

Submitting Officer			
Shoulder No/Name: PC 5787 WHEELER		Station: Reading	LPA: Reading
Incident References			
Premises Name/Location:		I & R Convenience store, 202 Oxford Rd, Reading, RG30 1AB	
Incident Date:	23/03/15	Incident Time:	1631 hrs
Command & Control URN:	N/A	Crime Report(s):	N/A
CCTV Seized?	N/A		
Sources of Information:		Licensing check based on information received from Oxford Rd NHPT officers	

Nature of Incident – what happened?
<p>Carried out a licensing check where the following questions and aspects of the license were investigated after concerns had been raised by NHPT officers that sales to drunks and street drinkers were being undertaken:-</p> <ol style="list-style-type: none"> 1. Who is the Designated Premises supervisor? 2. Can I see part A and Part B of the license? 3. Who authorises the sale of alcohol? 4. How is authorisation given, written or verbally? 5. Do you have a written age verification policy? 6. Do you have any training records relating to underage sales: what training have you received? 7. Can I see a refusals log? 8. Do you have a CCTV system and how long does it hold images for? 9. What forms of identification do you accept as proof of ID? 10. Do you have any posters or signs displayed informing customers that you have CCTV in use?

Premises Response – what part did staff play? How did they react/assist (include good/poor performance)?
<p>The first seller working in the shop stated he thought the DPS was his manager Farzadh Mohamed, however when Mohamed arrived at the store he stated that it was Mr BUTT.</p> <p>Part B of the license was not displayed and Part A was not provided and Mohamed stated he had no idea where it was and that Mr BUTT must have it. (Therefore conditions could not be checked)</p> <p>Mohamed stated that he thought the sale of alcohol was authorised by another member of staff "Raham", but could not provide details of this person and could not say if authorisation was in writing or verbally. (Basically he had no idea).</p> <p>Mohamed stated he did not know of a written age verification policy and pointed to a challenge 25 poster when asked for further detail.</p> <p>The original staff member had said he thought he could not sell to under 18's and could ask people under 25.</p> <p>Neither could provide any training records or provide detail or describe any training that they had received.</p> <p>A refusal log was not provided except for two pieces of A4 paper with a supposed refusal detailed on the 12/09/13 and 13/11/14. Mohamed stated that the other refusal logs had been sent to the accountant!</p> <p>Mohamed showed that he could review CCTV and stated it held images for 7 days only.</p> <p>Mohamed stated there was no written policy for proof of ID and admitted that no poster or sign informing customers that CCTV was in use was anywhere on display in the store.</p>

Police Response – what action was taken? Please identify the main officers who dealt with the incident.
<p>I found failings in relation to the knowledge of staff and their ability to provide key elements required within my check.</p> <p>Breaches of legislation were found by me in relation to non display of Part B and the fact part A could not be seen on my request and no person was contactable to obtain Part A of the license.</p> <p>Concerns were also raised regarding the authorisation to sell alcohol and who actually was in control of the premise Mohamed presented as the manager and person with responsibility, however he is not the DPS and had an extremely minimal knowledge of any requirement placed upon him in relation to responsible retailing of alcohol.</p>

LICENSED PREMISES INCIDENT REPORT

In short the personnel appeared unable to uphold the licensing objectives and tangible records and paperwork required within legislation were not presented for viewing thus questioning the due diligence being carried out.

Details passed to Police licensing officer and RBC licensing enforcement officer for immediate action and performance meeting to be arranged as soon as possible.

