

LICENSING ACT 2003 PREMISES LICENCE - PART A

Reading Borough Council being the Licensing Authority under the above Act,
HEREBY GRANT a **PREMISES LICENCE** as detailed in this licence.

Premises Licence Number	LP2002619
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Premises Details

Trading name of Premises and Address	
Todays Express 17 Duke Street Reading RG1 4SA	
Telephone Number	0118 959 4946

Where the Licence is time limited the dates the Licence is valid
N/A

Licensable Activities

Licensable Activities authorised by the Licence
Sale of Alcohol by Retail - Off the Premises

Authorised Hours for Licensable Activities

The times the licence authorises the carrying out of licensable activities
Hours for the Sale by Retail of Alcohol
Monday from 0800hrs until 2300hrs
Tuesday from 0800hrs until 2300hrs
Wednesday from 0800hrs until 2300hrs
Thursday from 0800hrs until 2300hrs
Friday from 0800hrs until 2300hrs
Saturday from 0800hrs until 2300hrs
Sunday from 1000hrs until 2230hrs
Good Friday from 0800hrs until 2230hrs
Christmas Day from 1200hrs until 1500hrs and 1900hrs until 2230hrs

Alcohol

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
Sale of Alcohol by Retail - Off the Premises

Premises Licence Holder

Name, (registered) address of holder of premises licence
Name: Mr Quais Aziz
Address:

Additional Details

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

Name: Mr Quais Aziz

Address:

Designated Premises Supervisor

Personal Licence number and issuing authority of personal licence held by the designated premises supervisor where the premises licence authorises the supply of alcohol

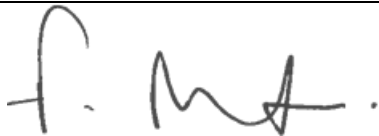
Personal Licence Number: LP7002381

Issuing Authority: Reading Borough Council

This Licence shall continue in force from **13/08/2020** unless previously suspended or revoked.

Dated: 28 October 2020

Signed on behalf of the issuing licensing authority



Frances Martin
Executive Director for Economic Growth and Neighbourhood Services

Mandatory Conditions

Supply of Alcohol

To be applied where a premises licence authorises the supply of alcohol

- 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 made under the premises licence must be made or authorised by a person who holds a personal licence.

Film Exhibitions

To be applied only where a premises licence or club premises certificate authorises the exhibitions of films

- 1 The admission of children to any exhibition of any film must be restricted in accordance with section 20 of Part 3 of the Licensing Act 2003.
- 2 In the case of films which have been classified by the British Board of Film Classification admission of children to films must be restricted in accordance with that classification.
- 3 In the case of films which have not been classified by the British Board of Film Classification, admission of children must be restricted in accordance with any recommendation made by the Licensing Authority.

Door Supervisors

To be applied where a premises licence or club premises certificate includes a condition that any person must be at the premises to carry out a security activity. [Except premises with a premises licence authorising only plays or films or premises used exclusively by a club].

- 1 Each individual present at the licensed premises to carry out a security activity must be licensed by the Security Industry Authority.

Responsible Drink Promotions (commencement date 01/10/2014)

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).

Supply of Tap Water (commencement date 01/10/2014)

1. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

Age Verification Policy (commencement 01/10/2014)

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 licence 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.

Drink Measurements (commencement date 01/10/2014)

1. The responsible person must 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;
 - (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 Permitted Pricing (commencement 28th May 2014)

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 rate 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.
4. (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.

