



# Havering

L O N D O N   B O R O U G H

## **LICENSING SUB-COMMITTEE COSTCUTTER - REVIEW**

### **AGENDA**

<b>10.30 am</b>	<b>Friday 19 May 2017</b>	<b>Council Chamber - Town Hall</b>
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Members 3: Quorum 2

#### **COUNCILLORS:**

Dilip Patel (Chairman)  
Jody Ganly  
Frederick Thompson

**For information about the meeting please contact:**

**Taiwo Adeoye - 01708 433079  
taiwo.adeoye@onesource.co.uk**

## **Protocol for members of the public wishing to report on meetings of the London Borough of Havering**

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

## **AGENDA ITEMS**

### **1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

(if any) - receive

### **2 DISCLOSURE OF INTERESTS**

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

*Members may still disclose any interest in an item at any time prior to the consideration of the matter.*

### **3 CHAIRMAN'S ANNOUNCEMENT**

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### **4 REPORT OF THE CLERK (Pages 1 - 6)**

### **5 COSTCUTTER, 193 UPMINSTER ROAD SOUTH, RAINHAM, RM13 9BB - APPLICATION TO REVIEW A PREMISES LICENCE (Pages 7 - 38)**

### **6 SUBMISSION FROM PREMISES - COSTCUTTER, 193 UPMINSTER ROAD SOUTH, RAINHAM (Pages 39 - 62)**

**Andrew Beesley**  
**Head of Democratic Services**

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## LICENSING SUB-COMMITTEE 19 May 2017

## REPORT

Subject Heading:

Procedure for the Hearing  
Licensing Act 2003

Report Author and contact details:

Taiwo Adeoye – Democratic Services  
Officer  
01708 433079  
[taiwo.adeoye@onesource.co.uk](mailto:taiwo.adeoye@onesource.co.uk)

### REPORT OF THE CLERK

#### PROCEDURE FOR THE HEARING: LICENSING ACT 2003 (REVIEW OF LICENCE)

This is a hearing to consider an application for a review of a licence under section 51 of the Licensing Act 2003. The Licensing Act 2003 (Hearings) Regulations 2005 will govern the arrangements for the hearing of the application now under consideration. This report accords with the requirements of that Act and the Regulations, and in particular Regulations 21-25 (procedure at the hearing).

#### 1. Membership of the Sub-Committee:

- 1.1 The Sub-Committee comprises three members of the Licensing Committee, with a quorum of two members. **Unless there are objections, in the absence of three members, the hearing shall proceed with the quorum of two.**
- 1.2 A member of the Licensing Committee will be excluded from hearing an application where he or she:
  - 1.2.1 has considered an application in respect of the premises in the previous 12 months as a Member of the Regulatory Services Committee; or
  - 1.2.2 is a Ward Councillor for the Ward in which the premises, subject to the application, are located; or
  - 1.2.3 is a Ward Councillor for a Ward which is likely to be affected by the application or;

1.2.4 has a personal interest in the application.

## **2. Roles of other participants:**

- 2.1 The Legal Advisor is not a party to the hearing. The role of the Legal Advisor is to provide legal advice relating to the application and submissions.
- 2.2 The Clerk is not a party to the hearing. The role of the Clerk is to record the hearing and the decisions of the Sub-Committee, and ensure efficient administration

## **3. Location and facilities:**

- 3.1 All hearings will be heard at the Havering Town Hall unless otherwise directed.
- 3.2 Interpreters will be provided by the Council on request, provided notice is given at least five working days before the hearing.

## **4. Notification of attendance:**

- 4.1 The Chairman will enquire of the parties who is in attendance and the parties will indicate their names (and, where relevant, whom they represent). A register will be circulated before the commencement of the hearing on which the applicant, his/her advisers and companions and all interested parties (and/or their representatives) will be asked to record their attendance.

