – Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH. A 16-year-old volunteer working under the instruction and supervision of the Responsible Authority entered the shop. The Officers witnessed the volunteer take four cans of lager to the till. There was a lady working behind the till area and they witnessed her sell the four cans of Carlsberg lager to the volunteer without asking the volunteer any questions whatsoever.

After securing the cans of lager as evidence, Officers went back into the shop to inform the seller about the test purchase and take the relevant information to instigate an investigation. Under caution, the seller advised that she remembered selling the alcohol to the volunteer but that she thought that the volunteer looked 18 or 19 years old. The seller advised that she had been working for the company for approximately four months and that she had been trained on the sale of Age Restricted Products. The seller also confirmed that there was a 'Think 25' Policy in place in the store and that she had been trained on this.

Further questions were subsequently put by the Responsible Authority to a representative for the Company, Pricewatch Ltd. The representative for the Company has advised that from their investigations, it would appear that a member of staff went against their training and had overridden company instructions and systems to serve a minor with alcohol contrary to her authorisation to sell alcohol and the Licensing Act 2003. The company have further advised that the seller of the alcohol had received the initial training on age related sales that all new staff receive on 7th March 2022 and that she was issued with her own Personal Guide to selling Alcohol. The seller then was asked to sign their Training Statement each month to confirm that she had been trained, understood her responsibilities, and would not serve anybody under 25 unless challenged to prove that they were over 18.

Under Section 146 of the Licensing Act 2003, it is a criminal offence to sell alcohol to a child under the age of 18 years old. Section 146 (4) contains a defence 'that he believed the individual was 18 or over, and he had either taken all reasonable steps to find out the individual's age or that no one could reasonably suspect from their appearance that they were under 18.'

It's contended the sale of alcohol to an underage person in the circumstances outlined is a breach of the licensing objective 'the protection of children from harm' and that the licensee has failed in their responsibilities in promoting said licensing objectives.

In considering a review of this premises licence the committee are also reminded of a second licensing objective 'prevention of crime and disorder' which has been failed by commission of the criminal offence that took place on 31st May 2022.

In view of the above, the Responsible Authority do not believe the licensing objectives are being continually upheld at these premises and deem it both proportionate and necessary to invite the committee to consider a review of the premises licence, to limit further criminal activity by this licence holder and to act as a deterrent to other operators considering such illegal conduct.

As underage prevention advice had been provided just before the sale of alcohol was made to a Trading Standards volunteer, the Responsible Authority suggests an appropriate outcome of the review would be a suspension of said alcohol licence to act as a deterrent for further breaches.

Please tick yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

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
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature
.....

Date 29/09/22
.....

Capacity Team Manager
.....

Trading Standards Service
(03302) 226327 (Direct)

www.westsussex.gov.uk/tradingstandards

Trading Standards
Parkside
Chart Way
Horsham
West Sussex
RH12 1XH



Pricewatch Ltd T/A Power
Old Mill Drive
Storrington
Pulborough
West Sussex
RH20 4NF

8th April 2022

Dear

Our Ref: 205378

Licensing Act 2003
Nicotine Inhaling Products (Age of Sale & Proxy Purchasing) Regulations 2015
Childrens and Families Act 2014
Consumer Rights Act 2015
Tobacco and Related Products Regulations 2016
Tobacco Products & Nicotine Inhaling Products (Amendment) (EU Exit) Regulations 2020

I'm writing to you following my visit on the 8th April 2022 regarding a complaint that has been received by West Sussex Trading Standards, alleging Pricewatch Ltd T/A Power, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NF has sold an age restricted product to a child under the age of 18.

Under Section 146 of the Licensing Act 2003 it is a criminal offence to sell alcohol to a person who is under the age of 18 years old.

Section 7 Children and Young Persons Act 1933 makes it an offence to sell any tobacco product or cigarette papers to a person under 18.

Regulation 3 of the Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2015 prohibits the sale of nicotine inhaling products to persons under the age of 18. Section 92(2) of the Childrens and Families Act 2014 makes it a criminal offence for a person to sell a nicotine inhaling product to a person under the age of 18.

As well as prosecution, the Acts allow for an application to be made to the licensing authority for an alcohol licence to be reviewed if it can be shown age restricted products are being sold to children. Such a review could lead to your licence being suspended or revoked ¹.

You don't necessarily have to sell alcohol to a child to lose your licence, the sale of other age restricted products could also result in prosecution and can also lead to your alcohol licence being suspended or revoked if you or your business sell to an underage person.

¹ West Sussex Trading Standards has a zero tolerance to the sale of alcohol to children. Unless there are exceptional circumstances, where there is sufficient evidence to show an underage sale of alcohol has taken place, we will seek a review of the premises alcohol licence with the aim of having the licence suspended or revoked. The seller and business will also be subject to enforcement action in line with our published enforcement policy.
www.westsussex.gov.uk/business-and-consumers/trading-standards-advice-for-businesses/

In order for you and your staff to be compliant with the law, you should always ask young people to produce proof of their age. For example, a driving licence photocard or passport. If a person cannot prove they are over 18, the sale should be refused.

In addition, there are also a number of best practice checks that you and your staff can implement to help prevent the sale of any age restricted products.

'Challenge 25' system:

If a person attempts to purchase an age restricted product and they appear to be under the age of 25, you should ask them to produce proof of their age. If they're unable to prove their age, a sale should then be refused.

Staff training:

You should ensure your staff are fully trained to ensure they're aware which products are age restricted, what the age restriction is, and the action they should take if they believe a person is underage when they attempt to purchase such products.

It is important you can prove your staff have understood what is required of them by the law. This can be done by keeping a record of the training and asking members of staff to sign to say that they understand it.

These records should then be checked and signed on a regular basis by the manager or owner of the business.

Maintain a refusals log:

All refusals should be recorded (date, time, incident, product and description of the potential buyer). Maintaining a refusals log will help to demonstrate you and your staff actively refuse sales and have an effective system in place. Refusal logs should be checked by the manager or owner to ensure all members of staff are using them.

Till prompts:

If your system allows it may be possible to use your till to remind staff of age restrictions via a reminder prompt when the barcode of an age restricted product is scanned.

Alternatively, by way of a staff reminder, stickers could be used to cover certain product barcodes.

Signage:

Displaying posters showing age limits for certain products and a statement regarding the refusal of such sales if the person appears to be underage. This may help deter potential purchasers and act as a reminder to staff.

CCTV:

A CCTV system may help act as a deterrent and reduce underage sales. It will also help you to monitor 'blind spots' within your store if it's not possible to change the layout or relocate age restricted products behind, or closer to, the counter.

Please note the above advice is best practice and is not a legal requirement. However, the legislation states if you are charged with an offence of selling an age restricted product to a person under the age of 18, it is a defence if you're able to prove you took all reasonable steps to determine the purchaser's age and that you reasonably believed that the purchaser was not under the age of 18.

Therefore, by carrying out the above best practice checks, it will help show you and your staff are able to satisfy this legal defence and it will help reduce the sale of age restricted products to persons under the age of 18.

Further advice and guidance on age restricted products can be found on the Business Companion website: www.businesscompanion.info/

If you have any queries or require further information, please don't hesitate to contact me.

Yours Sincerely,

Trainee Trading Standards Officer
Trading Standards Service

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STATEMENT OF WITNESS

*(Criminal Procedure Rules 2015, Rule 16.2,
Criminal Justice Act 1967, s. 9, Magistrates' Courts Act 1980, s.5B)*

STATEMENT OF:

Age of Witness: Over 18

Occupation of Witness: Senior Trading Standards Officer

This statement (consisting of 2 page(s) 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 in it anything which I know to be false or do not believe to be true.

Dated: 01/06/2022

Signed

I am a Senior Trading Standards Officer employed by West Sussex County Council.

On 31st May 2022, I participated in an underage sales operation accompanied by my two colleagues (Senior Trading Standards Officer) and (Trainee Trading Standards Officer). A 16-year-old female volunteer was also working under the instruction and supervision of Trading Standards. The purpose of the operation was to ensure West Sussex businesses were compliant in that they were not selling age restricted products to children under the age of 18.

Prior to visiting any of the premises, we collected the volunteer and briefed her, and took photographs of her appearance that day. The volunteer was assigned the unique code '5NB' to protect her identity.

At approximately 1045 hours, as part of the operation, and myself entered Pricewatch Ltd t/a Power – Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH. We browsed around the shop acting as a normal customer would until a few moments later, when the volunteer entered the shop. At this point, I positioned myself near to the till area and I witnessed the volunteer take four cans of lager to the till. There was a lady working behind the till

STATEMENT OF:

PAGE 2

area and I witnessed her sell the four cans of Carlsberg lager to the volunteer without asking the volunteer any questions whatsoever. The volunteer exited the premises and I then paid for my products and left too. I returned to the support vehicle with my colleagues and [redacted] passed me the four cans of Carlsberg that she had placed into an evidence bag. I completed the information on the evidence bag and gave it the following reference which I now produce as evidence:

LD/PG/1 – 4 x Carlsberg cans lager – seal. LC00036989

At approximately 1100 hours [redacted] and I returned to Pricewatch Ltd t/a Power – Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH and I introduced us both to the female working behind the till counter and explained the reason for the visit. I advised the female that she had just sold alcohol to a 16 year old and asked her if we could go somewhere more private to discuss this. The female, who I now know to be [redacted] (10/03/1998), [redacted] and myself went into the back area of the shop. I cautioned [redacted] at approximately 1105 hours and asked her some questions which I recorded in my pocket notebook. I asked [redacted] if she remembered selling the alcohol to the volunteer and she said that she did but she thought that the volunteer looked 18 or 19 years old. [redacted] advised me that she had been working for the company for approximately four months and had been trained in the form of a quiz and this was documented but she didn't know where the record of this was kept.

I checked the systems the shop had in place to prevent the sale of an age restricted product taking place and noted these in my pocket notebook.

Samuel Wall and I left the premises at approximately 1120 hours.

I now produce as evidence a photocopy of my pocket notebook for the incident as exhibit **LD/PG/2**.

STATEMENT OF WITNESS

*(Criminal Procedure Rules, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF:

Age of witness (if over 18, enter "over 18"): Over 18

Occupation of Witness: Trading Standards Officer

This statement (consisting of 2 page(s) 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 in it anything which I know to be false or do not believe to be true.

Dated the 11th day of August 2022

Signed:

I am employed by West Sussex County Council Trading Standards Service as a Trading Standards Officer.

On the 6th April 2022, I phoned Pricewatch Ltd, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NF to arrange an appointment with the store manager in relation to intelligence received re alleged underage age sales. I spoke to store manager [redacted] and arranged to conduct an age restricted products advice visit on the 8th April 2022 at 1000 hours.