Conditions Consistent with the Operating Schedule

General

- (a) The Premises Licence Holder shall ensure that the premises operates a digitally recorded CCTV system. Cameras shall continually record whilst the premises are open to the public and recordings kept for a minimum of 31 days with accurate time and date stamping. Data recordings shall be made available without undue delay and no later than 24 hours from initial request to an authorised officer of Reading Borough Council or Thames Valley Police. Facilities for viewing the CCTV recordings shall be made available in the event a request is made for the purpose of the prevention or detection of crime or the apprehension or prosecution of offenders or to check that the CCTV system complies with the requirement of this condition;
- (b) Persons authorised to sell alcohol shall be trained to BIIAB Level 1 Award in Responsible Alcohol Retailing, or any other similarly recognised nationally approved accreditation curriculum. Records of the training shall be kept and made available to an authorised officer of Reading Borough Council or Thames Valley Police on request;
- (c) All staff shall be refresher trained in the law relating to the Licensing Act 2003 every three months. Records of the refresher training and the topics covered shall be kept and made available to an authorised officer of Reading Borough Council or Thames Valley Police on request;
- (d) The premises shall at all times operate a Challenge 25 policy. Customers who attempt to buy alcohol who appear under the age of 25 shall be prevented from purchasing alcohol until they have first provided proof of age. Only a valid British driver's licence, showing a photograph of the person, a valid British passport or proof of age card bearing the "Pass" hologram or any other nationally accredited card are to be accepted;
- (e) Notices advertising the Challenge 25 policy to customers shall be displayed in a prominent position on the premises;
- (f) The Premises Licence Holder shall display in a prominent position a copy of their age verification policy;
- (g) The Premises Licence Holder shall have available on the premises, for inspection by an authorised officer of Reading Borough Council or Thames Valley Police at any reasonable time, true copies of invoices, receipts or other records of transactions for all tobacco and alcohol products purchased in the preceding six months.
- (h) Clear signs shall be displayed at the front entrance of the premises, on shelves containing alcohol and at all till points stating "No Proof of Age No Sale".
- (i) All incidents which impact on any of the four licensing objectives shall be recorded in a register kept at the premises for this purpose. The names of the person recording the incident and those members of staff who deal with any incident shall also be recorded. Where known any offenders name shall also be

recorded. This register shall be made available to authorised officers of Reading Borough Council and Thames Valley Police upon request.

(j) A refusal log, either electronic or written, detailing any attempted sale of alcohol that have been refused by staff members shall be kept and maintained on the premises. This log shall be made available to authorised officers of Reading Borough Council and Thames Valley Police upon request.

Annex 3

Conditions attached after a hearing by the Licensing Authority

Annex 4

Plans

As attached plan no. ED 15001, dated 10th July 2005



PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Mr Quais Aziz

Tel: 101
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Saturday 12th December 2020

Licensing Act 2003

Premises Licence Number: LP2001975

Premises: Daniel Convenience Store

Premises Address: 17 Duke Street, Reading, RG1 4SA

Dear Mr Aziz

On the 28th September 2020 your premises was visited by PC Moore in relation to concerns that you were carrying out licensable activity during which time staff were suspected of handling stolen goods. As a result of this an inspection was carried out of the rear stock area of the store whereby large amounts of canned Red Bull were located. At the time these could not be proven as purchased from reputable distributors, and also of concern was the manner in which they were stored i.e. within cardboard boxes belonging to other products and with numerous cans with different batch numbers and designs.

As a result of this initial visit I attended the shop later in the day to perform a full licensing inspection. At the time of the inspection I was initially assisted by Mr Mohammed Naseri and later also by the Designated Premises supervisor (DPS) Mr Aziz.

The results of the inspection were as follows:

Conditions (a) – (j)

- a) CCTV was shown on the day and appeared to be working * When recordings were requested the PLH failed to provide. (BREACH)
- b) Staff member had level 2 certificate. (COMPLIANT)
- c) No refresher training was available and the excuse provided was that the DPS/PLH had not been in place for more than three months. However it was confirmed all individuals had been working at the premises prior to the three month period. (BREACH)
- d) Challenge 25 was in operation. (COMPLIANT)
- e) Challenge 25 posters were displayed. (COMPLIANT)
- f) An age verification policy was NOT displayed or available. (BREACH)

- g) Copies of invoices and receipts for alcohol and tobacco purchases covering the previous six months were NOT available and it was stated they were at the accountants. (BREACH)
- h) Proof of age signage was displayed to the front of the shop. (COMPLIANT)
- i) An incident book was shown which was blank and contained NO information. *pertinent to this are consequent incidents that occurred for which no record was being made. (BREACH)
- j) A refusals log was shown (COMPLIANT)

The result is that 50% of your current licence conditions were found to be in breach.