## **5. Procedural matters:**

- 5.1 Prior to the commencement of the hearing, the Chairman of the Sub-Committee will orally inform the parties whether their applications to have certain people attend the hearing (e.g. witnesses) have been granted or refused. Note this relates to people other than those attending on behalf of a party in the capacity as a representative of the party.
- 5.2 Prior to the commencement of the hearing the Chairman of the Sub-Committee will outline the procedure to be followed at the hearing. This will normally be as follows:

### **Introduction of the application:**

The party requesting the review will outline:

- details of the application and relevant representations received from the parties;
- relevant legislation ;
- relevant Licensing Policy; and
- the time limit in which the Council must reach a determination.

**Documentary evidence:**

- Documentary or other information in support of applications, representations or notices should be provided to the Clerk of the Sub-Committee at least 7 clear working days before the hearing. If this information is produced at the hearing it will only be taken into account by the Sub-Committee if the Sub-Committee and all the parties consent to its submission. Permission to have this information included in the hearing should be requested at the beginning of the hearing before any oral submissions have been made.
- Statements made by people in support of a party's representation who are not present at the hearing, must be signed by the maker, dated and witnessed by another person. The statement must also contain the witness's full name and occupation.

**Representations:**

- The Chairman will invite each of the parties at the hearing or their representative sequentially to address the Sub-Committee and call any person/s to whom permission has been granted to appear. Each party will be allowed a maximum period of 10 minutes in which to address the Sub-Committee and call persons on his/her behalf.
- This 10 minute period is where each party has the opportunity to orally address the Sub-Committee and clarify any points on which the Sub-Committee has sought clarification prior to the hearing. This 10 minute period should be uninterrupted unless a member of the Sub-Committee or Legal Advisor considers that the speaker is making submissions that are irrelevant, frivolous or vexatious.
- Members of the Sub-Committee may ask questions of any party, at any time during the proceedings. Time taken in dealing with a Member's question will not be taken into account in determining the length of time available to the party in question to make their representation.

The sequence in which each of the parties will be invited to address the Sub-Committee will normally be in the order of:

- the party requesting the review of the licence
- the Chief Officer of Police;
- the Fire Authority;
- the Health and Safety at Work Enforcing Authority;
- the Local Planning Authority;
- the Local Environmental Health Authority;
- the Local Weights and Measures Authority;

- the Authority Responsible for the Protection of Children from Harm;
- a navigation or other authority responsible for waterways; and
- any other party that has submitted representations in respect of the application, certificate, notice or other matter appearing before the Sub-Committee;
- the party whose premises is the subject of the licence review.

At the discretion of the Sub-Committee the above order may be varied.

### **Cross-Examination:**

Where witnesses have been permitted by the Sub-Committee to speak at the hearing on behalf of a party, permission must be sought from the Sub-Committee before another party can ask the witness questions. This process of questioning is normally referred to as cross-examination. The Sub-Committee will allow cross-examination only where it is necessary to assist it in considering the representations or application.

### **Relevance:**

Information submitted at the hearing must be relevant to the applications, representations, or notice and the promotion of the licensing objectives. The Chairman of the Sub-Committee is entitled to exclude any information it considers to be irrelevant whether presented in written or oral form. The licensing objectives are:

**The prevention of crime and disorder;**

**Public safety;**

**The prevention of public nuisance; and**

**The protection of children from harm.**

## **6. Failure of parties to attend the hearing:**

- 6.1 If a party, who has not given prior notice of his/her intention not to attend the hearing, is absent from the hearing the Sub-Committee may either adjourn the hearing or hold the hearing in the party's absence. Where the hearing is held in the absence of a party, the Sub-Committee will still consider the application, representation or notice submitted by that party.

## **7. Adjournments and extension of time:**

- 7.1 The Sub-Committee may adjourn a hearing to a specified date or extend a notice period except where it must make a determination within certain time limits in the following specific applications:
- Review of premises licences following closure orders made under the Licensing Act 2003 where the Sub-committee must make a determination within 28 days of receiving notice of the closure order.
  - Other reviews of premises licenses where the Sub-Committee must make a determination within 28 days of the end of the statutory consultation period.