On the 8th April 2022 at approximately 1000 hours, I entered Pricewatch Ltd, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NF and introduced myself to [redacted]. I began filling in the visit paperwork (reference number 3385) and this was signed by [redacted] at that end of the visit. I will be exhibiting this paperwork at the end of this statement.

Several points were discussed during the advice visit. [redacted] advised that 8 staff work in the shop in total. The statutory tobacco notice was present in the

STATEMENT OF:

PAGE 2

shop. Till prompt was present and comes up for nicotine inhaling products, alcohol, lighters and cigarettes. I checked the shop's refusal log and the last entry was made on the 3rd April 2022. I made a test entry in this refusal log. I asked about CCTV and this was present, operational and faces outside the shop.

I asked _____ about how training on age restricted products is conducted with staff. I was told that one employee comes into the shop to train staff in person. I was also advised that monthly refresher training is also carried out, which includes a quiz. I provided printed alcohol and tobacco advice from the Business Companion website to _____ and advised that this material could be used to train staff and this could be signed by staff to say the training has been received, possibly once a month.

I then advised _____ that we would be attempting a test purchase with one of our underage volunteers in the near future. I also made _____ aware that a failure of our upcoming test purchase attempt could result in an alcohol revocation. This was written on the visit form and also reiterated in the follow up letter that I emailed over later the same day to the director _____, which I will exhibit further down.

During the advice visit, I also checked the nicotine inhaling products that were in stock to ensure that these were all compliant and they were compliant.

I am also producing the following paperwork:

NB/PWS/1 - Visit paperwork with the reference number 3385

NB/PWS/2 – Follow up letter that was emailed to director

STATEMENT OF WITNESS

*(Criminal Procedure Rules, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF:

Age of witness (if over 18, enter "over 18"): Over 18

Occupation of Witness: Trading Standards Officer

This statement (consisting of 2 page(s) 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 in it anything which I know to be false or do not believe to be true.

Dated the 11th day of August 2022

Signed:

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STATEMENT OF WITNESS

*(Criminal Procedure Rules, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF:

Age of witness (if over 18, enter "over 18"): **Over 18**

Occupation of Witness: **Trainee Trading Standards Officer**

This statement (consisting of 2 page(s) 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 in it anything which I know to be false or do not believe to be true.

Dated the 1st day of June 2022

Signed

I am employed as a Trainee Trading Standards Officer with West Sussex County Council Trading Standards Service.

On 31st May 2022 I participated in an underage sales operation accompanied by my two colleagues (Senior Trading Standards Officer) and (Senior Trading Standards Officer). A 16-year-old female volunteer was also working under the instruction and supervision of Trading Standards. The purpose of the operation was to ensure West Sussex businesses were compliant in that they were not selling age restricted products to children under the age of 18.

Prior to visiting the premises, we collected the volunteer and briefed her, and took photographs of her appearance that day. The volunteer was assigned the unique code '5NB' to protect her identity.

At approximately 1045 hours, as part of the operation, and myself entered Pricewatch Ltd t/a Power – Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH. Both of us acted as if we were normal

STATEMENT OF:

PAGE 2

customers. Shortly after our arrival, the volunteer entered the shop, taking four cans of lager to the till. The employee scanned the alcohol and sold them without asking any questions. Once the volunteer exited the premises, purchased the items we had picked up and then we both left. The two of us returned to the support vehicle where my colleague Laura Sanders passed the four cans of Carlsberg, which were now in an evidence bag, to

At approximately 1100 hours, and myself returned to Pricewatch Ltd t/a Power – Storrington Service Station, Old Mill Drive, Storrington, West Sussex, RH20 4NH. My colleague explained to the female attendant that we were from Trading Standards, and that we had just witnessed her sell alcohol to a person under the age of 18. In a private area at the back of the shop, I witnessed caution (10/03/1998), and ask her a series of questions pertaining to underage sales and training.

finished asking questions, and proceeded to check whether the shop had systems and displays in place to help prevent the sales of age restricted products.

and I left the premises at approximately 1120 hours.

I now produce as evidence a photocopy of my pocket notebook for the incident as exhibit SW/PG/1.

Public Health Lead for Alcohol and Drugs
Public Health Department
0330 222 8683
PublicHealth.Licensing@westsussex.gov.uk
www.westsussex.gov.uk

First Floor, The Grange
Tower Street
Chichester
West Sussex
PO19 1RQ



Licensing Officer
Horsham District Council
Parkside
Chart Way
Horsham
RH12 1RL

17th October 2022

Dear Sir or Madam,

Re: Power Storrington Service Station, Old Mill Drive, Storrington, Pulborough, RH20 4NH

The West Sussex County Council (WSCC) Public Health Directorate wishes to support the application by Trading Standards to review the licence of: Power Storrington Service Station, Old Mill Drive, Storrington, Pulborough, RH20 4NH

The Public Health Directorate concurs that the Licensing Objectives of:

- (1) The Prevention of Crime and Disorder
- (2) The Protection of Children from Harm

are not being promoted, as demonstrated by the sale of alcohol to a person under the age of 18, as part of a Trading Standards 'test purchase' operation. We are disappointed to learn about the sale of alcohol to a child and endorse the recommendations made in the review application by Trading Standards.

The sale of alcohol to children is of extreme concern, particularly in light of the strong evidence demonstrating the harms, caused by alcohol, to children and young people.

Harms, caused by alcohol, to children and young people

In 2009, the Chief Medical Officer of England published the first official guidance on alcohol aimed specifically at children and young people. It recommended that the healthiest and safest option was for children to remain alcohol free up to age 18. The guidance was based on a body of evidence that drinking at a young age, and particularly heavy or regular drinking, can result in physical or mental health problems, impair brain development, and put children at risk of alcohol-related accident or injury. More broadly it is also associated with missing or falling behind at school, violent and antisocial behaviour, and unsafe sexual behaviour¹.

According to guidance provided on NHS.UK, the health risks associated with drinking alcohol before the age of 18 are as follows:

¹ [Part 5: Alcohol drinking prevalence and consumption - NHS Digital](#)

- Drinking alcohol can affect the normal development of vital organs and children under 18, including the brain, liver, bones and hormones.
- Beginning to drink before age 14 is associated with increased health risks, including alcohol-related injuries, involvement in violence, and suicidal thoughts and attempts.
- Drinking at an early age is also associated with risky behaviour, such as violence, having more sexual partners, pregnancy, using drugs, employment problems and drink driving².

Prevalence of alcohol use by children and young people

National data shows that alcohol remains the substance most commonly used by young people. In a 2021 national survey, 40% of pupils said they had ever had an alcoholic drink, compared to 44% in 2018³. The most recent prevalence data for West Sussex dates back to 2014 and so has not been included in this representation.

Alcohol-related hospital admissions

Between 2018/19-2020/21 (the most recently available data), the Horsham district rate of hospital admission episodes for alcohol-specific conditions in under 18s was 22.7 per 100,000 population. This is statistically similar to the England average of 29.3 per 100,000 population for the same time period⁴.

The West Sussex rate of hospital admission episodes for alcohol-specific conditions in under 18s, for the same time period was 36.9 per 100,000 which is statistically worse than the England average of 29.3 per 100,000 population for the same time period⁵.

Given the harm caused to children by alcohol and the prevalence of alcohol misuse and harm being experienced by young people in West Sussex and Horsham district it is especially disappointing to note that staff at Power Storrington Service Station sold alcohol to a child. It is clear that, although there is Challenge 25 signage displayed the premises, it is not being adhered to, even after a Trading standards advice visit. This suggests, at best, a lack of effective staff training or, at worst, a disregard for the responsibility to promote the licensing objectives.

The intelligence received by Trading Standards, regarding proxy purchasing of other age restricted products (e-cigarettes) at this premises, raises further questions and concerns about the running of this premises and the apparent disregard for the licensing objectives outlined above.

In summary, the WSCC Public Health Directorate fully supports the suggestion made by Trading Standards for the Licensing Committee to seriously consider suspension of the alcohol licence to allow for full staff re-training in Challenge 25 and refusing alcohol sales to underage children. We believe it to be necessary, proportionate and reasonable in order to prevent further crime and disorder and to protect children from harm.

Yours faithfully,

Public Health Lead for Alcohol and Drugs

² <https://www.nhs.uk/common-health-questions/childrens-health/should-my-child-drink-alcohol/>

³ [Part 5: Alcohol drinking prevalence and consumption - NHS Digital](#)

⁴ [Local Alcohol Profiles for England - Data - OHID \(phe.org.uk\)](#)

⁵ [Local Alcohol Profiles for England - Data - OHID \(phe.org.uk\)](#)

Pace Questions

Caution:

'You do not have to say anything, but it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you say may be given in evidence.'

Do you understand this caution ?

Please sign below to confirm understanding of the caution.

Chris Mitchener..29 7 22. Chris Mitchener - Licensing Solutions for Pricewatch Ltd

1. Please state the company name, company address and confirm if you are a sole trader, a partnership or a limited company?

The name of the Company is as on the licence, Pricewatch Limited – Reg Office Gable House, 239 Regents Park Road, London N3 3LF and trades as a Limited Company.

[REDACTED]

2. If the business is a partnership, please provide names and addresses of the other partners. If the business is a limited company please provide the Registered company address and registered company number.

The registered address is Gable House, 239 Regents Park Road, London N3 3LF and the Limited Company number is 03349275

3. Please state your full name and date of birth.

Christopher John Mitchener – [REDACTED]

4. Please state your position within the company and briefly explain what your role entails.

I am a Licensing Practitioner advising Pricewatch Limited. Pricewatch Ltd have embraced our training regime in store, copy enclosed, and we advise on the operation

5. Please confirm that you are authorised to answer these questions on behalf of the company. (Please can you provide written confirmation from the Company?)

I am authorised by Pricewatch Limited to answer these Pace questions on their behalf

6. How many premises does Pricewatch Ltd own?

Pricewatch Ltd operates 10 Licensed Forecourts plus other premises not licenced

7. What is the annual turnover of Pricewatch Ltd?

Pricewatch Limited has an annual turnover of approximately £41,600,000

8. What is the annual turnover of Pricewatch Ltd in relation to the sale of alcohol?

Pricewatch Ltd has annual sales of approximately £1,338,400 within the alcohol category

9. Please confirm the name of the licence holder?

Pricewatch Limited

10. On the 31st May 2022, West Sussex County Council Trading Standards carried out a test purchase of alcohol by a person under the age of 18 years old. The volunteer under our direction purchased 4 cans of Carlsberg Premium Export Lager from Power, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NH. (See Picture 1 and 2.) Can you explain how a minor was able to purchase alcohol from your business?