Further areas of concern that were noted include:

- Your Section 57 notice was displayed but not operated as Part A of the licence could not be readily accessed.
- Only one page of your Premises licence summary was on display.
- You were displaying a sign stating that high strength alcohol would only be sold in packs of four. This policy was observed to not be in operation when an individual known to us a street drinker and person who proxy purchases for other street drinkers was observed purchasing two single individual cans including a can of super strength Omega White Cider with an ABV of 7.5%. (This alcohol was discovered after the inspection to have been supplied by him to a beggar seated outside of Subway in Duke Street within the vicinity of the premises and within the Reading Public Space Protection Order (PSPO) area, and thus increasing anti-social behaviour within the area).

On the 20th October 2020 Officers re-attended your premises to present a GDPR compliant data protection request for CCTV relating to the 28th September 2020 regarding to our suspected handling stolen goods investigation.

Further to this, the request also provided for the viewing and disclosure of CCTV relating to various times on the 20th October 2020 whereby it was suspected goods again may have been handled within the store.

On four of five occasions no handling of stolen goods was observed, however when viewing the footage within the premises it was noted that known recognisable "Street Drinking" and prolific begging individuals entered the premises and purchased high strength alcohol (over the 6.5% ABV mark). On one of these occasions the male individual was seen to enter the shop, have an in depth discussion with staff during which he pointed to the stock room where it was suspected goods were often handled.

At the end of the conversation the male walked over to the alcohol refrigerator and picked up a can of lager. He again engaged in conversation with staff and then left the shop without paying for the alcohol.

No complaint was made in relation to this as a theft, and no record of this had been made within the incident book. This may suggest that the action by this individual had been allowed and raises concerns as to why this would have been allowed to take place.

On the fifth occasion a prolific town centre shoplifter was seen to enter the store carrying a large rucksack suspected of containing stolen goods.

As soon as the male entered the store the CCTV immediately cuts out and does not re-start until he has left the store. This was consistent with the CCTV being switched off at its power source and back on after he had left the store.

On viewing the CCTV at the store it was noted that no other time lapses were observed. The suspicion at this time is that the CCTV was deliberately tampered with at the time of the males entry.

A USB stick was provided in order that all of the requested footage could be downloaded by you as per the GDPR request.

Unfortunately you informed us that you were unable to download the footage and that instead the hard drive would be provided.

On the 29th October 2020 you provided the premises hard drive stating that it was being replaced due to a technical error causing the footage to cease recording and skip periods of time. This it was stated was the reason that the video had failed to record all images on the 20th October 2020.

Thames Valley Police have since attempted to interrogate the system but note the following issues with the hard drive as presented to us:

- The outer casing to the system was loose and open.
- The hard drive within the casing had its screws missing and was loose.
- The hard drive port appeared to have a glue like residue within it.

Human intervention had clearly taken place with the hard drive and the system was unable to provide any visual evidence. Unfortunately this meant that the investigation into the handling of stolen goods could not be pursued and hindered our opportunity to either prove or disprove our suspicions relating to your store.

The outcome of the interventions that have been taken to date have raised concerns in relation to the following areas:

1. Concerns surrounding suspected handling of stolen goods which can now unfortunately neither be proven nor disproven.
2. Failure to provide CCTV in order to support the Police investigation into this allegation; which is also a breach of condition a) of your licence.
3. Concerns that you are regularly selling high strength alcohol above 6.5% ABV in single cans and bottles to individuals involved in street drinking, begging and anti-social behaviour.
4. General failures to ensure compliance with your licence conditions.

In response we consider it a necessary step for some amendments to be made to your premises licence in order to address the serious concerns outlined above. The amendments are set out below and a further explanation and full rationale shall be provided within this letter.

Replace condition a) page 7 within your current premises licence with:

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 and store room 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 to the front and rear. 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;

This condition has been specifically designed to ensure the promotion of the licensing objectives and specifically the prevention of crime and disorder by providing sufficient CCTV coverage preventing the potential for the handling of stolen goods and to support staff ability to say "no" if they are approached either inside or outside of the store with offers to purchase cheap stolen articles. This shall also improve your ability to ensure that your stock is not being purchased and consumed in the vicinity, leading to anti-social behaviour and breaches of the PSPO.

