



**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 , Ian Savill on behalf of The Chief Inspector of Weights and Measures

(Insert name of applicant)

apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description 397 Oxford Road	
Post town Reading	Post code (if known) RG30 1HA
Name of premises licence holder or club holding club premises certificate (if known) Mr Aman Singh Chopra (trading as PAL Food and Wine)	
Number of premises licence or club premises certificate (if known) LMV000284	

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

I am 18 years old or over

Please tick ✓ yes

☐

**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 Ian Savill on behalf of The Chief Inspector of Weights and Measures Reading Borough Council Civic Offices Bridge Street Reading RG1 2LU
Telephone number (if any) 0118 9372477
E-mail address (optional) ian.savill@reading.gov.uk

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)

The shop was visited during the course of a joint operation with HMRC and a substantial quantity of illegal tobacco and alcohol was found on the premises. A few weeks later, the shop was visited during a Challenge 25 test purchase exercise when the 21 year old test purchaser was able to purchase alcohol without showing proof of age, in breach of the premises licence.

Therefore, the premises is failing in its duty to promote the licensing objectives of the prevention of crime and disorder and protecting children from harm.

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

The premises licence holder has been in place since August 2013. This Service has had a number of interactions with the premises since that time, including:

31st March 2014 – complaint investigation into alleged selling of single cigarettes – open packet found behind till (claimed for personal use) – warning letter issued
3rd September 2014 – Failed a Community Alcohol Partnership (CAP) Challenge 25 test purchase exercise
11th September 2014 – shop visited during illegal tobacco detection exercise – none detected
3rd November 2014 – complaint investigation into alleged counterfeit brandy – could not be verified as counterfeit
1st May 2015 – 2 bottles of duty diverted brandy seized – a letter warning of future conduct was sent to Mr Chopra (see Appendix 1)
17th Feb 2017 – Failed CAP Challenge 25 test purchase exercise
24th July 2017 – Failed CAP Challenge 25 test purchase exercise – invited to attend free training session at Tesco Extra, Portman Road (almost opposite) but did not attend.

These sorts of issues, individually and cumulatively, are of the type that, in context, are not typically sufficient to trigger a review.

More recently, however:

1st October 2018 – mystery shopping exercise for illegal tobacco using a Romanian national, although no sale, a strong indication of availability was noted.

26th February 2019 – joint operation with the HMRC. Packets of illegal cigarettes were found on the shop floor, hidden in a novelty metal coca cola tin (see photo 1A). PLH was asked if there were any more and replied “No”, but the following were found in the store room:

1440 sticks of Pect
5120 sticks of Marlboro Gold
540 sticks of L&M Blue
660 sticks of Marlboro Red

See photo attached (2A).

Additionally, four carrier bags were found containing illegal alcohol (non-duty paid and foreign labelled), including Soplica Vodka. In the store room hidden under two rugs were boxes of illegal wine (foreign labelled). There were bottles of Soplica and the wines seen on the shelves in the shop being offered for sale.

In the out building which is located across the court yard were lots of illicit beers, all foreign labelled. These cans and bottles of beer were also seen on the shelves offered for sale in the shop.

There were no invoices for any of the illegal spirits, wine or beer.

14th March 2019 – a follow up visit took place and wine was seized and while it has been tested and found to be satisfactory, the price the shop was charging of £2.99 (when wholesale price is £4.50 per bottle) and the lack of traceability suggests that the wine had been sourced from the black market.

1st April 2019 – Failed CAP Challenge 25 test purchase exercise – the PLH attended free training on 9th April 2019.

The Secretary of State's Section 182 guidance on the Licensing Act 2003 states at 11.27:

There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises (inter alia):

- *for the sale or storage of smuggled tobacco and alcohol.*

And at 11.28:

It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.

The PLH has not demonstrated that he is willing to run his business responsibly. A warning as to future conduct was issued in 2015 and work from the Licensing team that led to a minor variation on the licence in November 2017 does not appear to have had the desired effect as the criminality within the premises has continued unabated.

The consistent flow of relatively minor issues (in context) of the first few years of the PLH being in place have escalated into the more recent flagrant breaches of law in relation to illegal alcohol and tobacco and these are a very serious cause for concern. These breaches are compounded by the repeated Challenge 25 failures and, although it is acknowledged these are not under 18 tests, they remain a breach of the mandatory age verification policy in place on the licence.

Trading Standards Service, therefore, recommends that the licence for PAL Food and Wine, 397 Oxford Road, Reading is revoked.

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

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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 **16th April 2019**

.....

Capacity **Principal Trading Standards Officer on behalf of the Chief Inspector of Weights and Measures**

.....

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Appendix 1



Aman Singh Chopra
PAL Food And Wine
397 Oxford Road
RG30 1HA

Alison Bell
Director of Env
Neighbourhood
Civic Offices, B
2LU
☎ 0118 937 371
Fax: 0118 9372

Our Ref: 05178

Direct: ☎ 0118
e-mail:
matthew.knight

19/05/2015

Your contact is: Matthew Knight - Regulatory Services

Dear Aman Singh Chopra

Joint Illicit Alcohol Visit - 1/5/2015
2 x EJ Brandy

I refer to our visit with Thames Valley Police on the 1st May 2015, where 2 bottles of EJ Brandy was found for sale with damaged duty Stamps.