From our investigations it would appear that a member of staff went against her training and overrode company instruction and systems to serve a minor with alcohol contrary to her authorization to sell alcohol and the Licensing Act 2003.

11. What procedures do you have in place to prevent selling age restricted products to children? (Please provide copies of any written procedures.)

All staff are trained and tested in their responsibilities in selling alcohol which include a Challenge 25 Policy, training handout and we have till prompts which have to be overridden in order to complete a sale of alcohol as part of our overall regime.

12. Who was responsible for drawing up these procedures? (Please state their role within the company.)

The procedures in place were recommended and supplied by Licensing Solutions, Licensing Practitioners.

13. What training was provided to this person?

██████████ was trained and tested then authorized to sell alcohol on the 7th March 2022 copy attached CJM1. She also received a personal guide to selling alcohol copy attached together with a requirement to confirm that she has been trained and understood her responsibilities on a monthly basis also attached

14. On the 8th April 2022, my colleague ██████████, visited Power, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NH and provided advice in relation to selling age restricted products. ██████████ followed up her visit by sending an advice letter by email (see Letter 1.) Can you confirm that you did receive this letter?

I personally have not been able to locate this letter but will revert on Monday 1st August.

15. Were you present at Power, Old Mill Drive, Storrington, Pulborough, West Sussex, RH20 4NH, at approximately 10.45 am when the sale of alcohol to the minor took place on the 31st May 2022?

No I was not

16. The alcohol was sold to the minor by ██████████, does ██████████ hold a Personal Licence?

No she does not

17. How long has ██████████ worked for you at Power?

██████████ was trained from 7/3/22 and was terminated on 8th June 2022

18. What is [REDACTED] Role at Power?

[REDACTED] was employed as a Cashier at the Storrington site on probation - 7/3/22

19. What training have you provided to [REDACTED] relating to the prevention of Underage Sales? Please provide copies of any training records.

[REDACTED] received the initial training on age related sales that all new staff receive on 7/3/22 and was issued with her own Personal Guide to selling Alcohol. She then was asked to sign our Training Statement each month to confirm that she had been trained, understood her responsibilities and would not serve anybody under 25 unless challenged to prove that they were over 18

20. Do you use a Refusals Register / log to keep a record of attempted underage sales at your shop? Please provide a copy of pages covering April and May 2022.

Until quite recently having spent a fortune on a new till system the refusals log was an integral part of that system but following our advice a manual system was reintroduced copies attached as requested – CJM2

21. Is the refusals register / log used by all staff?

Attached as above – CJM2. [REDACTED] used it twice on 11/4/22 for an Elf Bar and a bottle of Vodka, 17/4/22 for alcohol, 21/4/22 for beer and again on 12/5/22 for another Elf Bar. It was countersigned by [REDACTED] on 8/4/22 and by [REDACTED] on 31/5/22

[REDACTED] did not appear to use it in that month

22. Do you monitor the refusals register /log to ensure that all staff are updating it? How often? Is this documented anywhere? Please provide evidence. Is it monitored ?

The Refusals log is checked monthly and signed off

23. When was [REDACTED] trained in the use of the refusals register / log?

It was part of her training as evidenced by the 4 entries she completed in April and May following her training on 7/3/22

24. Do you have a Challenge 21 / 25 policy in place at Power?

We use the Challenge 25 Policy

25. If so, please explain your understanding of this policy?

Anybody who appears to be under the age of 25 is challenged to prove that they are over 18 utilising appropriate evidence of age

26. Are staff trained in the Challenge 21 / 25 policy? Please provide evidence.

See Question 3 on CJM1 signed off at the bottom of the page, it is utilized as an integral part of the training regime adopted

27. Since the visit on 31st May 2022 when the sale of alcohol to an underage volunteer took place, what actions or changes have you made to your business to prevent the sale of age restricted products to minors?

Following notification of the UAS the following occurred:

- 1 – Conduction of an in-depth investigation*
- 2 – Interviewing the member of staff*
- 3 – We can confirm that the member of staff [REDACTED] employment was terminated as a result of this incident*
- 4 – All staff at Storrington received alcohol training earlier this year, and subsequently were refresher trained after this incident and have been advised of the incident and are aware of the personal ramifications*
- 5 – The Store Manager reviews CCTV at least once a week to check on alcohol sales, this has now been increased to at least twice week.*
- 6 – We are planning to install new CCTV this year and this will give an opportunity for Head Office staff to conduct further checks*
- 7 – We will be carrying out our own underage checks using a young person (18-19 years old) who is not known to staff.*
- 8 – We currently check alcohol logs and refusals every month, this will be increased to twice a month at Storrington.*

28. Who instigated these changes?

This comes from the MD [REDACTED] down

29. Are these actions or changes documented? If so, please provide me with a copy.

Not documented per say although we can provide further training records if required and notice process for [REDACTED] is attached CJM2

30. Who is the Designated Premise Supervisor?

William Smith is the current DPS although changing this situation to the Manageress of the branch becoming the DPS is being actively pursued.

31. The store has CCTV, do you review the CCTV to ensure that alcohol is not being sold to minors? If so how often is it monitored?

The CCTV was monitored weekly and this has now been upgraded to bi-weekly. It is also now proposed to upgrade the system to enable HO to carry out random checks also

32. What, if anything, do you feel Pricewatch Ltd t/a Power could have done to prevent the sale of alcohol to the underage volunteer on 31st May 2022?

Nothing except conduct more underage checks ourselves by using 18-19 yr olds unknown to the branch to carry out test purchases to further test the effectiveness of the regime in place.

33. Do you accept that Pricewatch Ltd t/a Power sold alcohol to an individual under the age of 18, contrary to the Licensing Act 2003?

Do you accept that it happened –

We would say that [REDACTED] sold alcohol to an individual under the age of 18 contrary to the Licensing Act 2003 and that she was not authorised to do so by Pricewatch Ltd as it went against her training, her job responsibilities which she was aware of and the authorisation to sell alcohol to customers who appeared to be under the age of 25 ONLY if they could prove that they were aged over 18.

34. Do you wish to add or make any further other comments?

An Under Age sale occurring in any scenario is not acceptable and as Premises Licence holders we take our responsibilities very seriously as we hope we have shown

That said, in this instance where the Premises Licence Holder has done everything reasonably within their power to avoid such sales then the responsibility for the under age sale must be fairly placed on the individual concerned.

Training staff members to avoid under age sales and giving them the tools to help them in this such as initial training with 6 monthly refresher training and written tests for both, personal training handouts and ongoing monthly reminders plus of course till prompts which have to be overridden before such a sale can be completed is the accepted way to actually avoid under age sales.

Further, a requirement for staff to complete an entry in a Refusals Book when they have refused an under age sale which it must be remembered [REDACTED] did twice for alcohol sales and twice for tobacco sales in the weeks before the incident occurred must suggest that [REDACTED] was properly trained and was in a real sense aware of her responsibilities in avoiding under age sales, notwithstanding that her training records already suggest this.

I would also point out that [REDACTED] took and passed her Training on 7th March less than three months before she served an under age test purchaser and had signed our refresher in the intervening period so 3 monthly refresher training would not have assisted in this incident - [REDACTED] made a mistake and we have found no evidence of collusion with the purchase as the purchaser was not known to her and no evidence of financial gain for her either, it was a mistake on her part but my client was not responsible for that mistake.

Whilst we strive to improve our operation and are open to any and all suggestions - notwithstanding I do not have the letter from [REDACTED] available at this precise time - such a due diligence scenario would suggest that the under age sale was a human error made by a member of staff properly trained and supported in avoiding incidents such as this.

Please ensure that you answer all the questions or indicate no comment.
Please sign and return along with any supporting documents.

N_a_m_e: _____Chris Mitchener.....

P_o_s_i_t_i_o_n: _____Duly Authorised Agent.....

S_i_g_n_a_t_u_r_e: _____Chris Mitchener....._D_a_t_e:___ 29th July 2022....._

31. The store has CCTV, do you review the CCTV to ensure that alcohol is not being sold to minors? If so how often is it monitored? Is it monitored and if so how often ?

32. What, if anything, do you feel Pricewatch Ltd t/a Power could have done to prevent the sale of alcohol to the underage volunteer on 31st May 2022?

This will be subject to answers above

33. Do you accept that Pricewatch Ltd t/a Power sold alcohol to an individual under the age of 18, contrary to the Licensing Act 2003?

Do you accept that it happened – I would say that [REDACTED] sold alcohol to an individual under the age of 18 contrary to the Licensing Act 1963 and that she was not authorized to do so by Pricewatch Ltd as it went against her training and job responsibilities.

34. Do you wish to add or make any further other comments?

These will be subject to the above

Please ensure that you answer all the questions or indicate no comment.

Please sign and return along with any supporting documents.

N_a_m_e:_____

P_o_s_i_t_i_o_n:_____

S_i_g_n_a_t_u_r_e:_____ D_a_t_e:_____

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 31.3.22 TIME: 21.23 PRODUCT: Lager

REASON FOR REFUSAL: checked ID - OK

DESCRIPTION OF PERSON: Female, white, long dark hair, small build, black jacket

NAME OF CASHIER: Lm

DATE: TIME: 21.37 PRODUCT: Vape

REASON FOR REFUSAL:

DESCRIPTION OF PERSON: same as above

NAME OF CASHIER: Lm

DATE: 01/04/2022 TIME: 7:00 am PRODUCT: Full mail cigarettes

REASON FOR REFUSAL: underage and had no ID to prove his age moments later a local man bald tried to buy him the cigarettes was also refused moments later another european came in to buy the same cigarette and was also refused

DESCRIPTION OF PERSON: Eastern european (perhaps Polish), long brown hair, Green tracksuit, builder clothes

NAME OF CASHIER: MO

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: ..2..4..22... TIME: ...17:23 pm... PRODUCT: ...Vape...

REASON FOR REFUSAL: ...checked ID - OK

DESCRIPTION OF PERSON: ...Female, white, dark blonde hair
in ponytail, black jacket

NAME OF CASHIER: ...L.M.

DATE: ..2..4..22... TIME: ...17:28... PRODUCT: ...Vape...

REASON FOR REFUSAL: ...white, female, long dark hair
w/ ponytail, checked ID - OK

DESCRIPTION OF PERSON: ...white, female, long dark hair,
beige cardigan

NAME OF CASHIER: ...L.M.

DATE: ..2..4..22... TIME: ...17:31... PRODUCT: ...Alcohol...

REASON FOR REFUSAL: ...checked ID - OK

DESCRIPTION OF PERSON: ...^{red} face, white, short dark
hair

NAME OF CASHIER: ...L.M.