Replace condition b) and c) on page 7 within your current premises licence with:

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

c) All staff authorised to sell alcohol shall be trained to a minimum of BII Level 1 award in responsible alcohol retailing (ARAR) or any other similar curriculum within four weeks for existing and subsequent employees and provide evidence of such training having been undertaken to Thames Valley Police and any authorised officer of Reading Borough Council's licensing team upon request;

The condition above is designed to strengthen your ability to deliver sufficient training, and allows you to determine your own training program for delivery on immediate employment of staff, as well as providing you more choice in relation to your ongoing training provider.

The following two new conditions to be included:

1. No beers, lagers and ciders of 6.5% ABV and above shall be sold at any time during permitted licensing hours, in line with Reading Borough Council's current policy;

This condition shall ensure that you promote the licensing objectives relating to the prevention of crime and disorder and the prevention of public nuisance in that Officers have identified via direct evidence from your store that you are supplying individuals involved in anti-social behaviour such as begging, street drinking and begging whilst street drinking. This conditions both supports the PSPO, the local statement of licensing policy and promotes the licensing objectives.

We also believe that this condition shall reduce incidents of anti-social behaviour and public order that may be directed towards your staff by de-incentivising individuals likely to act in that manner from entering the store.

2. A current written authorisation list shall be kept in the Licensing File on the premises confirming the details of all current staff that have been authorised to sell alcohol by a Personal Licence Holder. The authorisation list shall include, the name of the staff member authorised, the name and personal licence details of the person authorising them to sell alcohol. This list shall also contain the date and signature of the staff member authorised and countersigned by the authorising Personal Licence Holder;

This condition is being offered specifically to aid you in your due diligence as at the time of our initial inspection a written authorisation list was not available and it is important that both staff and authorised officers are able to determine who has authorisation to sell alcohol and whom has provided that authorisation in order to ensure that any sales that take place are not otherwise than in accordance with a licence.

As a reminder please be aware that it is a prosecutable offence under Section 136(1) of the Licensing Act 2003 to carry out unauthorised licensable activity whilst otherwise than in accordance with the authorisation of your premises licence. This means that whilst you are not in compliance with all of the conditions contained within your current premises licence you may be prosecuted for this offence.

Please ensure that you work through the conditions on page 7 of your premises licence and also pay cognisance of all mandatory conditions set out within your premises licence and ensure that they are all 100% complied with.

Thames Valley Police believe that in order to promote the four licensing objectives, and specifically to ensure the prevention of crime and disorder that it is both reasonable and proportionate for the inclusions and amendments set out to be added to your premises licence.

We would ask that you seriously consider applying for a minor variation to both support this process and avoid a review of the premises licence as part of a tiered stepped approach to resolve these very serious concerns.

I also wish to reiterate 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 as well as allay the concerns that we have identified relating to the regular sale of super strength alcohol by staff at your premises to individuals involved in anti-social behaviour and drunkenness within Reading town centre and immediately in the vicinity of your premises (specifically Duke Street and Subway).

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 and agree to the provision of a minor variation as described.

We are willing to discuss this with you as part of a formal performance process, and the Reading Borough Council enforcement department shall also be involved with those discussions.

You may wish to consider obtaining some licensing advice in the meantime and we would encourage you to do that if you have any concerns surrounding your understanding of this process.

However, we would ask that you please contact us no later than 29th December 2020 (via email response or other written confirmation) with your decision to either agree to the condition amendments as proposed. Or to request a further formal performance meeting with Thames Valley Police and Reading Borough Council to discuss this matter.

As previously mentioned 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.

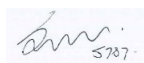
Thames Valley Police are keen to work in partnership with licensees to promote the licensing objectives and improve both the standards of your operation whilst addressing community concerns regarding the sale of alcohol in the area.

You shall receive a copy of this letter at your premises (as we currently do not have the updated premises licence with your current DPS/PLH address) as well as via email to the address provided at the time of the inspection.

Along with the email you shall also find a helpful basic training document that you may find useful, a section 57 notice, written authorisation list, written age verification policy and Community alcohol Partnership poster that may be beneficial.

I urge you to make use of the documentation that has provided in order to aid your promotion of the licensing objectives.

Yours Faithfully

A small, square, light blue stamp containing a handwritten signature in black ink. The signature appears to be 'Simon Wheeler' and is written in a cursive style. Below the signature, the number '5787' is printed in a small, black font.