Following a discussion with yourself at the time you indicated that the alcohol was purchased at Thames Cash and Carry. Following a visit to Thames Cash and Carry and investigation by EJ Gallo the producers of this alcohol, It is believed that these two bottles are both duty diverted as the obliteration sticker had been removed indicating they were for sale outside of the UK

You will be revisited in the future and if *any* quantity of illegal alcohol is detected on your premises for a second time, you are likely to face more formal action, which could include prosecution or a review of your licence to sell alcohol.

This letter will be held on record and may be referred to in any future interactions with you or your business. If you would like any clarification on the above, or to discuss this matter further, please contact me using the address options above.

Yours sincerely

Matthew Knight

Community Alcohol Partnership Officer



Narancic, Peter

From: Smyth Declan <Declan.Smyth@thamesvalley.pnn.police.uk>
Sent: 13 May 2019 18:01
To: Licensing
Cc: Narancic, Peter
Subject: TVP Supportive Representation - Other Application for Pal Food & Wine, 397 Oxford Road, Reading, RG30 1HA: OBJECTION
Attachments: 19-05-13 PAL Food & Wine - TVP Rep.docx; 19-05-13 TVP-DS-1.docx; 19-05-13 TVP-DS-2.docx; 19-05-13 TVP-DS-3.docx

This is an EXTERNAL EMAIL. STOP. THINK before you CLICK links or OPEN attachments.

On 16/04/2019, we received a Review application relating to Pal Food & Wine, 397 Oxford Road, Reading, RG30 1HA

=====

smuggled/illegal tobacco and alcohol being sold or stored on the premises.

=====

Based on the supplied information, the Thames Valley Police response is:

*** Supportive Representation ***

Kind Regards

Declan Smyth

Declan Smyth C2107
 Licensing Officer (Reading)
 Police Station,
 Castle St,
 Reading RG1 7TH.

Telephone (Int) 351 6353, (Ext) 01865 845249, (Mobile) 07800 703169
 Email: declan.smyth@thamesvalley.pnn.police.uk

NOT RESTRICTED



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THAMES VALLEY POLICE

Division/Station : Reading Police Station Licensing Dept

From : C2107 Declan Smyth

To : Reading Borough Council

Subject : Ref: PAL Food & Wine, 397 Oxford Road, Reading, Berkshire, RG30 1HA Date: 13th May 2019

Supportive Representation

To whom it may concern

I C2107 Declan Smyth on behalf of the Chief Officer of Thames Valley Police wish to provide this representation in support of the review process relating to MR Aman Sing Chopra, PAL Food & Wine, 397 Oxford Road, Reading, Berkshire, RG30 1HA 0JF.

This representation is based on this premises failure to uphold the licensing objectives by committing offences in relation the sale of duty diverted/smuggled alcohol and tobacco and to breaches of licence conditions.

Therefore this representation gives due regard to the failure of this premises to support the licensing objective of prevention of crime and disorder as well as impacting negatively on all other licensing objectives.

On 26th February 2019 – Reading Borough Council weights and measures conducted a joint inspection with HRMC at PAL Food & Wine, 397 Oxford Road, Reading, Berkshire, RG30 1HA 0JF.

- Packets of illegal cigarettes were found on the shop floor, hidden in a novelty metal coca cola tin. PLH was asked if there were any more and replied “No”, but the following were found in the store room:
 - 1440 sticks of Pect
 - 5120 sticks of Marlboro Gold
 - 540 sticks of L&M Blue
 - 660 sticks of Marlboro Red
- Additionally, four carrier bags were found containing illegal alcohol (non-duty paid and foreign labelled), including Soplica Vodka. In the store room hidden under two rugs were boxes of illegal wine (foreign labelled). There were bottles of Soplica and the wines seen on the shelves in the shop being offered for sale.
- In the out building which is located across the court yard were lots of illicit beers, all foreign labelled. These cans and bottles of beer were also seen on the shelves offered for sale in the shop.
- There were no invoices for any of the illegal spirits, wine or beer.

25th July 2017 – Thames Valley Police Inspection (APPENDIX TVP-DS-1)

20th October 2017 – Thames Valley Police Inspection (APPENDIX TVP-DS-2)

1st November 2017 – Thames Valley Police Tier 2 Meeting (APPENDIX TVP-DS-3)

Due to the history of this site and nature of the incidents leading to this review it is imperative that these criminal activities and wholesale failures are not repeated.

The Secretary of State's Guidance on the Licensing Act 2003 (Section 11.27) clearly states that certain criminal activity taking place on licensed premises should be taken particularly seriously – this includes smuggled/illegal tobacco and alcohol being sold or stored on the premises.

The concern of Thames Valley Police is that this premises licence holder has shown a complete disregard for all manner of laws and has committed extremely serious criminal offences from the premises which he operates. Specifically the sale of counterfeit alcohol and tobacco may significantly raise concerns in relation to public safety and the potential for such goods to be related to the funding of organised crime, which clearly impacts the prevention of crime and disorder.

Thames Valley Police respectfully recommend that the Licensing Sub-Committee take the only appropriate and proportionate step available to them in a situation as serious as this and revoke the licence as the only possible means to promote the licensing objectives and further support the prevention of crime and disorder.

Appendices List

- **TVP-DS-1** TVP Inspection Letter
- **TVP-DS-2** TVP Inspection Letter
- **TVP-DS-3** TVP Tier 2 meeting letter



Mr Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Friday 15th September 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Chopra

On Tuesday 25th July 2017 at 12.40pm I visited your premises to ensure you are complying with the above premises licence.