STORRINGTON SERVICE STATION REFUSALS BOOK

17 57

DATE: 2.4.22 TIME: ~~12:52~~ PRODUCT: ~~Alcohol~~
Alcohol + cigarettes

REASON FOR REFUSAL: ~~Photo~~ ~~hair~~
Alcohol ID - OK

DESCRIPTION OF PERSON: Female, white, long dark hair
black jacket

NAME OF CASHIER: ~~Tom~~

DATE: 2.4.22 TIME: 21.49 PRODUCT: vape

REASON FOR REFUSAL: Alcohol ID - OK

DESCRIPTION OF PERSON: male, white dark hair
black jacket

NAME OF CASHIER: Tom

DATE: 03/04/2022 TIME: 12:51 PRODUCT: ELF BAR

REASON FOR REFUSAL: very Rude and abusive was warned by
Cashier not to purchase Elf bars for under age kids
bought an Elf bar then came back after he went to bus stop
1 minute later this was very suspicious so second elf bar sale refused.

DESCRIPTION OF PERSON: White male often wears a baseball cap
has weird looking eyes they look in different directions of ten
comes in with a female that looks and most likely is underage

NAME OF CASHIER: M.O.

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 03/04/2022 TIME: 13:05 PRODUCT: Elf bar

REASON FOR REFUSAL: under age female - No ID Present

DESCRIPTION OF PERSON: white female brown hair blue skirt, short top. was very frusted and asked if another member of staff would serve her.

NAME OF CASHIER: MO

DATE: 8/4/22 TIME: 10:00 PRODUCT: N/A

REASON FOR REFUSAL:

DESCRIPTION OF PERSON: Nadia Beodan Trading Standards officer (WSCO)

NAME OF CASHIER:

DATE: 9/4/22 TIME: 8:54pm PRODUCT: alcohol

REASON FOR REFUSAL: no ID - had picture on phone which isnt an acceptable form of ID. customer asked me to let it slide - I explained the law + refused again

DESCRIPTION OF PERSON: Male - short brown hair - red in face - wearing blue t-shirt - jeans - black coat looked between 17-19

NAME OF CASHIER: Remy Youngman

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 11/04/22 TIME: 16:00... PRODUCT: Elf bar.

REASON FOR REFUSAL:
No ID Refused

DESCRIPTION OF PERSON: Tall white female, brown hair, ear piercing.

NAME OF CASHIER: Brittany

DATE: 11/04/22 TIME: 17:00... PRODUCT: Vodka

REASON FOR REFUSAL:
NO ID - refused

DESCRIPTION OF PERSON: Tall white, male, baseball cap, dark jeans, crossed eyes.

NAME OF CASHIER: Brittany

DATE: 11/04/22 TIME: 18:30... PRODUCT: VAPES

REASON FOR REFUSAL:
HADN'T ID - LOOK UNDERAGE

DESCRIPTION OF PERSON: TALL MAN, BLACK JACKET AND TROUSERS, SHORT LIGHT HAIR

NAME OF CASHIER: INGA

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 12/4/22 TIME: 20:16 PRODUCT: ELF BAR (VAPE)

REASON FOR REFUSAL: LOOK UNDERAGE AND HADN'T ID

DESCRIPTION OF PERSON: ~~MIDDLE~~ YOUNG FEMALE, LONG BROWN HAIR, GREY TRACK SUIT

NAME OF CASHIER: INGA

DATE: 12/4/22 TIME: 20:30 PRODUCT: BEER

REASON FOR REFUSAL: LOOK YOUNG AND ONLY HAD PHOTO CARD FOR ID

DESCRIPTION OF PERSON: SHORT MALE, SHORT DARK HAIR, BLACK JUMPER

NAME OF CASHIER: INGA

DATE: 13/4/22 TIME: 15:00 PRODUCT: VAPE

REASON FOR REFUSAL: NO ID

DESCRIPTION OF PERSON: Male, brown hair, looked about 17

NAME OF CASHIER: Dan

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 17/04/22 TIME: 18:00 PRODUCT: Alcohol

REASON FOR REFUSAL: No ID. Underage.

DESCRIPTION OF PERSON: white female, blonde hair, black leather jacket.

NAME OF CASHIER: Brittany

DATE: 20/04/22 TIME: 14:30 PRODUCT: Vape/elfbar

REASON FOR REFUSAL: ~~female~~ female with black hair and also in black.

DESCRIPTION OF PERSON:

NAME OF CASHIER:

DATE: 21/4/22 TIME: 19:00 PRODUCT: beer

REASON FOR REFUSAL: No physical evidence of ID.

DESCRIPTION OF PERSON: Tan white male, black

NAME OF CASHIER: Brittany

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 30.4.22 TIME: 9.45.07 PRODUCT: Dresser soap

REASON FOR REFUSAL: NO ID

DESCRIPTION OF PERSON: Female white, long curly hair

NAME OF CASHIER: ham

DATE: 2.5.22 TIME: 15.43 PRODUCT: Yapp

REASON FOR REFUSAL: NO ID

DESCRIPTION OF PERSON: Male white, dark hair
navy fleece (The Pis)

NAME OF CASHIER: ham

DATE: 4.8.2020 TIME: 2:57 PRODUCT: eis bar

REASON FOR REFUSAL: NO ID

DESCRIPTION OF PERSON: Female - looks very young.
medium light brown hair.

NAME OF CASHIER: Remy

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 4.5.22 TIME: 17.21 PRODUCT: Lister

REASON FOR REFUSAL: No ID

DESCRIPTION OF PERSON: Male, white, shoulder length brown hair

NAME OF CASHIER: LAM

DATE: 8.5.22 TIME: 14:00 PRODUCT: beer

REASON FOR REFUSAL: Looked 12 had no ID

DESCRIPTION OF PERSON: black Hair in all black male/female

NAME OF CASHIER: Brad

DATE: 10/5/22 TIME: 14:00 PRODUCT: EIF BAR

REASON FOR REFUSAL: No ID
came back in with ID

DESCRIPTION OF PERSON: white male red T-shirt
Blue Jeans

NAME OF CASHIER: MO

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 12/05/22 TIME: 14:50 PRODUCT: Elf bar

REASON FOR REFUSAL: No ID

DESCRIPTION OF PERSON: Tall, blonde hair, grey T-shirt

NAME OF CASHIER: Brittany

DATE: 17.5.22 TIME: 7.52am PRODUCT: vape

REASON FOR REFUSAL: no ID

DESCRIPTION OF PERSON: female, white, petite, brown hair

NAME OF CASHIER: tom

DATE: 17.5.22 TIME: 10.36am PRODUCT: Vape

REASON FOR REFUSAL: No ID

DESCRIPTION OF PERSON: male, white, tall, short dark hair, slim

NAME OF CASHIER: tom

STORRINGTON SERVICE STATION REFUSALS BOOK

DATE: 20.5.22 TIME: 18.35 PRODUCT: Vape

REASON FOR REFUSAL: NO ID

DESCRIPTION OF PERSON: Male, White, Short dark hair
Air Training Corps Uniform

NAME OF CASHIER: km

DATE: 27/5/22 TIME: 9:40 PRODUCT: VAPE

REASON FOR REFUSAL: LOOK UNDER 25, HADN'T ID TO PROOF

DESCRIPTION OF PERSON: YOUNG LADY, LIGHT LONG HAIR

NAME OF CASHIER: INGA

DATE: 31/5/22 TIME: 11:11 PRODUCT: N/A

REASON FOR REFUSAL: TRADING STANDARDS INSPECTED LOG

DESCRIPTION OF PERSON: N/A

NAME OF CASHIER: [Signature]

This page is intentionally left blank

Licensing Solutions

...here to help solve your licensing issues

Training & Authorisation Diary

**UNDER
25?**

**Please be
prepared to show
proof of age when
buying alcohol**

Acceptable forms of ID:

- Card's issued by the PASS program
- Photographic Driving Licence
- Passport

u25

RASG
Retail of Alcohol Standards Group

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a division of the Retail Services & Design Group

Training Diary

All authorised staff are responsible in their own right for the sale of Alcohol and ensuring that under age sales, proxy sales to those buying for under age and sales to those who are under the influence of drink or drugs or are avoided.

At the beginning of each month on their first day of work all staff are to complete the appropriate diary entry for that month in the diary. This is to show that they are fully aware of their responsibilities and accept that responsibility as a condition of their employment.

Licensing Solutions

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February

Refresher Training Week 3 ! Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

April

Don't be had for an April Fool – Challenge 25 !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

Refresher Training Week 3 !
Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

June

Exams finish end of the month – be aware !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

July

No School, no uniform, no rules – Challenge 25 !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

September

New School year – new confidence – be aware !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

<i>Staff Name (print)</i>	<i>Staff Signature</i>	<i>DPS Signature</i>	<i>Date Authorised</i>

November

Refresher Training 3rd Week of Month !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

Staff Name (print)	Staff Signature	DPS Signature	Date Authorised

December

Lots of parties – be aware !

Licensing Act 2003

Training statement

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally and I will challenge any person who I believe is under 25 to prove their age before selling them alcohol.

Staff Name (print)	Staff Signature	DPS Signature	Date Authorised

Checking proof of age

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept

- a valid passport
- a european style photo driving licence
- a PASS accredited card such as a CitizenCard

Always ask for the identification to be handed to you for authentication purposes

Check that

1. Passport

- the passport date – it is valid
- the photograph - it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

2. European style driving licence

- the licence date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

3. PASS cards

- the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
- the PASS logo hologram 3d effect is working
- the card date – it is valid
- the photograph – it belongs to the customer
- date of birth – the customer is old enough to complete the purchase

4. The customer

- matches the photograph on the card
- is not acting suspiciously
- has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

**you MUST refuse the sale
and record the details in the refusals book
and report the incident to your supervisor by shift end**

Test purchasing

Police and Weights & Measures officers may send under 18s in to your premises to attempt to check compliance with the law. Under some circumstances the test purchaser may not tell the truth when asked if they are over 18 or if they have ID – you **MUST** ask for approved proof of age and check it.

You must **Challenge 25** and ask for proof of age if **any** customer looks under 25 and is attempting to purchase alcohol or cigarettes to avoid committing a criminal offence by serving under age. If you have any doubt about someone's age even if they have produced proof of age do not serve them with alcohol and note the refusal in the site refusal book - **tell your supervisor.**

Duty to refuse service

It is your **duty** to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

Remember, ***you commit an offence*** if:

You sell alcohol to a person who is under 18

You sell alcohol when aged under 18 unless each sale is authorized by somebody over 18 or you allow such a sale to occur

You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale

You sell alcohol to a person who is drunk

You sell alcohol to a companion of a person who is drunk for the drunken person's consumption

You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so – if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

**UNDER
25?**

**Please be
prepared to show
proof of age when
buying alcohol**

U25

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Standards
Group

If a customer is not happy that you have asked them to prove he or she is over 18 because you believe they are under 25 refer them to one of these posters

Remember - it is your job to ask for id!