PC 5787 Simon Wheeler



PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Mr Quais Aziz



Tel: 101 [REDACTED]
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Saturday 17th October 2020

Licensing Act 2003

Premises Licence Number: LP2001975

Premises: Daniel Convenience Store

Premises Address: 17 Duke Street, Reading, RG1 4SA

Dear Mr Aziz

On the 28th September 2020 I inspected your premises licence.

During the inspection I was assisted by your shop manager Mr Mohammed Naseri and also had the opportunity to speak with yourself in your capacity as both the Designated Premises Supervisor and Premises Licence Holder.

Whilst conducting the inspection some areas of concern were discovered regarding non-compliance with four of your premises licence conditions.

I also recorded poor levels of due diligence that impact negatively upon your ability to promote the licensing objectives.

On arrival it was noted that the summary of your licence (Part B) was incorrectly displayed. Only the first page was visible and advice was provided to separate and display all pages so that they were viewable in full.

Part A of your licence although eventually produced was not available immediately and appeared difficult to locate, requiring the inspecting officers help to locate and collate the relevant licence pages for you.

The licence provided was the previous copy of your premises licence which detailed Mr Ashrafi as the Premises Licence Holder and Designated Premises Supervisor. You explained that due to the coronavirus situation that the Reading Borough Council had failed to provide you with an updated copy of the licence since you had been transferred into both of these positions.

You were displaying a Section 57 notice; however this was not being operated correctly. No person was aware of the contents of the licence or the conditions that were required to be complied with.

Advice was provided regarding the storage of Part A of your premises licence, the legal requirement to produce it and how the provision of a section 57 notice can improve your ability to recall where it is located and whom is aware of its content.

In relation to your licence conditions the following applied:

- a) Your CCTV was compliant.
- b) You stated that you only have one member of staff (the manager Mr Naseri) and he has a Level 2 qualification so this was compliant.
- c) No 3 monthly refresher training was provided, but it was stated that at the time of the inspection you had not been the Premises Licence Holder for longer than 3 months. We shall provide you via email with a basic training document that you may find useful with regards to this, however please be aware that this contains the minimum standard of refresher training.
- d) Challenge 25 was in operation.
- e) Challenge 25 notices were displayed.
- f) An age verification policy was not displayed and not available. This condition was therefore not complaint. We shall send an age verification policy via email to aid you in this aspect.
- g) You were unable to provide true copies of receipts and invoices etc for all alcohol and tobacco purchases for the preceding 6 months stating they were with your accountant.
- h) You were displaying signage stating No ID no sale at the front of the shop.
- i) An empty incident book was shown with no entries completed. Advice was provided as to a minimum requirement to note that no incidents occurred each day and to sign off by the duty manager in order to show due diligence.
- j) A refusals log was provided when requested and completed.

Furthermore and surrounding other aspects of knowledge and due diligence I recorded the following:

- The DPS was aware of all of the four licensing objectives.
- Your fire exit was denoted by an A4 slip of white paper with Fire Exit handwritten on the front. The rear fire door had a single green sticker but no emergency lighting was available.
- Your two fire extinguishers had not been checked since 2011.
- Although not a pre-requisite due to only having two staff you did not have a written fire risk assessment.

Finally, we discussed the super strength alcohol products (above 6.5% abv beers and cider) that you were displaying for sale, and I raised concerns that the sale of these products may be exacerbating community issues surrounding alcohol related anti-social behaviour in the area and asked you to consider risk assessing selling these products.

You were actually displaying a handwritten sign stating that certain high strength cans were only to be sold in packs of four rather than single cans. This would have

been part of the reduce the strength program and suggested that you were supporting that scheme and in turn promoting the licensing objectives.

However, I witnessed single cans being sold by your staff that were listed on the handwritten poster and on one occasion two single cans were sold to a member of the street drinking fraternity. It was then also confirmed by yourself that you do not always enforce the rule and that you subjectively decide who to sell single of high strength alcohol cans to and who not to sell them to. This process in our opinion undermines rather than promotes the licensing objectives.

In actual fact to support this concern having left the shop after the inspection I discovered one of the cans of "Omega" cider that was purchased whilst I was in the shop being consumed by a beggar seated outside of the Subway restaurant approximately twenty feet from your shop.