During this visit I was assisted by Ilmeet Kaur Chopra on site at the time.

As part of my inspection I found a number of items and breaches of the licence conditions that require rectification.

Part A of your licence was not available for presentation to me when requested.

Part B was available and on display.

Ilmeet Chopra did not know any of the four licensing objectives when asked.

Below outlines the breaches of conditions:-

Under the heading of prevention of crime and disorder.

2) All staff be adequately trained in customer safety and the prevention of sale of alcohol to under age persons.

This condition was not complied with no training had been provided that was tangible. Staff member stated that verbal training had been given stating to check ID when a person looked under 18. This was not Challenge 25 compliant. No training was available in relation to customer safety.

5. Signs shall be placed at all exits asking customers to respect the needs of local residents and to leave premises quietly.

This condition was not complied with and no signs were available.

Conditions attached after a hearing by the Licensing Authority

- (a) All staff involved in the sale of alcohol must attend and pass the BII Level 1 Award in Responsible Alcohol Retailing. All staff shall be trained on the law relating to underage sales and how to question and refuse sales if necessary. Records of the training and reminders given shall be retained and be readily made available to authorised officers of Reading Borough Council and the Police on request;

This condition was not complied with.

- (b) All incidents which impact on any of the four licensing objectives shall be recorded on a register kept at the premises for this purpose. In the case of refusals for under age sales, the date, time, person refusing, the reason for refusal and a brief description of the customer shall be recorded. The register must be made available to an authorised officer of the Licensing Authority and the Police on request;

This condition was poorly complied with, the last entry in the refusals log was completed on 08/12/2015 and poor detail was contained within the records.

- (c) The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification;

This condition was not complied with, only one poster was on display and the member of staff was not operating this standard. Stating that anyone looking under 18 would be challenged.

Also the staff member failed to identify the acceptable forms of ID saying instead that a Passport and "Residents card" were the accreted forms in the premises.

During the inspection a male entered the shop and purchased a can of alcohol. This male smelt strongly of intoxicating liquor although was not displaying any visible signs of drunkenness. The male having purchased the can immediately opened it and began drinking directly outside of the shop in the designated no drinking area.

As you may be aware alcohol related Anti-Social behaviour (ASB) on the Oxford Road is a major cause for concern for residents and there is an expectation that

shop staff should be making customers aware that they should not be consuming from open containers in the street having purchased alcohol from your shops.

You are reminded that the people legally responsible for the premises under the Licensing Act 2003 are the premises licence holder and the designated premises supervisor.

Can you please ensure that all of the above points contained within this letter are rectified immediately.

This letter is sent and should be received as a warning against further breaches of your premises licence. A re-inspection will be carried out shortly to ensure that outlined breaches have been remedied.

Should you wish to discuss the issues, please telephone me on the above number.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept



Mr Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Monday 23rd October 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Chopra

On Tuesday 20th October 2017 at 11:09am I visited your premises to ensure you are complying with the above premises licence as part of a re-inspection process following up from an inspection carried out on 25th July 2017.

During this visit I was assisted by Gulinder Singh Chopra on site at the time.

Part A of your licence was now available for presentation to me when requested and Part B of the licence remained on display.

Below outlines the breaches of conditions:-

Under the heading of prevention of crime and disorder.

2) All staff be adequately trained in customer safety and the prevention of sale of alcohol to under age persons.

This condition was not wholly complied with as although the staff member could verbally explain the Challenge 25 process, no written training was available to prove any training had been provided in relation to this and or specifically also in relation to customer safety.

Conditions attached after a hearing by the Licensing Authority

(a) All staff involved in the sale of alcohol must attend and pass the BII Level 1 Award in Responsible Alcohol Retailing. All staff shall be trained on the law relating to underage sales and how to question and refuse sales if necessary.

Records of the training and reminders given shall be retained and be readily made available to authorised officers of Reading Borough Council and the Police on request;

This condition was not complied with as there were no records or reminders available on site to prove any of this training had been provided.

NB – The seller on this occasion held at Personal Licence and has therefore attained BIIAB level 2 qualification. However, of further concern is that no records of refresher training were available and Gulinder Chopra did not know any of the four licensing objectives.

- (b) The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification;

This condition was not fully complied with, the staff member failed to identify the acceptable forms of ID.

Due to the poor performance identified at your premises in relation to your compliance with your licence conditions you are required to attend **Reading Police Station, Castle Street, Reading at 2.00pm on Wednesday 1st November 2017** for a Tier 2 performance meeting.

During the meeting you will be required to bring with you all relevant documentation to prove due diligence in relation to adherence to all of your licence conditions. We will be discussing with you actions that we feel are necessary to ensure that you comply fully with your licence and may recommend further conditions that we feel are reasonable and proportionate to ensure the licensing objectives are not undermined by your operation.

You are reminded that the person legally responsible for the premises under the Licensing Act 2003 are the premises licence holder and the designated premises supervisor for which you are both.

As this is a formal process you are advised that you may wish to be accompanied in the meeting by a legal licensing advisor and recommend that you arrange this if you feel that is necessary.

Should you wish to discuss the contents of this letter, please telephone me on the above number.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept



Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Sunday 12th November 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & Wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Aman Singh Chopra

On 1st November 2017 you attended a formal performance meeting at Reading Police Station with both myself and Mr Richard French from Reading Borough Council.