## **8. Sub-Committee's determination of the hearing:**

- 8.1 At the conclusion of the hearing the Sub-Committee will deliberate in private accompanied by the Clerk and the Legal Advisor who will be available to assist the Sub-Committee with any legal problems but will not participate in any decision making of the Sub-Committee.
- 8.2 The Sub-Committee will normally make its determination and announce its decision at the end of the hearing.
- 8.3 Where all parties have notified the Sub-Committee that a hearing is not required the Sub-Committee must make its determination within 10 working days of being given notice that the hearing is not required.

## **9. Power to exclude people from hearing:**

- 9.1 The public are entitled to attend the hearing as spectators. However, the Sub-Committee may exclude any person from the hearing including any person assisting or representing a party where:
- it considers that the public interest would be best served by excluding the public or the individual person from the hearing; or
  - that person is behaving in a disruptive manner. This may include a party who is seeking to be heard at the hearing. In the case where a party is to be excluded, the party may submit to the Sub-Committee in writing any information which they would have been entitled to give orally had they not been required to leave the hearing.

## **10. Recording of proceedings:**

- 10.1 A written record of the hearing will be produced and kept for 6 years from the date of the determination of the hearing.

**11. Power to vary procedure:**

- 11.1 The Sub-committee may depart from following any of the procedures set out in this document if it considers the departure to be necessary in order to consider an application, notice or representation.

# **LICENSING SUB-COMMITTEE**

# **REPORT**

Date 17 May 2017

**Subject heading:**

**Costcutter  
193 Upminster Road South, Rainham,  
RM13 9BB  
Application to review a premises  
licence**

**Report author and contact details:**

**ArthurHunt, Licensing Officer  
5<sup>th</sup> floor Mercury House  
licensing@havering.gov.uk  
01708 432777**

**This application for a review of a premises licence is made by Sasha Taylor, Trading Standards Specialist for the London Borough of Havering under section 51 of the Licensing Act 2003. The application was received by Havering's Licensing Authority on 28 March 2017.**

## **Geographical description of the area and description of the building**

The premise is a ground floor retail unit at the junction of Upminster Road South and Pinewood Avenue in Rainham.

A map of the area is attached.

## **Details of the application**

The basis for the review is that the premises supplied alcohol to two underage Trading Standards volunteers on two separate occasions; 17 September 2016 and 25 February 2017. Therefore there is evidence that the premises are failing to uphold the licensing objective of protection of children from harm and therefore also the prevention of crime and disorder objective.

## **Requirements upon the Licensing Authority**

The provisions of s.51 of the Act dictate that the Licensing Authority undertakes certain functions with regard to a premises licence review application. To this end a suitably worded public notice was placed at the premises, with their consent. (photograph below) The same notice was also installed on Havering's Town Hall notice board in

Main Road and also made available on Havering's website. A copy of the notice is attached for reference.



When determining an application for a premises licence review s.52(3) of the Act requires that the Licensing Authority must, having regard to the application and any relevant representations, take such of the steps mentioned in s.52(4) as it considers necessary for the promotion of the licensing objectives. These steps are:

- (a) to modify the conditions of the licence
- (b) to exclude a licensable activity from the scope of the licence
- (c) to remove the designated premises supervisor
- (d) to suspend the licence for a period not exceeding three months
- (e) to revoke the licence

## **Summary**

There were no representations received from interested persons in relation to this review application.

There was one representation in support of the application from a responsible Authority (Police).





**Havering**  
L O N D O N B O R O U G H

**LICENSING ACT 2003  
APPLICATION FOR A PREMISES LICENCE REVIEW**

**Costcutter, 193 Upminster Road South,  
Rainham RM13 9BB**

Notice is hereby given that an application has been made to the Licensing Authority of the London Borough of Havering by Havering's Trading Standards Service for a review of the above detailed premises licence.