Signs of Intoxication

There are many noticeable signs of intoxication that a person may display as they become intoxicated.

You commit a criminal offence if you serve somebody who is intoxicated or is buying for somebody who is intoxicated.

As blood alcohol levels rise differences can be noticed in co-ordination, appearance, speech and behaviour. An intoxicated person may show the following signs:

Behaviour

They can become :

- Loud boisterous & disorderly
- Argumentative
- Annoying to patrons and staff
- Incoherent slurring speech
- Physically if uncoordinatedly violent
- Bad tempered & aggressive
- Use offensive language
- Exhibit inappropriate sexual Behaviour
- Allow clothing to become dishevelled
- Have rambling conversation
- Unable to hear or understand
- Unable to maintain train of thought

Physical signs

They can :

- Spill or drop items
- Fumble or have difficulty with picking up change
- Sway and stagger
- Have difficulty walking straight
- Bump into fixtures and customers
- Fall down or nearly do so
- Have unfocused eyes
- They can also be red or bloodshot
- Smell strongly of alcohol
- Show drowsiness or dozing
- Have a flushed face
- Become nauseous or even vomit

Whilst several of these symptoms in isolation are experienced by many people who are ill or have minor disabilities when several are exhibited at the same time by a single customer they can indicate a state of intoxication –

**ie: they are probably drunk and should not be served !
If in doubt you have a duty not to serve !**

GJM 1

Alcohol Sales Questionnaire Period 1

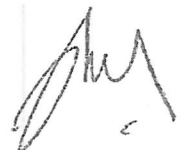
Please answer the following questions putting a ring around multiple choice answers:

1. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder
 - d) Be aged over 18 years of age
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
4. Which of the following can you accept as proof of age?
 - a) Student union photo ID
 - b) Credit card
 - c) Pass accredited card
 - d) Birth certificate
5. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
6. Which of the following products is not an age related product requiring proof of age?
 - a) Alcohol
 - b) Fireworks
 - c) Cigarettes and tobacco
 - d) Cough sweets
7. What may happen if you sell alcohol to someone under 18 years of age?
 - a) For the first offence you would only receive a caution
 - b) You may receive a fixed penalty of £90 or a potential fine of up to £5000
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £200
8. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
9. Under what circumstances can customers consume alcohol on the premises?
 - a) When they are over 18
 - b) Not allowed under any circumstances
 - c) When they are over 21
 - d) At the discretion of the staff
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. It is an offence to sell alcohol to:
 - a) Anyone riding a bicycle
 - b) Anyone who is drunk or appears to be drunk
 - c) H M revenue & customs officer
 - d) Weights and Measures Inspectors (Trading Standards)
12. It is an offence under the Licensing Act 2003 to:
 - a) Allow disorderly conduct on licensed premises
 - b) Discount alcoholic drinks
 - c) Serve alcohol to a known prostitute
 - d) Serve refreshments to a uniformed police officer

Staff name: Trainer:

Signed: Signed:

Date: 7/3/22



Training Record				
Subject	Date	Trainer	Trainee	Refresher Date
Licensing PT 1	8/3/22			



A LOCAL FUELS BRAND

Pricewatch Ltd. Clayhill Service Station, Uckfield Road, Lewes, BN8 5RU
T: +44 (0)1273 033933 E: info@powerpetroleum.co.uk W: www.powerpetroleum.co.uk

08 June 2022

Email:

Dear

Non Confirmation Of Probation

Further to the meeting held with you on 08 June 2022 the company has taken the decision to terminate your employment with Pricewatch Ltd with immediate effect. You are not required to work your notice period of 1 week this will be paid to you in lieu and as such your final date of employment is 08 June 2022. Any accrued holiday up to 08 June 2022 will be paid to you as part of your final pay.

As discussed in our meeting, the reason your probation has not been confirmed is due to the recent error made which resulted in a breach of the alcohol licensing laws. Given the severity of this breach and taking into account you have only been with the business for a short time, our concerns regarding this error cannot be ignored and therefore we have taken the decision not to confirm your probation as per your terms and conditions of employment.

Your final salary payment will be made on 23 June 2022, this will be less the normal tax and national insurance deductions.

Should you have any questions regarding the contents of this letter, please contact me.

Yours sincerely

Retail Area Manager
Pricewatch Ltd

Meeting – 08 June 2022

Thanks for joining us.

The reason we have asked to meet with you is to discuss the error made last week which has resulted in a breach of the alcohol licensing laws. Given the severity of this breach, our concerns regarding this error cannot be ignored.

I am aware that you received training on the alcohol licensing law with [redacted] in March 2022. Taking into account that this was recent and that you were reminded of the challenge 25 process just the other week I am afraid we have taken the decision not to confirm your probation as per your terms and conditions of employment and therefore we are terminating your employment with us with immediate effect.

Your last day of employment will be today, you are not required to work your notice instead you will be paid 1 week in lieu of notice. Any holiday you have accrued up to today will be paid in your final pay along with your notice pay and any outstanding pay earned up to and including today.

Do you have any questions or anything you want to say at this stage?

I will confirm the details of our meeting in a letter which will be sent to your email address, can you confirm the address is

Licensing Solutions

Operations & Training Module



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Licensing Solutions

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Licensing Solutions

Operations & Training Module –

The format of this manual is designed to assist in ensuring that sales of alcohol are carried out within the framework of the Legislation in place to control it. It also incorporates best practice to further this cause and is the Proof of Age Policy required by the Act. Each section has a role in the overall strategy to create a robust operating regime through training which addresses the legislative requirements of the Licensing Act 2003 as well as supporting the licensing objectives. As such the whole manual supported by a refusal book – available from citizencard.com – and an incident log – a simple diary suffices - should be embraced. All staff should be trained regardless of their role in the operation of the premises in order that they themselves do not unknowingly commit an error or offence under the legislation. Since April 2017 employment of illegal workers has also become an influence on Premises Licences and this is also addressed within this manual.

1 Guidance

2 Designated Premises Supervisor Checklist – to be completed quarterly and acted on whenever necessary with actions recorded on the final page of the report. Report to be filed and completion confirmed to the area manager.

3 Guidance for Staff Trainer – for use by the DPS or Personal Licence Holder - this section assists the DPS or Personal Licence holder in preparing to train the staff individually in the sale of alcohol, highlighting relevant points.

4 Staff Personal guide to selling alcohol – this is a guidance set for staff on their responsibilities on selling alcohol and should be issued to each individual member of staff to assist their initial training and provide on-going support to them. It incorporates personal guidance on the responsibilities of each cashier selling alcohol, signs of intoxication in customers, our basic rules for selling alcohol and checking proof of age and is to be issued prior to initial training. At refresher training, if a staff member no longer has their copy or it is not in a usable condition, it should be reissued to assist them.

5 Alcohol Sales Questionnaire – after initial training each staff member must take and pass this test and sign it. The test must be countersigned by the trainer and the questionnaire filed within the licensing folder.

6 Staff Training Statement – after initial training each staff member must be invited to sign the training statement which then must be countersigned by the DPS, and filed in the licensing folder. If this statement is not signed, the staff member cannot be authorised to sell alcohol.

7 Authorisation to sell alcohol – only when each member of staff has been trained and they have signed the training statement should they be authorised to sell alcohol, this records that authorisation and should be filed and kept as a master form for all staff.

8 Refresher Training Questionnaires – every 3 months each individual staff member should be refresher trained utilising the Personal Guide set and then be required to take and pass a refresher test which should be countersigned and kept, the training statement should then be resigned and only then should they be re-authorised in writing on the authorisation sheet. This refresher training shall take place in the third week of February, May, August and November. If an individual fails a written test they should be suspended from making alcohol sales and should not be re-authorised until they have passed a different test. Their next refresher training should also be brought forward and their role monitored in case of difficulties in understanding their responsibilities to avoid the possibility of problems arising. Prior to any training, the trainer should take and pass the relevant test themselves to ensure suitability to carry out training and any failure should result in the trainer seeking assistance. All training records and evidence will then be kept in a secure file for 2 years for inspection.

16 Section 57 Notice – the notice to display on the premises where the Premises Licence Holder is not the DPS as required by the legislation under the Licensing Act 2003.

17 Challenge notices - these are available from the RASG or you can print them from here

18 Staff Notice Board Warehouse notices – print off and display page 21 back of house

19 Right to Work Policy and Guidance – all staff to supply the information as set out

Licensing Act 2003 DPS Premises Licence Quarterly Checklist

Site Name:

Address: **Total No of Staff on payroll:**

Licensable Activities authorised by the premises licence are the Sale of Alcohol

Are there any specific conditions listed on the premises licence * yes/no

What are they

.....

Are all staff aware of these conditions and are they being adhered to yes/no

Do the site's **opening** hours match the hours listed on the licence yes/no

Do the site's **alcohol** trading hours match those listed on the licence yes/no

Are you named on the premises licence as the DPS yes/no

Are your name & address details current & correctly listed on this licence yes/no

Is the Part B summary of the premises licence prominently on display yes/no
(i.e. visible to customers)

Is the letter showing the nominated keeper of the licence on display yes/no
(i.e. visible to customers)

Is Part A, the main part of the premises licence available for inspection yes/no

Where is it kept?

Is there sufficient Challenge 25 material clearly on display yes/no

Please list all Personal Licence Holders working at the site including yourself and note the licence numbers

.....

.....

continued on second page

continued from page one

Do you have your personal licence with you during working hours	yes/no
Do all other personal licence holders have their licences with them too	yes/no
Are their name/address details current & correctly listed on their licence	yes/no
Have all cashiers been issued with "your guide to selling alcohol"	yes/no
Have all cashiers been shown an example PASS card, DL and Passport	yes/no
Have all cashiers taken the initial "alcohol sales questionnaire"	yes/no
Have all cashiers signed a "training statement"	yes/no
Have all cashiers signed the "authorisation for staff to sell alcohol"	yes/no
Have you counter signed all of the "authorisation for staff to sell alcohol"	yes/no
Does each cashier have complete records maintained for the above	yes/no
Have all staff completed this quarter's refresher training	yes/no
Do all staff use Challenge 25 all of the time	yes/no
Is the refusals book available at all times for use	yes/no
Where is it kept	
When was the refusals book last used and by whom	
Is the refusals book being countersigned by you AND the Area Manager	yes/no
Have all cashiers recorded refusals this month	yes/no
List those who have not	
Have these staff been advised of the need to record refusals	yes/no
Are you monitoring staff serving customers on an ad hoc basis daily	yes/no
Are you recording any incidents causing concern arising from these observations and taking appropriate action	yes/no
Is the CCTV system working and recording correctly	yes/no
If not is it in hand to be repaired	yes/no
Are you monitoring the CCTV weekly and recording staff challenges	yes/no
When were the last two occasions recorded	

continued from page two

What were the results or action taken

.....
.....
.....
.....