As part of this process we discussed with you a number of concerns that had been outlined to you in letters dated the 15th September 2017 and 23rd October 2017 surrounding breaches of your licence conditions, general poor performance surrounding your management of the premises, and the impact this has had on undermining the licensing objectives.

You stated as part of the meeting that you had taken steps to implement training for staff. However when you showed us the training that you had delivered it was made up of a series of bullet point headings which contained no content and was insufficient.

A number of other areas in relation to failings were also discussed and it was agreed that as part of this formal process Thames Valley Police and Reading Borough Council wished to put forward a number of condition amendments that we believed were necessary to add to the premises licence in order to make them easier for you to understand as well as ensuring that you no longer undermine the licensing objectives by operating in an irresponsible manner.

These conditions we outline below, and as discussed at the meeting they can be added to the licence via a minor variation. Reading Borough Council also offer a pre application consultation service which you may wish to utilise in order to update your licence and I recall you were keen to use this service

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

- The premises age verification policy
- 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.

Such training sessions are to be documented and refreshed every six months. All training sessions are to be documented in English. Records of training shall be kept for a minimum of one year and be made available to an authorised officer of Thames Valley Police and Reading Borough Council upon request.

2. The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification. Military ID Cards can also be accepted.

3. 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. 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.

4. Any cans of beer or cider at 6.5% ABV or above shall only be sold as a pack of 4.

5. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members. Right to work documents shall be kept at the premises and produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

6. 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. All alcohol products shall only be purchased from outlets registered with HMRC's Alcohol Wholesale Registration Scheme.

7. A refusal register – whether written or electronic – shall be used, kept and maintained at the premises. The refusal register shall record the time and date of the refusal; which age restricted product was refused, details of the staff member refusing service and a description of the person refused. The refusal log shall be produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

All of the recommended conditions above have been specifically determined to address concerns raised after our inspections at your premises in relation to poor staff training, poor management structures, poor management of the sale of alcohol to children and intoxicated persons, as well as concerns over the irresponsible retail of alcohol to persons involved in street drinking and its related anti-social behaviour.

As you were reminded within the performance meeting we require your voluntary undertaking and agreement to add these conditions via minor variation to prevent the licensing objectives from being further undermined.

A failure to agree to these proportionate and necessary steps may lead to further action being taken and review of the premises licence if agreement cannot be reached.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept

Name of Officer	
Type of Application	Review of Premises Licence - Licensing Act 2003
Name of Premises	Pal Food and Wine
Address	397 Oxford Road
	Reading
	RG30 1HA
<p><u>Content of Application:</u> The application is for the review of a premises licence in respect of the above mentioned premises. The application has been submitted by the Trading Standards Service (Chief Inspector of Weights and Measures) who are a named responsible authority in the Licensing Act 2003.</p>	
<p><u>Licensing Officer's Comments:</u> The Licensing Authority - in its role as a Responsible Authority - fully support the application for the review of the premises licence for Pal Food and Wine at 397 Oxford Road, Reading. We also fully support the recommendation that the licence should be revoked.</p>	
<p><u>Legislation, Case Law and Licensing Act 2003 Guidance</u></p> <p>1.1 The sale or storage of smuggled goods on a licensed premises is an offence under paragraph 144 of the Licensing Act 2003. The goods were knowingly kept on the premises as some were concealed; they have not come from the legitimate supply chains; no invoices have been produced for them and they were then removed from the premises by the licence holder.</p> <p>1.2 Paragraph 11.27 of the Secretary of State's Guidance to the Licensing Act 2003 lists some of the most serious criminal offences that can take place on licensed premises - namely using the premises for the sale or storage of smuggled tobacco or alcohol. Paragraph 11.28 goes on to say that this offence is so serious that the Licensing Authority should consider revoking the premises licence - even in the first instance.</p> <p>1.3 It should be noted that paragraph 51 of the Licensing Act 2003 states that a review is of the premises licence and not the premises licence holder. Therefore the activities that have been carried on in accordance, or not in accordance, with a licence are what should be considered when determining a review application.</p>	

1.4 It should also be noted that in the High Court case (case stated) of East Lindsey DC v Abu Hanif it states:

That the licensing objectives require a prospective consideration of what is warranted in the public interest having regard to the twin considerations of prevention and deterrence.

1.5 The Secretary of State's Guidance to the Licensing Act 2003 (April 2018) also has three paragraphs that we would like to bring to the Committee's attention in respect of reviews and enforcement action:

11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review.

11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement - either orally or in writing - that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate.

11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives.

Licensing team interactions with the premises

2.1 The premises licence holder and designated premises supervisor is stated as Aman Singh Chopra. He has held both of these positions since 9th August 2013. He is the sole licence holder stated on the premises licence.

2.2 On 3rd September 2014, the Licensing team were informed by the Community Alcohol Partnership Officer that the premises had failed a Challenge 25 test purchase when alcohol was sold to an 18 year old with no ID being asked for. Whilst no offence of serving alcohol to a child took place, the premises is in breach of its licence condition in respect of operating a Challenge 25 age verification policy. A breach of licence

condition is an offence under Section 136 (1) of the Licensing Act 2003.