**GROUND'S FOR REVIEW**

Under age alcohol sales have been made at the premises on two occasions in the last 6 months.

Any interested person or responsible authority wishing to make representation on this matter must do so in writing to: Licensing Authority c/o Town Hall Romford RM1 3BD between 29 March 2017 & 25 April 2017

The public register of Havering's Licensing Authority containing the grounds for this review may be inspected by appointment at the above address by telephoning 01708 432777 Monday to Friday 09:00hrs to 17:00hrs or at:-  
<https://www3.havering.gov.uk/Pages/Services/Premises-licence.aspx>

It is an offence to knowingly or recklessly make a false statement in connection with an application for a review. On

summary conviction a person is liable to a fine not exceeding level 5 on the standard scale (currently £5000).



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Premises licence number

**013756**

## Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description

**Costcutter  
193 Upminster Road South, Rainham, RM13 9BB.**

Where the licence is time limited the dates

**N/A**

Licensable activities authorised by the licence

**Supply of Alcohol**

The times the licence authorises the carrying out of licensable activities

**Monday to Sunday – 07.00 to 23.00**

The opening hours of the premises

**Monday to Sunday – 07.00 to 23.00**

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

**Off Supply Only**

## Part 2

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

**Mehmet Arslan & Hacı Arslan  
142 Upminster Road South, Rainham, RM13 9AX**

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

**N/A**

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

**Mehmet Arslan**



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



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**Mandatory Conditions**

1. No supply of alcohol may be made under the Premises Licence;  
(a) at a time when there is no Designated Premises Supervisor in respect of the Premises Licence, or  
(b) at a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.
2. Every supply of alcohol under the Premises Licence must be made or authorised by a person who holds a Personal Licence.
3. (1) The 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.
4. 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. Full details of this Mandatory Condition can be found at:-  
<http://www.legislation.gov.uk/ukdsi/2014/9780111109120>

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**Annex 2 – Conditions consistent with the operating schedule**

1. The premises will have comprehensive CCTV coverage both inside and outside the premises.
2. CCTV images will be retained for a minimum of 28 days and will be available to the police and authorised officers of the Licensing Authority upon reasonable request.
3. Whenever the DPS is not on the premises, another responsible person will be nominated to manage the premises in their absence.
4. The premises will maintain a challenges and refusals register. This register will details the following:- Date/time, Details of incident, Alcohol

**attempted to purchase, Reasons for refusal or the ID shown, Member of staff dealing. – The register will be signed off by the DPS/Duty Manager at the end of each week.**

- 5. The register will be made available to the police and authorised officers of the Council upon reasonable request.**
- 6. The premises will maintain a challenge 25 policy. – whenever a person looks or appears to be under the age of 25, they will be asked for ID to prove that they are 18 years or older.**

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**Annex 2 – Conditions consistent with the operating schedule cont'd**

- 7. The only forms of ID that will be accepted will be the Government approved PASS Logo Scheme, a valid passport and a valid UK photo driving licence.**
- 8. All staff will be trained before making sales of alcohol. – The training will include their responsibilities under the Licensing Act 2003.**
- 9. Training will be documented and made available to the police and authorised officers of the Council upon reasonable request.**