Persons Involved - to add more rows click into the final cell of this table

Name	Date of Birth	Role	Action Taken	Ref No. (e.g. Custody, PND etc)

When complete, please forward to the Licensing Officer for the area (and anyone else as per local instructions)

PREMISES – RECORD OF INSPECTION DATED:

Licence No:	LP2001917
Name:	182 CONVENIENCE STORE
Address:	202 OXFORD ROAD READING, RG30 1AB.
Type:	Premises Licence Club Premises Certificate

Licence Inspection

Summary on Display: ☐ Yes ☒ No ^{1 PAGE} Correct Part A/Conditions held at Premises: ☐ Yes ☒ No ^{OLD PART A}

Premises Licence Holder: MR FARZAN MOHAMMED DPS: MR FARZAN MOHAMMED

DPS as per Licence: ☒ Yes ☐ No DPS Present? ☐ Yes ☒ No

If No, Reason: _____ Authorised Person: THAKIM MAGDOONPICKAT.

Licensable Activities (Carried On)

Regulated Entertainment: Plays | Films | Indoor Sporting Events | Boxing/Wrestling | Live Music | Recorded Music | Performance of Dance | Anything Similar

Are there any gaming machines? If so, how many? _____
Gaming permit produced and correct? _____

Late Night Refreshment: ☐ Yes ☒ No Sale/Supply of Alcohol: ☒ Yes ☐ No Location: ~~On~~ | Off | Both

Does the Licence/Certificate permit activities carried on? ☒ Yes ☐ No

Conditions of Licence/Certificate

Summary of Key Points Discussed

TRAINING RECORDS OLD - NEED IMPROVEMENT FOR ALL STAFF.
CCN needs 27 days
↑ strength sales discussed and sale of drug paraphernalia,

Document Checklist

☒ Age policy operated 25 ☒ Section 57 ☒ Training Records 2 ☒ Authorisation List

Awareness of the Licensing Objectives by Licence Holder/DPS: A – Good | B – Fair | C – Bad (Circle Appropriate)

Inspection Outcome: ☐ Satisfactory ☒ Unsatisfactory

Lead Authority Inspecting Officer(s): PC S784 WINTER

Signature of licensee or representative(s): [Signature]

Date of Inspection: 26/08/2020

Time Started: 1745 | Time Ended: _____

6/4-



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POLICE

CONTINUATION SHEET OF ISSUES DISCUSSED:

Basic refresher training document seen for one member of staff from 2016 relating only to under age sales. Staff member states he had training at TESCO. Requires improvement to show due diligence. Records are old and could be more comprehensive.

States has provided right to work documentation; but maybe held in safe - unable to check.

Nebraska 1/21² - One entry only 2020 Feb

CCTV² - Think staff. Do not know how to record but can show - records for 27 days.

INSPECTING OFFICER: PC 5787 WHEELER

SIGNATURE OF LICENSEE/REPRESENTATIVE: 

DATE OF INSPECTION: 26/03/2020



APPENDIX 3

PC 5787

Reading Licensing Dept

Reading Police Station

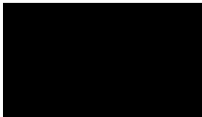
Castle Street

Reading

Berkshire

RG1 7TH

Mr Farzath Mohamed



Tel: 101 [REDACTED]

Email:

simon.wheeler@thamesvalley.pnn.police.uk

Friday 4th September 2020

Licensing Act 2003

Premises Licence Number: LP2001917

Premises: I & R Convenience Store

Premises Address: 202 Oxford Road, Reading, RG30 1AB

Dear Mr Mohamed (DPS/PLH)

On the 26th August 2020 I inspected your premises licence with Mr Richard Hall from Reading Borough Council.

During the inspection I was assisted by your staff member Mr Thasim Nagoorpichai.

Some areas of concern were identified regarding the levels of due diligence that are expected to sufficiently promote the licensing objectives.

On arrival Part B of your licence was incorrectly displayed, as the first page of the summary had been replaced with the front page of an out of date Part A (page 1) of your licence. The second page of the summary was not displayed at all.

Part A of your licence was NOT available when requested this is an offence within the Licensing Act 2003. Advice was provided at the time that contact should be made with Reading Borough Council for the correct copy of your licence to be provided to you.

Your member of staff stated that your age verification policy was "Challenge 25" and I note that a poster was displayed. However, no written age verification policy was available to be seen or on display.