2.3 On **1st May 2015**, the Licensing team carried out a joint visit with the Community Alcohol Partnership officer where two bottles of duty diverted brandy were found on the premises. As stated above, the sale or storage of duty diverted products on a licensed premises is an offence under Paragraph 144 of the Licensing Act 2003 and is listed at paragraph 11.27 of the Secretary of State's Guidance as one of the most serious criminal offences where revocation of a licence should be seriously considered even in the first instance. Our records also state that the premises were non compliant with the licence conditions stated on the premises licence. The letter sent to the premises licence holder in respect of the duty diverted brandy is attached at **appendix LIC-1**

2.4 On **17th February 2017**, the Licensing team were informed by the Community Alcohol Partnership Officer that the premises had failed another Challenge 25 test purchase. This is a breach of the Challenge 25 condition attached to the premises licence and is an offence under Section 136 (1) of the Licensing Act 2003.

2.5 On **24th July 2017**, the Licensing team were informed by the Community Alcohol Partnership Officer that the premises had failed a third Challenge 25 test purchase - which, again, was a breach of the Challenge 25 condition stated on the premises licence. In response to this failure, the licence holder and staff were invited to attend some free training run by the Community Alcohol Partnership Officer. Unfortunately the licence holder or staff members did not attend.

2.6 On **25th July 2017**, a joint Licensing team and Thames Valley Police visit to the premises found numerous conditions stated on the premises licence in breach and relevant documentation was unable to be provided. This included a lack of staff training; a contradictory age verification policy being in place with Challenge 18 and Challenge 25 posters; the inability to produce Part A of the premises licence and some other matters. A further concern was that the premises had been identified as one that was selling single cans of high strength beer and cider and customers were seen congregating outside the front of the premises drinking them. A copy of the Thames Valley Police letter detailing the issues found during this inspection is attached at **appendix LIC-2**.

2.7 On **20th October 2017**, a joint Licensing team and Thames Valley Police visit to the premises found a number of the same conditions found in breach as per the previous visit carried out on 25th July 2017. Due to the persistent failure to comply with licence conditions; the failure of three Challenge 25 test purchases and the concerns around the sale of single cans of high strength beer and cider to street drinker, the premises licence holder was invited to a performance meeting at Reading Police Station on 1st November 2017. The letter detailing the issues found during the inspection is attached at **appendix LIC-3**

2.8 On 1st November 2017, the premises licence holder attended a performance meeting at Reading Police Station. This meeting was held with PC Simon Wheeler and RBC Licensing Enforcement Officer Richard French. The meeting discussed the poor performance of the premises in relation to compliance and promotion of the licensing objectives. A number of conditions were proposed to be put on the licence which the authorities hoped may improve performance of the premises. The premises licence holder accepted these conditions to be placed on the licence. The letter detailing the issues discussed at the performance meeting and the agreed conditions is attached at **appendix LIC-4**. It should also be noted that the licence holder was then emailed some sample training documents he could adapt to carry out the staff training.

2.9 On 25th February 2019, the Licensing team were informed by the Trading Standards Service of RBC that a significant quantity of duty diverted cigarettes and alcohol had been located at the premises during a visit that took place with HMRC. This is detailed within the review paperwork submitted by Trading Standards.

2.10 On 14th March 2019, a joint visit took place between RBC Licensing and RBC Trading Standards to the premises. It was noted that the suspected duty diverted alcohol had been removed from the premises by the premises licence holder. It was also noted that there were bottles of wine that were being sold well below the recommended retail price. This is detailed within the review paperwork submitted by Trading Standards. A Licensing inspection found, once again, that the condition in relation to staff training could not be demonstrated as being complied with; the CCTV system only recorded for 14 days and not the required 28 days and no invoices could be produced for alcohol products. These are all breaches of conditions and therefore an offence under the Licensing Act 2003. The letter detailing the issues found during the inspection is attached at **appendix LIC-5**. The lack of staff training records was particularly disappointing given the licence holder was given some sample training records by ourselves after the performance meeting of 1st November 2017.

2.11 On 1st April 2019, the Community Alcohol Partnership Officer informed the Licensing team that the premises had failed a fourth Challenge 25 test purchase.

Summary

In summary, the premises has:

- 1) On more than one occasion been found to have duty diverted/smuggled products for sale or storage on the premises;
- 2) Failed four Challenge 25 test purchases;
- 3) Been subject to four licensing inspections and have been found non compliant during all of them;

The Enforcing Authorities have had repeated interactions with the premises licence holder yet there has been no noticeable improvement in performance. This has not only led to the committing of serious criminal offences in relation to the duty diverted alcohol/tobacco but has led to offences being carried out due to breaches of licence conditions and the undermining of the licensing objectives - notably the prevention of crime and disorder and the protection of children from harm.

The Enforcing Authorities (Licensing/Trading Standards/Police/CAP Officer) have spent significant time trying to address these issues. A performance meeting held in November 2017 over the issues has not led to an improvement. Sample training records; the refreshing of conditions on the licence and the offer of free training from the CAP officer has seemingly not had any effect in terms of compliance. No satisfactory explanation or invoices have ever been received in relation to the two instances where duty diverted products were found on the premises.

Given the serious nature of the criminal offences carried out at the premises; the constant breaching of licence conditions and the undermining of the promotion of the licensing objectives, the Licensing team fully support the review application submitted by Trading Standards and agree that the only appropriate and proportionate step to ensure the promotion of the licensing objectives is for the licence to be revoked.