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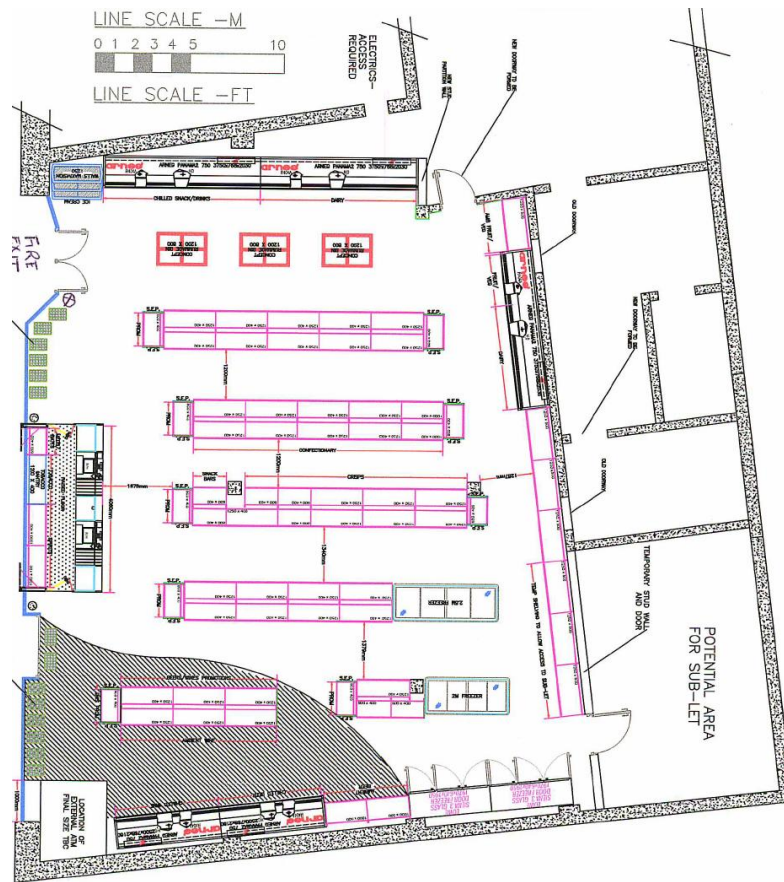
**Annex 3 – Conditions attached after a hearing by the Licensing Authority**

**No hearing**

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**Annex 4 – Plans**

**Full plans held by the London Borough Of Havering licensing section**  
**Plans shown are not to scale**





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## Part B

### Premises licence summary

Premises licence number

013756

### Premises details

Postal address of premises, if any, or if none, ordnance survey map reference or description

**Costcutter  
193 Upminster Road South, Rainham, RM13 9BB**

Where the licence is time limited the dates

**N/A**

Licensable activities authorised by the licence

**Supply of Alcohol**

The times the licence authorises the carrying out of licensable activities

**Monday to Sunday – 07.00 to 23.00**

The opening hours of the premises

**Monday to Sunday – 07.00 to 23.00**

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

**Off Supply Only**

Name, (registered) address of holder of premises licence

**Mehmet Arslan & Hacı Arslan  
142 Upminster Road South, Rainham, RM13 9AX**

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

**N/A**

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol

**Mehmet Arslan**

State whether access to the premises by children is restricted or prohibited

**N/A**

**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 Sasha Taylor

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 / apply for the  
review of a club premises certificate under section 87 of the Licensing Act 2003  
for the premises described in Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> <div style="text-align: center; padding: 10px;">Costcutters 193 Upminster Road South</div>	
<b>Post town</b> Rainham	<b>Post code (if known)</b> RM13 9BB

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Mehmet Arslan & Haci Arslan
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<b>Number of premises licence or club premises certificate (if known)</b> 013756
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**Part 2 - Applicant details**

I am

**Please tick yes**

- 1) an interested party (please complete (A) or (B) below)
- |  |                          |
|--|--------------------------|
| a) a person living in the vicinity of the premises                                     | <input type="checkbox"/> |
| b) a body representing persons living in the vicinity of the premises                  | <input type="checkbox"/> |
| c) a person involved in business in the vicinity of the premises                       | <input type="checkbox"/> |
| d) a body representing persons involved in business in the vicinity of the<br>premises | <input type="checkbox"/> |
- 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**

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  
Sasha Taylor, Trading Standards Specialist  
London Borough of Havering  
Trading Standards Service  
Town Hall, Main Road  
Romford  
Essex RM13BD

Telephone number (if any)  
01708 433479

E-mail address (optional)  
sasha.taylor@haverling.gov.uk

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

Please tick one or more boxes

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

<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 1)

The London Borough of Havering Trading Standards Service is committed to preventing underage sales of alcohol within the Borough.