In relation to training for staff I was shown two different styles of training documents, the first dated 2016. This training document only covered under age sales and no other elements that may help to prove diligence were covered. Further documents headed "training statement" were also produced and the majority were dated 2015 and 2016. Both types of documents presented to me failed to expand upon key elements that would be deemed suitable to prove due diligence. As a minimum training should include at the very least; the four licensing objectives,

proxy sales, signs of intoxication and conflict resolution, albeit this is not an exhaustive list.

I noted that at the time of the inspection that eventually the most up to date signed (but minimal) training record belonged to the member of staff on duty on the day and even so this was dated 2018, with a number of others 2017.

From the information provided during this inspection in my professional judgement your staff training appears on face value to be insufficient, and the available records provided were outdated and no up to date refresher training was available.

No written authorisation list was available either on public view or that could be located within the premises so as to ensure that all staff including those whom were not personal licence holders were legally authorised to serve alcohol.

In relation to your premises refusals log it was noted that a number of entries had been made till December 2019 with regularity. However since 2019 only one entry was documented within the log dated February 2020. Potentially this means that the log has not been completed correctly or maintained for a substantial period of time. During the inspection your staff member suggested that the rationale for this was that due to staff refusing many people in the past that they no longer visited the shop to attempt to purchase alcohol or other age limited products.

As part of the inspection we also viewed your CCTV system and it was discovered that the hard drive retains images for 27 days and that staff are able to view but not download.

Your staff member was asked if he knew any of the four licensing objectives and although he was unable to name them specifically he did make reference to problems with drunks around the premises and the prevention of that behaviour as well as not selling alcohol to children.

Following on from this it was discovered that you had not provided a Section 57 notice within your licensing folder or on display. This document is useful to allocate members of staff in your absence that are aware of how to locate the premises licence. Advice is thus provided for you to ensure staff that are fully aware of where to locate the premises licence and relevant paperwork and that good practice would be to display the Section 57 notice near to the summary of the licence in a public area.

When visually scanning the store it was also noticed that you were selling at point of sale a number of drug paraphernalia items. These included silver metal pipes contained within "cannabis leaf" designed packaging of the style most recognised as used for the smoking of Crack cocaine. You also had for sale a number of sealable clear plastic baggies of varying sizes that are regularly used for the storage of herbal cannabis, cocaine, crack, speed, ketamine and heroin. These were also displayed on the counter near to point of sale.

May I remind you that although these items are not illegal to sell per se', that they certainly are likely to attract individuals to your shop involved in the usage and supply of illegal substances. The Oxford Road area for which your premises is situated suffers from high levels of anti-social behaviour linked to drug usage and the consumption of super strength beer and cider and we would encourage you to seriously consider the items that you sell within your shop.

You should risk assess the sale of all articles with specific regard for the four licensing objectives as well as supporting your community to reduce the anti-social behaviour linked to both the consumption of alcohol on the streets of which is often also linked to persons involved in drug abuse and related offences.

Finally, we discussed with your staff member the super strength alcohol products that you were displaying for sale, and raised concerns that the sale of these products may be exacerbating community issues surrounding alcohol related anti-social behaviour in the area. This is both of serious concern to the localised immediate community and arguably also undermines the four licensing objectives as mentioned earlier.

At the time of this discussion he indicated that you only sell a very few of these products and attempt to sell them in "fours" rather than singularly.

As a conclusion and in order to address our concerns relating to your due diligence we recommend that you consider including a number of conditions onto your premises licence conditions in order to enhance your ability to promote the licensing objectives.

It is possible to help you accomplish this by ensuring that the conditions on your licence are both informative and understandable, and also reflect any areas of good practice that you may already employ.