Date Received	16/04/2019	Date Due	14/05/2019
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Date	26	04	2019
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Alison Bell
Director of Environment and
Neighbourhood Services
Civic Offices, Bridge St, Reading, RG1
2LU
☎ 0118 937 3787
Fax: 0118 9372557

Aman Singh Chopra
PAL Food And Wine
397 Oxford Road
RG30 1HA

Our Ref: 051781

Direct: ☎ 0118 9372263
e-mail:
matthew.knight@reading.gov.uk

19/05/2015

Your contact is: Matthew Knight - Regulatory Services

Dear Aman Singh Chopra

**Joint Illicit Alcohol Visit - 1/5/2015
2 x EJ Brandy**

I refer to our visit with Thames Valley Police on the 1st May 2015, where 2 bottles of EJ Brandy was found for sale with damaged duty Stamps.

Following a discussion with yourself at the time you indicated that the alcohol was purchased at Thames Cash and Carry. Following a visit to Thames Cash and Carry and investigation by EJ Gallo the producers of this alcohol, It is believed that these two bottles are both duty diverted as the obliteration sticker had been removed indicating they were for sale outside of the UK

You will be revisited in the future and if *any* quantity of illegal alcohol is detected on your premises for a second time, you are likely to face more formal action, which could include prosecution or a review of your licence to sell alcohol.

This letter will be held on record and may be referred to in any future interactions with you or your business. If you would like any clarification on the above, or to discuss this matter further, please contact me using the address options above.

Yours sincerely

Matthew Knight

Community Alcohol Partnership Officer



Mr Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Friday 15th September 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Chopra

On Tuesday 25th July 2017 at 12.40pm I visited your premises to ensure you are complying with the above premises licence.

During this visit I was assisted by Ilmeet Kaur Chopra on site at the time.

As part of my inspection I found a number of items and breaches of the licence conditions that require rectification.

Part A of your licence was not available for presentation to me when requested.

Part B was available and on display.

Ilmeet Chopra did not know any of the four licensing objectives when asked.

Below outlines the breaches of conditions:-

Under the heading of prevention of crime and disorder.

2) All staff be adequately trained in customer safety and the prevention of sale of alcohol to under age persons.

This condition was not complied with no training had been provided that was tangible. Staff member stated that verbal training had been given stating to check ID when a person looked under 18. This was not Challenge 25 compliant. No training was available in relation to customer safety.

5. Signs shall be placed at all exits asking customers to respect the needs of local residents and to leave premises quietly.

This condition was not complied with and no signs were available.

Conditions attached after a hearing by the Licensing Authority

- (a) All staff involved in the sale of alcohol must attend and pass the BII Level 1 Award in Responsible Alcohol Retailing. All staff shall be trained on the law relating to underage sales and how to question and refuse sales if necessary. Records of the training and reminders given shall be retained and be readily made available to authorised officers of Reading Borough Council and the Police on request;

This condition was not complied with.

- (b) All incidents which impact on any of the four licensing objectives shall be recorded on a register kept at the premises for this purpose. In the case of refusals for under age sales, the date, time, person refusing, the reason for refusal and a brief description of the customer shall be recorded. The register must be made available to an authorised officer of the Licensing Authority and the Police on request;

This condition was poorly complied with, the last entry in the refusals log was completed on 08/12/2015 and poor detail was contained within the records.

- (c) The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification;

This condition was not complied with, only one poster was on display and the member of staff was not operating this standard. Stating that anyone looking under 18 would be challenged.

Also the staff member failed to identify the acceptable forms of ID saying instead that a Passport and "Residents card" were the accreted forms in the premises.

During the inspection a male entered the shop and purchased a can of alcohol. This male smelt strongly of intoxicating liquor although was not displaying any visible signs of drunkenness. The male having purchased the can immediately opened it and began drinking directly outside of the shop in the designated no drinking area.

As you may be aware alcohol related Anti-Social behaviour (ASB) on the Oxford Road is a major cause for concern for residents and there is an expectation that

shop staff should be making customers aware that they should not be consuming from open containers in the street having purchased alcohol from your shops.

You are reminded that the people legally responsible for the premises under the Licensing Act 2003 are the premises licence holder and the designated premises supervisor.

Can you please ensure that all of the above points contained within this letter are rectified immediately.

A re-inspection will be carried out shortly to ensure that outlined breaches have been remedied.

Should you wish to discuss the issues, please telephone me on the above number.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept



Mr Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Monday 23rd October 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Chopra

On Tuesday 20th October 2017 at 11:09am I visited your premises to ensure you are complying with the above premises licence as part of a re-inspection process following up from an inspection carried out on 25th July 2017.

During this visit I was assisted by Gulinder Singh Chopra on site at the time.

Part A of your licence was now available for presentation to me when requested and Part B of the licence remained on display.

Below outlines the breaches of conditions:-

Under the heading of prevention of crime and disorder.

2) All staff be adequately trained in customer safety and the prevention of sale of alcohol to under age persons.

This condition was not wholly complied with as although the staff member could verbally explain the Challenge 25 process, no written training was available to prove any training had been provided in relation to this and or specifically also in relation to customer safety.

Conditions attached after a hearing by the Licensing Authority

(a) All staff involved in the sale of alcohol must attend and pass the BII Level 1 Award in Responsible Alcohol Retailing. All staff shall be trained on the law relating to underage sales and how to question and refuse sales if necessary.

Records of the training and reminders given shall be retained and be readily made available to authorised officers of Reading Borough Council and the Police on request;

This condition was not complied with as there were no records or reminders available on site to prove any of this training had been provided.