List the last two staff observed and any incidents/action taken since last quarter

.....
.....
.....
.....
.....

Signed: **Date:**

Print Name:

***IF YOU HAVE ANSWERED NO TO ANY QUESTION APART FROM ONES MARKED BY *
THEN YOU MUST CONTACT YOUR
AREA MANAGER IMMEDIATELY FOR ADVICE.***

Report to be kept on the premises in the licensing folder.

REMEMBER

when training your staff

Licensed hours

You can carry out the sale of alcohol during the following periods:

()

Insert the store specific licensing hours

**Note: the penalty for selling outside permitted hours is substantial –
An unlimited fine and/or six month's imprisonment**

Consumption Off the Premises

A condition of your premises licence is that sales are made for consumption off the premises only. This means that customers **MUST NOT** consume alcohol on the premises. Therefore, you and your staff must ensure that customers

DO NOT DRINK ANY ALCOHOL:

- i. In the shop**
- ii. On the pavement**
- iii. In the street close to the premises**
- iv. In any garden or Church area near the premises (even if this is a designated 'picnic area')**

The only exception to this rule is a promotion offering customers a **FREE TASTING**, provided that there is no charge for the sample and that it is not given free with another purchase.

Note: the fine for permitting alcohol to be consumed ON the premises is substantial.

Licensed to sell

Under the terms of the grant of the premises licence:

It is an offence to serve alcohol to anybody unless the staff member has been authorised to do so by the DPS or a PLH

It is an offence to sell alcohol to anybody from premises without a premises licence and/or without a named Designated Premises Supervisor who is in possession of a personal licence.

Under 18 sale or purchase of alcohol

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18 – proxy sales - and for any person under 18 to buy or attempt to buy alcohol.

It is also an offence for an assistant under 18 to sell alcohol without authorisation to complete that sale from a nominated staff member. A staff member must be allocated to

each under 18 till operator by the DPS to authorise each individual alcohol sale by that under 18 till operator otherwise the sale of alcohol cannot occur. Each individual sale must be individually authorised by the designated member of staff before the under 18 till operator can complete the sale otherwise the sale would be deemed to be unauthorised and an offence will have been committed by the under 18 till operator. **BOTH** members of staff are responsible for each and every alcohol sale initiated by the under 18 and authorised by the responsible staff member and **BOTH** must be made aware of this.

If a customer **looks under 25** they **MUST** be challenged to prove that they are over 18 by producing photographic proof of age, which must include a photograph and a holograph and state the full date of birth of the customer. The **only** forms of proof of age that we will accept are:

- A valid Passport
- A European style photo driving licence
- A PASS accredited Proof of Age ID card such as:
 - the Validate card
 - the CitizenCard

WE DO NOT ACCEPT ANY OTHER FORMS OF ID UNDER ANY CIRCUMSTANCES.

Note: the penalty for the member of staff selling alcohol to an under aged person ranges from a fixed penalty notice to a criminal conviction and a substantial fine.

Staff must ensure that they are completely satisfied as to the customer's age BEFORE they make the sale and Staff must be instructed not ask other staff members or 'take someone's word' that they are over 18 and should always use CHALLENGE 25.

There are only limited defences if an under-age sale is made and the impact on the DPS or personal licence holder is dependent on who made and who authorised the sale; remember, the only evidence required to prove an under-age sale was made is the actual age of the child and that the sale was made. If a member of staff makes an under-age sale they can accept a fixed penalty notice of £80 by which they admit their guilt. That is the end of the matter as far as the authorities are concerned with that individual; although disciplinary action could well follow from management as well as the premises licence being reviewed by the licensing authorities.

You must advise your staff that you are monitoring them on a weekly basis on the recorded CCTV imagery and that you are also observing them when serving using the observations as a training tool.

Refusals Book

If a sale of alcohol (or any other age restricted product such as cigarettes, tobacco, lottery tickets etc.) is refused the server **MUST** enter the details of the refusal in the **REFUSALS BOOK**. This will help you maintain evidence that under-age sales are being refused and can act as a training tool for your staff.

Staff have the right to refuse to sell any alcohol product, provided that the reasons for refusal are not based on discrimination on the grounds of sex, race or disability; and they have a duty not to sell age restricted products to anybody under age.

You should maintain a record of any incidents that occur at the premises outside of normal activity and use it for training when possible. A simple diary can suffice as an Incident Log providing all staff are trained in its use and its location is accessible as with the refusals book for use.

Alcohol Sales Questionnaire Period 1 –

Please answer the following questions putting a ring around multiple choice answers:

1. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder
 - d) Be aged over 18 years of age
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
4. Which of the following can you accept as proof of age?
 - a) Student union photo ID
 - b) Credit card
 - c) Pass accredited card
 - d) Birth certificate
5. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
6. Which of the following products is not an age related product requiring proof of age?
 - a) Alcohol
 - b) Fireworks
 - c) Cigarettes and tobacco
 - d) Cough sweets
7. What may happen if you sell alcohol to someone under 18 years of age?
 - a) For the first offence you would only receive a caution
 - b) You may receive a fixed penalty of £90 or a potential fine of up to £5000
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £200
8. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
9. Under what circumstances can customers consume alcohol on the premises?
 - a) When they are over 18
 - b) Not allowed under any circumstances
 - c) When they are over 21
 - d) At the discretion of the staff
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. It is an offence to sell alcohol to:
 - a) Anyone riding a bicycle
 - b) Anyone who is drunk or appears to be drunk
 - c) H M revenue & customs officer
 - d) Weights and Measures Inspectors (Trading Standards)
12. It is an offence under the Licensing Act 2003 to:
 - a) Allow disorderly conduct on licensed premises
 - b) Discount alcoholic drinks
 - c) Serve alcohol to a known prostitute
 - d) Serve refreshments to a uniformed police officer

Please note all questions to be answered correctly before authorisation can be given

Staff name:..... Trainer:.....

Signed: Signed:

Date:

Alcohol Sales Questionnaire Period 1 - Answer Sheet

1. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder**
 - d) Be aged over 18 years of age
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence**
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age**
4. Which of the following can you accept as proof of age?

a) Student union photo ID	b) Credit card
c) Pass accredited card	d) Birth certificate
5. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale**
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
6. Which of the following products is not an age related product requiring proof of age?
 - a) Alcohol
 - b) Fireworks
 - c) Cigarettes and tobacco
 - d) Cough sweets**
7. What may happen if you sell alcohol to someone under 18 years of age?
 - a) For the first offence you would only receive a caution
 - b) You may receive a fixed penalty of £90 or a potential fine of up to £5000**
 - c) You will receive a written warning in line with your company's discipline policy
 - d) You may receive a fixed penalty of up to £200
8. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away**
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
9. Under what circumstances can customers consume alcohol on the premises?
 - a) When they are over 18
 - b) Not allowed under any circumstances**
 - c) When they are over 21
 - d) At the discretion of the staff
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log**
 - d) Offer them other products
11. It is an offence to sell alcohol to:
 - a) Anyone riding a bicycle
 - b) Anyone who is drunk or appears to be drunk**
 - c) H M revenue & customs officer
 - d) Weights and Measures Inspectors (Trading Standards)
12. It is an offence under the Licensing Act 2003 to:
 - a) Allow disorderly conduct on licensed premises**
 - b) Discount alcoholic drinks
 - c) Serve alcohol to a known prostitute
 - d) Serve refreshments to a uniformed police officer

Alcohol Sales Questionnaire Period 2 –

Please answer the following questions putting a ring around multiple choice answers:

1. Where is Part A of the Premises Licence for the premises kept?
 - a) At home
 - b) At the Magistrates Court
 - c) Looked after by the DPS/Keeper of the Licence in the office
 - d) Under the counter
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) On display so that it can be easily read by members of the public
 - d) At home
4. What is a DPS (Designated Premises Supervisor)?
 - a) A personal licence holder nominated as responsible for the sale of alcohol from the premises
 - b) The owner of the premises
 - c) A council employee
 - d) A Magistrate
5. Who MUST you refuse the sale of alcohol to?

a) Someone who is under 21	b) Someone who appears to be drunk
c) A policeman	d) A driver
6. Which of the following statements is correct?
 - a) You must not sell alcohol to the companion of a drunken person for the drunken persons consumption
 - b) You must not sell alcohol to a traffic warden
 - c) You must not sell alcohol to a driver
 - d) You must not sell alcohol to a local councillor
7. How old does someone have to be to purchase alcohol?

a) 21	b) 16
c) 25	d) 18
8. Who can legally send in underage people to try and buy alcohol from your premises?
 - a) The Courts
 - b) Social Workers
 - c) Police and Weights & Measures Inspectors (Trading Standards)
 - d) MP's
9. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) Only if they can produce accepted proof of age ID which proves their age
 - d) Only if they are accompanied by an older adult
10. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform your supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) Only if trained and authorised by a Personal Licence Holder
 - d) At the discretion of the other staff
12. To be classified as 'alcohol free' a drink must contain no more than?

a) 1.2% abv	b) 0.5% abv
c) 0.8% abv	d) 0.05% abv

Please note all questions to be answered correctly before authorisation can be given

Staff name: Trainer:

Signed: Signed:

Date:

Alcohol Sales Questionnaire Period 2 – Answer Sheet

1. Where is Part A of the Premises Licence for the premises kept?
 - a) At home
 - b) At the Magistrates Court
 - c) **Looked after by the DPS/Keeper of the Licence in the office**
 - d) Under the counter
2. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) **The hours specified on the premises licence**
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
3. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) **On display so that it can be easily read by members of the public**
 - d) At home
4. What is a DPS (Designated Premises Supervisor)?
 - a) **A personal licence holder nominated as responsible for the sale of alcohol from the premises**
 - b) The owner of the premises
 - c) A council employee
 - d) A Magistrate
5. Who MUST you refuse the sale of alcohol to?
 - a) Someone who is under 21
 - b) **Someone who appears to be drunk**
 - c) A policeman
 - d) A driver
6. Which of the following statements is correct?
 - a) **You must not sell alcohol to the companion of a drunken person for the drunken persons consumption**
 - b) You must not sell alcohol to a traffic warden
 - c) You must not sell alcohol to a driver
 - d) You must not sell alcohol to a local councillor
7. How old does someone have to be to purchase alcohol?
 - a) 21
 - b) 16
 - c) 25
 - d) **18**
8. Who can legally send in underage people to try and buy alcohol from your premises?
 - a) The Courts
 - b) Social Workers
 - c) **Police and Weights & Measures Inspectors (Trading Standards)**
 - d) MP's
9. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) **Only if they can produce accepted proof of age ID which does prove their age**
 - d) Only if they are accompanied by an older adult
10. What must you do when you refuse the sale of an age related product?
 - a) **Record the details in the refusals log and inform your supervisor straight away**
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) **Only if trained and authorised by a Personal Licence Holder**
 - d) At the discretion of the other staff
12. To be classified as 'alcohol free' a drink must contain no more than?
 - a) 1.2% abv
 - b) 0.5% abv
 - c) 0.8% abv
 - d) **0.05% abv**