It was confirmed to me by the beggar that the male I saw purchase the alcohol actually purchases the cans on their behalf and then distributes them to the drinkers.

Please be aware of this process and include this in your risk assessment for the sale of high strength alcohol.

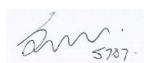
Please also be informed that due consideration shall be given in relation to potential future recommendations for you to cease the sale of such products in order to promote the licensing objectives. In relation to this we may recommend that you include a condition via minor variation to address this issue, and shall contact you in due course to further discuss that option.

In conclusion along with this letter I have provided you with a number of helpful documents to enable you to begin improving your processes and due diligence. These have included examples of authorisation Sheets, basic training documents, section 57 notice and a written age verification, as well as advice on displaying and securing both Part A and Part B of your licence.

A failure to address the identified concerns and breaches of licence condition immediately 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 leading to incidents of antisocial behaviour.

Yours Faithfully

A small rectangular box containing a handwritten signature in blue ink. The signature appears to be 'Simon Wheeler' and is followed by the number '5787'.

PC 5787 Simon Wheeler (Q.Inst.Pa)



Frances Martin

Executive Director of Economic
Growth & Neighbourhood Services
Civic Offices, Bridge St, Reading, RG1
2LU

☎ 0118 937 3787

Our Ref: 054837

e-mail: robert.smalley@reading.gov.uk

☎ 0118 937 2846

Date: 27/01/2021

E-mailed to: [REDACTED]

Your contact is:

Robert Smalley, Licensing

Dear Sirs,

Licensing Act 2003

Premises Name: Today's Express

Premises Address: 17 Duke Street, Reading, RG1 4SA

On **19/01/2021**, I visited your premises to ensure you are complying with the above premises licence and to advise on any matters that may arise during the inspection.

During the inspection, I found a number of items that require your attention as outlined below:

Mandatory conditions

- Part A of your licence could not be produced at the time of the inspection. Part A of the licence needs to be available to authorised officers at all times during your operating hours - even when you are not on the premises. You explained that you had not been sent the current version of the licence, so I have included a copy with this letter. Please print this off and keep at the shop.
- Part B of your licence was not on display. It is a requirement that this document is on display in a prominent position so that your customers can see it. All pages must be displayed. You explained that you had not been sent the current version of the licence, so I have included a copy with this letter. Please print this off and keep at the shop.
- It could not be demonstrated that any of your staff had been authorised to sell alcohol. You may be aware that the mandatory conditions attached to your licence state that all sales of alcohol shall be made by, or authorised by, a personal licence holder. The best way to demonstrate compliance with this condition is to do a written authorisation list. If staff have not been authorised then they will not be permitted to sell alcohol. This is a breach of condition and should be rectified immediately. I have included a template authorisation list with this letter, please complete this and keep at the shop.

Conditions agreed with licensing

- Condition C on page 7 of your licence in respect of staff training was not being complied with. Staff training records were located, however, this was simply a sheet signed by a member of staff to state that they had had training, but it was not clear through questioning what, if any, training had taken place. This is a breach of condition and should be rectified immediately. I have included some training material with this letter.
- Condition F on page 7 of your licence in respect of displaying your age verification policy was not being complied with. I have included a template policy for you to edit and put on display.
- Condition G on page 7 of your licence in respect of invoices was not being fully complied with. Please send me copies of invoices for alcohol and tobacco purchases for the months of October, November and December 2020.
- Condition H on page 7 of your licence in respect of signage at your premises was not being fully complied with. You must put up signs that state 'No Proof of Age, No Sale' on shelves containing alcohol, including shelves in the fridges.

Whilst we consider what, if any, further action to take in respect of the findings detailed in this letter, please rectify all of the above within 28 days. Once you believe all of the above has been rectified, please contact me so that we can arrange a re-inspection.

If you have any questions in relation to the contents of this letter then please contact me.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Robert Smalley', written over a horizontal line.