Underage sales of alcohol have been made to 15 and 16 year old underage volunteers. The sales took place on 17<sup>th</sup> September 2016 and 25<sup>th</sup> February 2017.

**Please provide as much information as possible to support the application**  
(please read guidance note 2)

This review relates to Costcutter, Upminster Road South, Rainham. This is an independent business situated in a small parade of shops in a residential area.

The designated premises supervisor (DPS) is a Mr Mehmet Arslan and the premises licence holders are brothers, a Mr Mehmet Arslan & Mr Haci Arslan. They have both had the premises licence since June 2014.

This shop came to the attention of the trading standards service after we received a complaint from an environmental health officer. Whilst visiting shops in the Upminster Road South area they had witnessed a group of youths asking adults to buy alcohol and cigarettes for them.

As a result of this complaint the shop was visited as part of an underage sales operation. On Saturday 17th September 2016, at approximately 13:30pm Mr Mustafa Arslan (who is the father of the premises licence holders) sold a can of Budweiser beer, alcohol content 4.8%, to a 15 year old male volunteer. The volunteer was not challenged as to their age or for any identification. The seller was issued with a fixed penalty notice for the offence. On the day two out of seven premises failed the exercise.

Following the sale Mr Mehmet Arslan and Mr Haci Arslan were both invited to attend a meeting held at our offices. Mr Mehmet Arslan attended the meeting on his own whilst his brother stayed and looked after the shop. Other persons present at the meeting were representatives from trading standards, licensing and the licensing police.

The meeting was held to discuss the underage sale failure, confirm the conditions already on the licence and agree an action plan to prevent further underage sales in the future. The following actions were recommended:-

- Mr Arslan should read all the conditions on his licence
- That a suitable person should be in control of the shop when the Designated Premises Supervisor was not there
  - A challenge 25\* pack was given to Mr Arslan to take away and read
    - He was advised and agreed to use a refusal book
- He was advised to ask for identification and record everything in the refusal book even if a person produced identification
- He was informed that trading standards would continue to monitor the premises

\*The Challenge 25 pack contains:- challenge 25 posters, badges, advice about how to train staff, keep records of training and a code of practice. The pack also contains a refusal book with numbered pages, an instruction card to remind staff to ask for identification and an application form for the DPS to fill out and send back to the service if they wish to join the scheme. The DPS never returned the application form.

Following the meeting the shop was put on for a revisit to test whether the action plan had been successful and to check that staff were now asking for identification and refusing sales.

On Saturday 25th February 2017 at 14:30pm, the shop was revisited. On this occasion a 16 year old female volunteer was sold a bottle of Isla Negra rose wine, 12% alcohol volume. The volunteer was not challenged as to their age or for any identification. The seller was identified as a Ms Claudia Pirv and was issued with a

fixed penalty notice for the offence. Ms Pirv stated that she had not been trained to sell alcohol and she usually worked at the bakery. She thought the volunteer looked 21. On the day two out of seven premises failed the exercise.

Trading Standards Officer, Joy Afoke, witnessed the sale and said that Mr Mustafa Arslan was behind the counter with the seller at the time of the sale and looked at the volunteer but did not stop or authorise the sale. Mr Mustafa Arslan was the person who sold alcohol to the 15 year old boy on 17th September 2016.

The DPS was at home at the time of the sale but returned to the shop after a member of staff called him. The DPS confirmed that the seller had been working at the shop for around three months and she usually worked on the bakery section. He said that he had given the seller written authorisation to sell alcohol and that all the paperwork was at home. He also said that all training records were kept at home.

Mr Arslan did produce a refusal book and the last date it was used was on 17th February 2017. There were no challenge 25 posters displayed around the shop and none of the staff were wearing challenge 25 badges. There was no evidence that any age verification policy was being operated at the premises.

The DPS informed me that there was a till prompt which was checked and the wording read "Only to sell to customers aged 18 years or over". This is a clearly an ineffective till prompt and demonstrates that the premises is not operating a challenge 25 policy.