Alcohol Sales Questionnaire Period 3 –

Please answer the following questions putting a ring around multiple choice answers:

1. What is a DPS (Designated Premises Supervisor)?
 - a) A council employee
 - b) The owner of the premises
 - c) A personal licence holder nominated as responsible for the sale of alcohol from your premises
 - d) A Magistrate
2. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS a personal licence holder
 - d) Be aged over 18 years of age
3. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
4. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) On display so that it can be easily read by members of the public
 - d) At home
5. How old does someone have to be to purchase alcohol?

a) 21	b) 16
c) 25	d) 18
6. If someone appears to be 20 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) Only if they can produce accepted proof of age ID which proves their age
 - d) Only if they are accompanied by an older adult
7. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
8. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
9. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) Only if trained and authorised by a Personal Licence Holder
 - d) At the discretion of the other staff
12. Name the designated premises supervisor (DPS) for these premises

Please note all questions to be answered correctly before authorisation can be given.

Staff name: Trainer:

Signed: Signed:

Date

Alcohol Sales Questionnaire Period 3 – Answer Sheet

Please answer the following questions putting a ring around multiple choice answers:

1. What is a DPS (Designated Premises Supervisor)?
 - a) A council employee
 - b) The owner of the premises
 - c) A personal licence holder nominated as responsible for the sale of alcohol from your premises
 - d) A Magistrate
2. To sell alcohol by retail a person must:
 - a) Be aged over 21 years of age
 - b) Have more than 2 years experience in the licensed trade
 - c) Have been authorised to do so by the premises DPS or a personal licence holder
 - d) Be aged over 18 years of age
3. What are the hours you are allowed to sell alcohol from your premises?
 - a) Whenever the premises are open
 - b) The hours specified on the premises licence
 - c) Permitted hours as specified in the Licensing Act 2003
 - d) Hours as requested by your customers
4. Where is Part B (the Summary) of the Premises Licence for the premises kept?
 - a) In the office (looked after by the DPS)
 - b) Under the counter
 - c) On display so that it can be easily read by members of the public
 - d) At home
5. How old does someone have to be to purchase alcohol?

a) 21	b) 16
c) 25	d) 18
6. If someone appears to be 21 years of age can you serve them with alcohol?
 - a) Yes
 - b) Only if they are unaccompanied
 - c) Only if they can produce accepted proof of age ID which proves their age
 - d) Only if they are accompanied by an older adult
7. 'Challenge 25' means
 - a) You may only sell alcohol to someone who is over 25 years of age
 - b) If someone looks under 25 they must be accompanied by an adult
 - c) If someone looks under 25 they must be accompanied by the local vicar
 - d) If someone looks under 25 they must prove they are over 18 years of age
8. If you are in any doubt regarding the validity of a persons ID you should
 - a) Refuse the sale
 - b) Refer to the DPS
 - c) Ask the customer to sign confirming they are over 18 years of age
 - d) Give the customer the benefit of the doubt
9. What must you do when you refuse the sale of an age related product?
 - a) Record the details in the refusals log and inform you supervisor straight away
 - b) Inform another member of the staff
 - c) Write the customers details on a sign and place in a prominent position
 - d) Take no action if you believe this to be the individual's first offence
10. What should you do if you think an adult is purchasing alcohol for underage persons?
 - a) Nothing
 - b) Ask the DPS
 - c) Refuse the sale and record the incident in the refusals log
 - d) Offer them other products
11. If you don't hold a Personal Licence can you sell alcohol?
 - a) If the customer is happy for you to do so
 - b) If the premises requires you to do so
 - c) Only if trained and authorised by a Personal Licence Holder
 - d) At the discretion of the other staff
12. Name the designated premises supervisor (DPS) for these premises

.....name Designated Premises Supervisor from Premises Licence.....

Alcohol Sales Questionnaire Period 4 –

Please answer the following questions putting a ring around multiple choice answers:

- 1 Name the designated premises supervisor (DPS) for these premises
.....
- 2 What are the hours you are allowed to sell alcohol from these premises?
.....
- 3 Circle who from the list below who you must refuse to serve with alcohol
 - a) someone who appears to be drunk
 - b) someone who appears to be under 25 without ID
 - c) someone under 18
 - d) someone purchasing for somebody else who is drunk
 - e) someone purchasing for somebody who is under 18
 - f) someone you do not know
- 4 Who has to authorise you to sell alcohol otherwise you are not allowed to do so ?
.....
- 5 To sell alcohol a person must
 - a) be aged over 21
 - b) have been authorised by the DPS or other PLH
 - c) have more than 2 years experience
 - d) be aged over 18 unless each sale authorised
- 6 What is the meaning of challenge 25 ?
.....
.....
- 7 Circle from the list below what you will accept as proof of age

a) photographic ID card	e) photo driving licence
b) current passport	f) student union photo ID
c) birth certificate	g) pass accredited photo ID
d) credit card	
- 8 If you are in any doubt what must you do ?
.....
.....
- 9 Where must you record details of any refusals ?
.....
- 10 Who must you tell about the refusal and when ?
.....
- 11 Which of the following can indicate somebody may be drunk?

a) Flushed face	b) Bloodshot eyes
c) Cough	d) Slurring words
- 12 What may happen if you sell alcohol to somebody who is under 18 ?
.....
.....

Please note all questions to be answered correctly before authorisation can be given.

Staff name: Trainer:

Signed: Signed:

Date

Alcohol Sales Questionnaire Period 4 - Answer Sheet

Please answer the following questions putting a ring around multiple choice answers:

- 1 Name the designated premises supervisor (DPS) for these premises
name designated premises supervisor from licence.....
- 2 What are the hours you are allowed to sell alcohol from these premises?
list from hours on the licence Part B.....
- 3 Circle who from the list below who you must refuse to serve with alcohol
 - a) someone who appears to be drunk
 - b) someone who appears to be under 25 without ID
 - c) someone under 18
 - d) someone purchasing for somebody else who is drunk
 - e) someone purchasing for somebody who is under 18
 - f) someone you do not know
- 4 Who has to authorise you to sell alcohol otherwise you are not allowed to do so ?
the Designated Premises Supervisor or a named PLH.....
- 5 To sell alcohol a person must
 - a) be aged over 21
 - c) have been authorised by the DPS or other PLH
 - b) have more than 2 years experience
 - d) be aged over 18 unless each sale authorised
- 6 What is the meaning of challenge 25 ?
anybody who appears to be under 25 must prove that they are over 18 with appropriate ID before they can be served.....

- 7 Circle from the list below what you will accept as proof of age

a) photographic ID card	e) photo driving licence
b) current passport	f) student union photo ID
c) birth certificate	g) pass accredited photo ID
d) credit card	
- 8 If you are in any doubt what must you do ?
Refuse the sale

- 9 Where must you record details of any refusals ?
in the refusals log.....
- 10 Who must you tell about the refusal and when ?
your supervisor as soon as possible.....
- 11 Which of the following can indicate somebody may be drunk?

a) Flushed face	b) Bloodshot eyes
c) Cough	d) Slurring words
- 11 What may happen if you sell alcohol to somebody who is under 18 ?
 You may receive a fixed penalty of £80 or a potential fine of up to £5000

Licensing Act 2003

Section 57 Notice

**In the absence of the
Premises Licence
Holder,
a copy of Part A of the
Premises Licence is
held under the care of
the Designated
Premises Supervisor.**

Challenge 25 posters

It is an offence for persons under 18 years to purchase or attempt to purchase alcohol. You could receive a fine of £1000.



DRINKAWARE.CO.UK

UNDER 25?
Please be prepared to show proof of age when buying alcohol



DRINKAWARE.CO.UK

It is a criminal offence to buy alcohol on behalf of a child. You could face a £5000 fine.



DRINKAWARE.CO.UK

(Enlarge files individually to print)

Alcohol and tobacco sales?

**Remember
Under 25?**

No ID?

then

No Sale!

No Excuses!!!

Your Personal Guide to Selling Alcohol



Introduction

The Licensing Act 2003 introduces a single integrated system throughout England and Wales to regulate the sale and supply of alcohol, the provision of entertainment to the public and the provision of late-night refreshment - the sale of hot food and hot drinks between the hours of 11pm and 5am.

Under the Act there is a statutory requirement that retail sales of alcohol can only be made from premises that have been granted a premises licence.

In addition, all premises licensed for the sale of alcohol must have a designated premise's supervisor (DPS) appointed for those premises who must be a personal licence holder.

Sales of alcohol can only be made or authorised by a personal licence holder.

Understanding the licensing language

The licensing objectives

These are the governing principles of licensing law in England and Wales. Everyone involved with any of the licensable activities including the sale of alcohol must be aware of and actively promote these objectives at work.

The four licensing objectives, all of which are of equal importance, are as follows:

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

Licensable activities

For a business to carry out any of the following activities, a premises licence is required. The licensable activities are defined as;

- **The sale of alcohol by retail**
- **The supply of alcohol in club premises**
- **The provision of regulated entertainment**
- **The provision of late night refreshment 11pm - 5am**

The penalties for carrying out a licensable activity without a licence or failure to comply with the mandatory conditions on a premises licence are severe:

***An UNLIMITED FINE
and/or 6 month's imprisonment!***

Make yourself aware of the hours and any conditions on the premises licence.

Premises licence

The licence required by a business to allow it to carry on any of the licensable activities listed above.

The premises licence will usually be held in the name of the owner of the business or the operator and can be a company or an individual person or persons.

Personal licence

The licence needed to be held by a person to allow that person to sell alcohol from premises that hold a premises licence (that allows the sale of alcohol) and to authorise others who do not hold personal licences to do so. There must be at least one personal licence holder at your site but there can be more than one.

Designated Premises Supervisor (DPS)

Usually the person in day-to-day control of the premises named to the Licensing Authority as the person responsible for the sale of alcohol at the premises by the premises licence holder. A person must have a current personal licence to hold this position and there can only be one named DPS for each site.

Understanding your duties with regard to the sale of alcohol.