We therefore recommend for your serious consideration a number of licence conditions that we believe would enhance your promotion of the licensing objectives as well as including a condition to restrict the sale of super strength beers and cider, as follows:

1. Staff employed to sell alcohol shall undergo training upon induction before they are allowed to sell alcohol. This shall include, but not be limited to:-

- The premises age verification policy
- The Four Licensing objectives
- Dealing with refusal of sales
- Proxy purchasing
- Recognising valid identity documents not in the English language
- Identifying attempts by intoxicated persons to purchase alcohol
- Identifying signs of intoxication
- Conflict management
- How to identify and safeguard vulnerable persons who attend and leave the premises.

a) Refresher training shall be provided every 6 (six) months.

b) Signed induction and refresher training records are to be kept for a minimum of 2 (Two) years of the date of training, and made available for inspection by a Police Officer or authorised officer of Reading Borough Council upon request.

2. All staff to be trained to record refusals of sales of alcohol in a refusals book or electronic register. The book/register shall contain:

- Details of the time and date the refusal was made
- The identity of the staff member refusing the sale.
- Details of the alcohol the person attempted to purchase.

a) This book/register shall be available for inspection to an authorised officer of Reading Borough Council or Thames Valley Police. A weekly review of the refusals book/register shall also be carried out and signed off by the Designated Premises Supervisor or their nominated representative.

3. An incident register/log shall be used, maintained and kept on the premises to record any incident which has an impact on any of the four licensing objectives, or instances when the police have had to attend the premises.

a) The register shall be made available for inspection to authorised officers of Reading Borough Council and Thames Valley Police upon request;

4. The premises shall at all times operate a Challenge 25 age verification policy to prevent any customers who attempt to purchase alcohol and who appear to the staff member to be under the age of 25 years from making such a purchase without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport, military ID or proof of age card showing the 'Pass' hologram (or any other nationally accredited scheme) are to be accepted as identification. The age verification policy shall be in a written form and displayed in a prominent position.

5. Posters advertising the premises' Challenge 25 age verification policy shall be displayed in prominent positions on the premises.

6. The Premises Licence Holder shall display in a prominent position a copy of their written policy on checking proof of age.

7. No beers and ciders above 6.0% ABV shall be sold at any time during permitted licensing hours.

8. The premises licence holder shall ensure the premises' digitally recorded CCTV system cameras shall continually record whilst the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. The entire licensable area shall be covered by the CCTV and an appropriate number of cameras shall be installed to cover the external areas immediately outside of the premises. Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or Reading Borough Council together with facilities for viewing upon request, subject to the provisions of the Data Protection Act. Recorded images shall be of such quality as to be able to identify the recorded person in any light. At least one member of staff on the premises at any time during operating hours shall be trained to access and download material from the CCTV system.

Thames Valley Police believe that in order to promote the four licensing objectives, and to ensure that your due diligence processes improve and are maintained it is necessary for all of the above conditions to be applied to the premises licence.

With that in mind we would ask you to consider applying them to the licence via a minor variation in order to both support this process and also support the wider

community by reducing alcohol related anti-social behaviour within the vicinity of your shop caused by the consumption of super strength beers and ciders within the public realm.

You may also be aware that Reading has a Public Space Protection Order (PSPO) in place which identifies the street consumption of alcohol as an issue serious enough to be included within the local legislation, and of course your agreement to reduce the strength of alcohol that you sell would also support this local legislative initiative.


Please consider this proposal in detail and I would encourage you to contact us to either discuss any concerns you may have in relation to this proposal or your intention to support this process.

We are willing to discuss this with you via the telephone or to meet with you as part of a formal performance meeting process? You may also wish to obtain some licensing advice in the meantime. However, we would ask that you please contact us no later than Friday 18th September 2020 with your written formal decision via the email provided at the head of this letter.

Thames Valley Police are making this proposal as part of a formalised stepped approach. As such a failure to address the identified concerns in this letter via the manner proposed (via voluntary agreement) may result in further action being considered if it is deemed necessary to ensure the promotion of the four licensing objectives.

Thames Valley Police are keen to work in partnership with licensees to promote the licensing objectives and improve both the standards of your operation whilst addressing community concerns regarding the sale of alcohol in the area.

Yours Faithfully



PC 5787 Simon Wheeler