Robert Smalley
Licensing Enforcement Officer



Frances Martin
Executive Director of Economic
Growth & Neighbourhood Services
Civic Offices, Bridge St, Reading, RG1
2LU

☎ 0118 937 3787

Our Ref: 055270

e-mail: robert.smalley@reading.gov.uk
☎ 0118 9372 846

Date: 8 February 2022

Hand Delivered

Your contact is:

Robert Smalley, Licensing

Dear Sirs,

Licensing Act 2003

Premises Name: Today's Express

Premises Address: 17 Duke Street, Reading, RG1 4SA

On **28/01/2022**, I visited your premises to ensure you are complying with the above premises licence and to advise on any matters that may arise during the inspection.

During the inspection, I found a number of items that require your attention as outlined below:

Conditions agreed with licensing

- Condition (a) on page 7 of your premises licence in relation to CCTV was not being fully complied with. You did not have 31 days of recordings. There was no date and time stamping. You were not able to proficiently operate the CCTV system, and therefore couldn't provide data recordings.
- Condition (c) on page 7 of your premises licence in relation to staff training was not being complied with. You had the materials in your licensing folder that I provided you with after my previous inspection, however, you had not been undertaking 3 monthly training refresher sessions.
- Condition (g) on page 7 of your premises licence in relation to having available true copies of invoices etc. for all tobacco and alcohol purchases in the previous 6 months was not being fully complied with. You were only able to produce 2 months' worth of invoices. The invoices were not stored in a neat, chronological order, as I had previously advised, and you were unsure of where other records were, explaining that they were at home, or with your accountant, or possibly in the shop.

- Condition (i) on page 7 of your premises licence in relation to using an incident book was not fully complied with. There was a general lack of information and you were not recording the names of the members of staff that dealt with any incidents.

Other Concerns:

- You had a 22 year old fire extinguisher (manufactured in 2000). The pressure gauge was within the safe limit, however, the extinguisher had not been inspected since 2012. The Regulatory Reform (Fire Safety) Order 2005 states that extinguishers must be serviced every year and an extended service must be carried out every 5 years.
- You did not have a written fire risk assessment in place. The Regulatory Reform (Fire Safety) Order 2005 states that every licensed premises must record any risks they identify and how they are mitigating those risks.
- Your emergency escape route was blocked with a metal roll cage storage trolley. As I explained to you, in the event of a fire, this could impede people's escape.

Whilst we consider what, if any, further action to take in respect of the findings detailed in this letter, please rectify all of the above by 18/02/2022. I will be visiting your premises again on this date.

If you have any questions in relation to the contents of this letter then please contact me.

Yours faithfully



Robert Smalley
Licensing Enforcement Officer



Frances Martin
Executive Director of Economic
Growth & Neighbourhood Services
Civic Offices, Bridge St, Reading, RG1
2LU
☎ 0118 937 3787

Our Ref: 055270

e-mail: robert.smalley@reading.gov.uk
☎ 0118 9372 846

Date: 17 March 2022

Hand Delivered

Your contact is:

Robert Smalley, Licensing

Dear Sirs,

Licensing Act 2003

Premises Name: Today's Express

Premises Address: 17 Duke Street, Reading, RG1 4SA

On 17/03/2022, I visited your premises to ensure you are complying with the above premises licence and to advise on any matters that may arise during the inspection.

During the inspection, I found a number of items that require your attention as outlined below:

Conditions agreed with licensing

- Condition (a) on page 7 of your premises licence in relation to CCTV was not being fully complied with. You only had 22 of the required 31 days of recordings. There was date and time stamping, however, the time stamp was 8 hours behind. When playing back footage there appeared to be gaps in the footage as seen by the time stamps. You explained that the cameras were only recording motion which is a breach of this condition which requires the CCTV system to continually record whilst the premises are open to the public. You were not able to proficiently operate the CCTV system, and therefore couldn't provide data recordings.
- Condition (c) on page 7 of your premises licence in relation to staff training was not being complied with. You had the materials in your licensing folder and they had been signed, however, when I questioned you on when any training sessions had taken place and about the contents of the training, you were unable to answer my questions. This leads me to believe that the documents had been signed, but that no training of any form had taken place.
- Condition (i) on page 7 of your premises licence in relation to using an incident book was not fully complied with. There was a general lack of information and you were not recording the names of the members of staff that dealt with any incidents.

If you have any questions in relation to the contents of this letter then please contact me.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Robert Smalley', written in a cursive style.

Robert Smalley
Licensing Enforcement Officer