The sale of alcohol is a licensable activity controlled by law and carrying penalties that reflect the important social responsibilities that apply to people who sell it.

These penalties only relate to those people who break the law, committing what is a criminal offence punishable by measures varying from a fixed penalty notice of £30 to an unlimited fine and/or six month's imprisonment and forfeiture of the premises licence.

When selling alcohol, it is your responsibility to ensure that you carry out this action lawfully. Remember you can only sell alcohol when you have been authorised to do so and then only to customers who it is lawful for you to sell it to.

Authorised sales

Regardless of your age or training, you are only legally allowed to sell alcohol when you have been authorised to do so by your DPS or another personal licence holder at the site.

You will only receive this authorisation when you have demonstrated to the DPS that you understand your responsibilities and the law controlling these sales. You will have to be re-authorised on a regular basis and this would normally follow refresher training in the sale of alcohol.

- Do not sell alcohol unless you are sure that you have been authorised to do so.
- Do not accept authorisation if you are unclear on the law and/or your responsibilities involved in these sales.

Under 18s

It is a criminal offence for any person to sell or supply alcohol to a person under the age of 18.

THERE ARE NO EXCEPTIONS TO THIS

You must also know that:

- **It is an offence to sell alcohol to someone under 18 years of age.**
- **It is an offence to deliver alcohol to someone under 18 years of age.**
- **It is an offence for anyone under 18 to purchase or attempt to purchase alcohol.**
- **It is an offence to obtain alcohol for someone under 18 years of age.**
- **It is an offence to sell alcohol if you are under 18 unless you are authorised to do so and the individual sale is supervised by somebody over 18 who is also authorised.**
- **You must not sell alcohol to someone you believe to be buying for a person under 18 – a proxy sale.**
- **It is an offence to allow another person to sell alcohol to somebody under 18 where you could have prevented that sale.**
- **Those who commit such offences could be fined up to £5000.**

There is also a range of fixed penalty notices ranging from £30 to £90 that may be applied to the person selling the alcohol **AND** the holder of the relevant premises licence may also have their licence reviewed which could result in the alcohol sales at the premises being suspended for 3 months or in serious cases removed permanently.

Signs of intoxication

There are many noticeable signs of intoxication that a person may display as they become intoxicated.

You commit a criminal offence if you serve somebody who is intoxicated or is buying for somebody who is intoxicated.

As blood alcohol levels rise differences can be noticed in co-ordination, appearance, speech and behaviour. An intoxicated person may show the following signs:

Behaviour	Physical signs
They can become:	They can:
Loud boisterous & disorderly	Spill or drop items
Argumentative	Fumble or have difficulty with picking up change
Annoying to patrons and staff	Sway and stagger
Incoherent, or slurring their speech	Have difficulty walking straight
Physically or uncoordinatedly violent	Bump into fixtures & customers
Become bad tempered and aggressive	
Verbally violent, use offensive language	Fall down or nearly do so
Exhibit inappropriate sexual Behaviour	Have unfocused eyes
Allow clothing to become dishevelled	They can also be red or bloodshot
Rambling in their conversation	Smell strongly of alcohol
Unable to hear or understand	Show drowsiness or dozing
Unable to maintain train of thought	Have a flushed face
	Become nauseous or even vomit

Whilst several of these symptoms in isolation are experienced by many people who are ill or have minor disabilities, when several are exhibited at the same time by a single customer they can indicate a state of intoxication –

ie: they are probably drunk and should not be served!

If in doubt you have a duty not to serve!

Our rules for the sale of alcohol

In order to avoid under age sales and committing an offence we have twelve basic rules, which must be obeyed at all times. These basic rules for the sale of alcohol are simple and straight forward and once a member of staff has been properly trained there can be no excuse for not obeying them at all times:

My 12 basic rules for selling alcohol

- 1. I can only be authorised to sell alcohol for the hours stated on our licence summary, and once authorised I will not do so outside of those hours.**
- 2. Alcohol sales are only for consumption off the premises and I must be aware of customers actions at all times and not allow consumption on the premises.**
- 3. I confirm that I will not sell alcohol to anybody under the age of 18.**
- 4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age – **Challenge 25**.**
- 5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizen Card.**
- 6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18 – Proxy sales.**
- 7. I will not sell alcohol to anybody who I believe is, or appears to be drunk.**
- 8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk.**
- 9. If I am in any doubt at all on the above I will refuse the sale.**
- 10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known, together with a note of the product refused.**
- 11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift**
- 12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.**

Checking proof of age – Challenge 25

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly:

Only accept;

- a valid Passport
- a European style photo driving licence
- a PASS accredited card such as
 - Validate card
 - Citizen Card

Always ask for the identification to be handed to you for authentication purposes.

Check that;

1. Passport
 - the passport date – it is valid
 - the photograph - it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
2. European style driving licence
 - the licence date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
3. PASS cards
 - the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
 - the PASS logo hologram 3d effect is working
 - the card date – it is valid
 - the photograph – it belongs to the customer
 - date of birth – the customer is old enough to complete the purchase
4. The customer
 - matches the photograph on the card
 - is not acting suspiciously
 - has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification,

YOU MUST refuse the sale and record the details in the refusals book and report the incident to your supervisor by shift end.

Test purchasing

Police and Weights & Measures officers may send under 18s in to your premises to attempt to buy alcohol or cigarettes and tobacco to check compliance with the law. Under some circumstances the test purchaser may not tell the truth when asked if they are over 18 or if they have ID – you **MUST** ask for approved proof of age and check it for all customers who look under 25 years of age.

You must follow the **Challenge 25** policy and ask for proof of age if **any** customer looks under 25 and is attempting to purchase alcohol or cigarettes to avoid committing a criminal offence by serving under age. If you have any doubt about someone's age even if they have produced proof of age do not serve them with alcohol or cigarettes and note the refusal in the site refusal book - tell your supervisor as soon as you can and definitely before the end of your shift.

Duty to refuse service

It is your duty to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

Remember, **you commit an offence** if;

- You sell alcohol to a person who is under 18.
- You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale.
- You sell alcohol to a person who is drunk.
- You sell alcohol to a companion of a person who is drunk for the drunken person's consumption.
- You allow alcohol to be sold to someone who is drunk when you could have prevented that sale.

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so – if you think a customer should be ejected, please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

**UNDER
25?**

**Please be
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buying alcohol**

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Acceptable forms of ID:

- Cards bearing the PASS hologram
- Photographic Driving Licence
- Passport

If a customer is not happy that you have asked them to prove he or she is over 18 because you believe they are under 25 refer them to one of these posters.

Remember - it is your job to ask for id!

Additional information

You must not sell liqueur confectionery (chocolates with alcohol inside) to a person under the age of 16.

Your site may have other age-restricted products that you must know about including

Product group	minimum age to purchase
Petroleum Spirit & Derv:	16
Lottery tickets:	18
Cigarettes, tobacco and tobacco products:	18
Knives and blades:	18
Lighter fluids, butane, refills and solvents:	18
Alcohol products:	18
Adult magazines:	18
Fireworks:	18
DVDs & videos:	dependent on classification

Please speak to your manager or supervisor about the products you have on sale at your site and the age restrictions that relate to them.

Remember, you commit an offence if you sell age-related products to somebody who is under age!

Challenge 25 protects you when used correctly!

TRAINING STATEMENT**Name of Premises:****Premises address:****Training statement**

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally. These range from a fixed penalty notice of £90 to a criminal conviction with an unlimited fine and/or 6 month's imprisonment.

I warrant that:

1. Once authorised I can only sell alcohol during the hours specified on our Licence Summary as displayed on the premises.
2. Alcohol sales are only allowed for consumption off the premises and I will not allow consumption on the premises.
3. I confirm that I will not sell alcohol to anybody under the age of 18.
4. I confirm that I will challenge anybody attempting to purchase alcohol who appears to be under the age of 25 to prove that they are over 18 by producing acceptable proof of age.
5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Validate card or the Citizens Card.
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10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known together with a note of the product refused.
11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift.
12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.

Staff Name (print):

Signature:

Date:

DPS Name (print):

Signature:

Date:

Two copies to be signed, - one for the staff member and one to be filed in the training file.

RIGHT TO WORK

Since April 2017 it has been an offence that can result in a Review of a Premises Licence, to employ staff who do not have the right to work in either England or Wales.

Whilst the penalty for employing 'illegal workers' is often a civil matter resulting in a fine – often of £10000 per worker – the Police are either involved from the outset or are advised by the Immigration Department that such an offence has occurred. This then usually results in the Police seeking a review of the Premises Licence and where the Employer was the DPS also a Review of the Personal Licence of the DPS. If the Premises Licence Holder is an individual with a Personal Licence holder whether DPS at that site or not it is also possible that a review on that Personal Licence could follow.

To date the result of Premises Licence Reviews has already been the revocation of Premises Licences in different parts of the country and the same has occurred on Personal Licence reviews.

Proof of Right to Work

It is very simple to prove that each member of staff is entitled to work in the UK and the following procedure will ensure that any visiting authorities can be satisfied that there are no irregularities at your site:

Every member of staff must produce an A4 colour copy of the photograph page in their passport at commencement of employment

If the Passport is not of UK or EU issue then a copy of their photo page in their passport is still required and a copy of their visa or evidence of right to live AND WORK in the UK is required as well

Each member of staff must write their full name, home address and date and place of birth on the front of the same photocopy or on the back of the A4 copy of their passport if there is insufficient room on the front, date it and sign it

The manager to ensure that all staff members have provided the copies as required above and that they are dated and signed before employment commences or if installing retrospectively as soon as possible

All photos to be physically checked against the Passports they are copied from to ensure that photo copy is correct and that all details are correct

The application form initially provided must be cross referenced to ensure the address and signature is correct and that all details tally

The payroll register must also be cross referenced to ensure all staff have been accounted for and that all details are correct including any limits on hours permitted to work for Foreign Nationals

Each staff members passport and address details are to be checked against the photo copy offered and their offered employment application form or employment records to ensure that they are accurate paying particular attention to ensuring a right to live and work in the UK exists for each staff member and that names, date of birth and place of birth all tally with information offered

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UNDER 25?
Please be prepared to show proof of age when buying alcohol

Acceptable forms of ID:
• Valid Photo ID PASS
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Additional information

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Your site may have other age-restricted products that you must know about including

Product group	minimum age to purchase
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Lottery tickets:	18
Cigarettes, tobacco and tobacco products:	18
Knives and blades:	18
Lighter fluids, butane, refills and solvents:	18
Alcohol products:	18
Adult magazines:	18
Fireworks:	18
DVDs & videos:	dependent on classification

Please speak to your manager or supervisor about the products you have on sale at your site and the age restrictions that relate to them.

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