NB – The seller on this occasion held at Personal Licence and has therefore attained BIIAB level 2 qualification. However, of further concern is that no records of refresher training were available and Gulinder Chopra did not know any of the four licensing objectives.

- (b) The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification;

This condition was not fully complied with, the staff member failed to identify the acceptable forms of ID.

Due to the poor performance identified at your premises in relation to your compliance with your licence conditions you are required to attend **Reading Police Station, Castle Street, Reading at 2.00pm on Wednesday 1st November 2017** for a Tier 2 performance meeting.

During the meeting you will be required to bring with you all relevant documentation to prove due diligence in relation to adherence to all of your licence conditions. We will be discussing with you actions that we feel are necessary to ensure that you comply fully with your licence and may recommend further conditions that we feel are reasonable and proportionate to ensure the licensing objectives are not undermined by your operation.

You are reminded that the person legally responsible for the premises under the Licensing Act 2003 are the premises licence holder and the designated premises supervisor for which you are both.

As this is a formal process you are advised that you may wish to be accompanied in the meeting by a legal licensing advisor and recommend that you arrange this if you feel that is necessary.

Should you wish to discuss the contents of this letter, please telephone me on the above number.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept



Aman Singh Chopra
397 Oxford Road
Reading
Berkshire
RG30 1HA

PC 5787 Wheeler
Reading Licensing Dept

Reading Police Station
Castle Street
Reading
Berkshire
RG1 7TH

Tel: 101 (07973231273)
Email:
simon.wheeler@thamesvalley.pnn.police.uk

Sunday 12th November 2017

Licensing Act 2003

Premises Licence Number: LP2001425

Premises: Pal Food & Wines

Premises Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Dear Mr Aman Singh Chopra

On 1st November 2017 you attended a formal performance meeting at Reading Police Station with both myself and Mr Richard French from Reading Borough Council.

As part of this process we discussed with you a number of concerns that had been outlined to you in letters dated the 15th September 2017 and 23rd October 2017 surrounding breaches of your licence conditions, general poor performance surrounding your management of the premises, and the impact this has had on undermining the licensing objectives.

You stated as part of the meeting that you had taken steps to implement training for staff. However when you showed us the training that you had delivered it was made up of a series of bullet point headings which contained no content and was insufficient.

A number of other areas in relation to failings were also discussed and it was agreed that as part of this formal process Thames Valley Police and Reading Borough Council wished to put forward a number of condition amendments that we believed were necessary to add to the premises licence in order to make them easier for you to understand as well as ensuring that you no longer undermine the licensing objectives by operating in an irresponsible manner.

These conditions we outline below, and as discussed at the meeting they can be added to the licence via a minor variation. Reading Borough Council also offer a pre application consultation service which you may wish to utilise in order to update your licence and I recall you were keen to use this service

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

- The premises age verification policy
- 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.

Such training sessions are to be documented and refreshed every six months. All training sessions are to be documented in English. Records of training shall be kept for a minimum of one year and be made available to an authorised officer of Thames Valley Police and Reading Borough Council upon request.

2. The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification. Military ID Cards can also be accepted.

3. 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. 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.

4. Any cans of beer or cider at 6.5% ABV or above shall only be sold as a pack of 4.

5. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members. Right to work documents shall be kept at the premises and produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

6. 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. All alcohol products shall only be purchased from outlets registered with HMRC's Alcohol Wholesale Registration Scheme.

7. A refusal register – whether written or electronic – shall be used, kept and maintained at the premises. The refusal register shall record the time and date of the refusal; which age restricted product was refused, details of the staff member refusing service and a description of the person refused. The refusal log shall be produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

All of the recommended conditions above have been specifically determined to address concerns raised after our inspections at your premises in relation to poor staff training, poor management structures, poor management of the sale of alcohol to children and intoxicated persons, as well as concerns over the irresponsible retail of alcohol to persons involved in street drinking and its related anti-social behaviour.

As you were reminded within the performance meeting we require your voluntary undertaking and agreement to add these conditions via minor variation to prevent the licensing objectives from being further undermined.

A failure to agree to these proportionate and necessary steps may lead to further action being taken and review of the premises licence if agreement cannot be reached.

Yours Faithfully

PC 5787 Simon Wheeler

Reading LPA Licensing Dept



Alison Bell
**Director of Environment and
 Neighbourhood Services**
 Civic Offices, Bridge St, Reading, RG1 2LU
 ☎ 0118 937 3787

Our Ref: EVU 054004

Direct: ☎ 0118 9373 762 Option 3
 e-mail: richard.french@reading.gov.uk

14 March 2019

Aman Singh Chopra
 Pal Food and Wine
 397 Oxford Road
 Reading
 RG30 1HA

Your contact is: Mr Richard French, Licensing

Dear Sirs

Licensing Act 2003
Premises Licence Number:LMV000284
Premises: Pal Food and Wine
Premises Address: 397 Oxford Road, Reading

On Thursday 14th March 2019 I visited your premises with colleagues from RBC Trading Standards to ensure you are complying with the above premises licence and advise on any matters that may arise during the inspection. The inspection took place with Mr Gulinder Singh Chopra.

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

- 1) Condition 1 on your premises licence under the heading 'Conditions added after Minor Variation November 2017' relating to staff training records could not be demonstrated as being complied with. No training records or refresher training records could be produced for any member of staff. The condition states that all staff have to be trained upon induction and refreshed every six months. Those training records would then have to be kept for a year. Please ensure this is rectified immediately and that training records are kept on site for production to authorised officers.
- 2) Condition 3 on your premises licence under the heading 'Conditions added after Minor Variation November 2017' relating to CCTV was not being complied with. Having checked the CCTV system it was noted that the system only recorded for 14 days. It only went back to 28th February 2019. Please ensure this is rectified and that the system records for the required 28 days.
- 3) Condition 6 on your premises licence under the heading 'Conditions added after Minor Variation November 2017' relating to the production of invoices could not be demonstrated as being complied with. No invoices could be produced for various bottles of wine that colleagues from Trading Standards later seized. You are reminded that

invoices for all alcohol and tobacco products should be retained for three months and produced to authorised officers upon request. Please ensure this is rectified.

Advisories

4) Condition 4 on your licence in respect of only selling beer and cider with an alcohol content of over 6.5% in packs of 4 was broadly being complied with. However, whilst you have signs in place for some of those products affected by this, other products did not have any signage (such as K Cider). You are advised to ensure that all products above 6.5% are appropriately signed as being available only in a pack of 4.

Please ensure points 1-3 above are rectified within 14 days. Please notify me when you believe the issues have been resolved as a re-inspection may be required.

My trading standards colleagues will write to you separately in relation to the bottles of wine that were seized from the premises.

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

Yours faithfully

Mr Richard French
Licensing Enforcement Officer

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	LMV000284
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Premises Details

Trading name of Premises and Address	
Pal Food & Wine 397 Oxford Road Reading Berkshire RG30 1HA	
Telephone Number	0118 9393978

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 0600hrs until 2300hrs
Tuesday	from 0600hrs until 2300hrs
Wednesday	from 0600hrs until 2300hrs
Thursday	from 0600hrs until 2300hrs
Friday	from 0600hrs until 2300hrs
Saturday	from 0600hrs until 2300hrs
Sunday	from 0600hrs until 2300hrs

Opening Hours

Hours the Premises is Open to the Public	
Monday	from 0600hrs until 2300hrs
Tuesday	from 0600hrs until 2300hrs
Wednesday	from 0600hrs until 2300hrs
Thursday	from 0600hrs until 2300hrs
Friday	from 0600hrs until 2300hrs
Saturday	from 0600hrs until 2300hrs
Sunday	from 0600hrs until 2300hrs

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 Aman Singh Chopra

Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

Additional Details

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

Name: Mr Aman Singh Chopra

Address: 397 Oxford Road, Reading, Berkshire, RG30 1HA

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

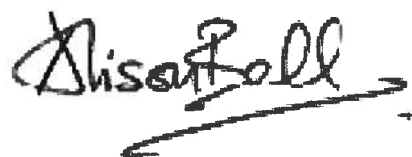
Personal Licence Number: LP7001913

Issuing Authority: Reading Borough Council

This Licence shall continue in force from **30/11/2017** unless previously suspended or revoked.

Dated: 30 November 2017

Head of Environment & Consumer 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.

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.

Annex 2

Conditions Consistent with the Operating Schedule

Prevention of Crime & Disorder

1. Entry be refused to all persons who appear to be intoxicated with alcohol.
2. Rubbish bins be placed on the property to keep the external premises tidy
3. Signs shall be placed at all exits asking customers to respect the needs of local residents and to leave premises quietly.

Conditions added after Minor Variation November 2017

Staff Training

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

- The premises age verification policy
- 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.

Such training sessions are to be documented and refreshed every six months. All training sessions are to be documented in English. Records of training shall be kept for a minimum of one year and be made available to an authorised officer of Thames Valley Police and Reading Borough Council upon request.

Challenge 25

2. The premises shall at all times operate a Challenge 25 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 without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification. Military ID Cards can also be accepted.

CCTV

3. 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 28 days with time and date stamping. The entire licensable area shall be covered by the CCTV. 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.

Alcohol at 6.5% ABV or above

4. Any cans of beer or cider at 6.5% ABV or above shall only be sold as a pack of 4.

Immigration (Right to work) Documents

5. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members. Right to work documents shall be kept at the premises and produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

Alcohol Wholesale Registration Scheme

6. 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 three months. All alcohol products shall only be purchased from outlets registered with HMRC's Alcohol Wholesale Registration Scheme.

Refusal Book

7. A refusal register - whether written or electronic - shall be used, kept and maintained at the premises. The refusal register shall record the time and date of the refusal; which age restricted product was refused, details of the staff member refusing service and a description of the person refused. The refusal log shall be produced to authorised officers of Reading Borough Council and Thames Valley Police upon request.

Annex 3

Conditions attached after a hearing by the Licensing Authority

(a) All staff involved in the sale of alcohol must attend and pass the BII Level 1 Award in Responsible Alcohol Retailing. All staff shall be trained on the law relating to underage sales and how to question and refuse sales if necessary. Records of the training and reminders given shall be retained and be readily made available to authorised officers of Reading Borough Council and the Police on request;

(b) All incidents which impact on any of the four licensing objectives shall be recorded on a register kept at the premises for this purpose. In the case of refusals for under age sales, the date, time, person refusing, the reason for refusal and a brief description of the customer shall be recorded. The register must be made available to an authorised officer of the Licensing Authority and the Police on request;

Annex 4

Plans

As attached plan dated 20 June 2007