There were no training records available during the visit and the CCTV could not be retrieved as the DPS claimed not to know the code for the system.

On 3rd March 2017 I revisited the shop with my colleague Ann Bowes. Mr Haci Arslan was present behind the counter. There were no challenge badges being worn by staff. I asked to see their refusal book and training records but he said everything was with the solicitors. He also informed me that the CCTV system would be fixed today.

During the visits a number of current licensing conditions appear to have been breached:

- CCTV images will be retained for a minimum of 28 days and will be available to the police and authorised officers of the Licensing Authority upon reasonable request.
- Every supply of alcohol under the Premises Licence must be made or authorised by a person who holds a Personal Licence.
- The premises will maintain a challenge 25 policy. – whenever a person looks or appears to be under the age of 25, they will be asked for ID to prove that they are 18 years or older.
- All staff will be trained before making sales of alcohol. – The training will include their responsibilities under the Licensing Act 2003.
- Training will be documented and made available to the police and authorised officers of the Council upon reasonable request.

The failing's at the premises gives the Trading Standards Service significant concerns as to their commitment to preventing underage sales and responsible alcohol retailing.

The trader appears to be unable to successfully operate a Challenge 25 scheme despite attempts by the Trading Standards Service to offer this valuable tool to the retailer.

The fact that two underage sales have occurred in such a short period of time is evidence that the operator is either unwilling or unable to change their manner of operation and that the trader is failing in its duty to protect children from harm. The trader has not passed any test purchase exercises to mitigate our concerns.

The trading standards service has lost confidence in the management of this venue and believe that the failures are sufficiently serious that revocation of the licence should be considered.

If the committee do not feel this is appropriate then we would suggest that robust conditions are required to prevent further underage sales at the venue and that the licence should be suspended whilst the systems and procedures are brought up to standard. However we would question whether additional conditions will be effective in changing the way this trader operates in the future. They already have numerous conditions' that are not being followed.

Please see additional statement from officers Sasha Taylor, Joy Afoke and Michelle Hammond.

**Please tick yes**

Have you made an application for review relating to this premises before ☐

If yes please state the date of that application

Day Month Year

1									
---	--	--	--	--	--	--	--	--	--

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

N/A

**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, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 3 – Signatures** (please read guidance note 3)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date

28/03/17

Capacity

Trading Handlars Specialist

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 5)

**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. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.

# LONDON BOROUGH OF HAVERING

## Statement of witness

(Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s9; Magistrates' Courts Act 1980, s5B)

**Statement of: Sasha Taylor**

**Age of Witness** (True age to be shown where witness is a juvenile or person involved in serious crime enquiry, otherwise "over 18" will suffice)

**Occupation** Trading Standards Specialist

This statement, consisting of                      page(s) each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 14th                      day of March                      2017...

Signed:.....

I am Sasha Taylor Trading Standards Specialist for the London Borough of Havering. I have worked for the Borough for 25 years.

I can confirm that on 25<sup>th</sup> February 2017 the service carried out an underage sale test purchasing exercise using a 16 year old female volunteer. The volunteer was weighed and measured by Ann Bowes before we left our office.

Other officers present were Trading Standards Officers Joy Afoke and Ann Bowes. One of the premises we visited was Costcutter 193 Upminster Road South Rainham Essex. This was a revisit to the shop after they had failed a previous test purchase on 17<sup>th</sup> September 2016.

The volunteer was instructed to attempt to test purchase alcohol. Joy Afoke went into Costcutter followed by the volunteer. Whilst I waited around the corner. Shortly after, the volunteer left the shop and handed me a bottle of wine that she had been sold. It was a bottle of Isla Negra Rose wine with an alcohol volume of 12%.

The time of the sale was approximately 14:30 Joy Afoke witnessed the sale. After the sale we took the volunteer to a safe place and went back into the shop accompanied by two police officers.

When we arrived in the shop there was a male and a female working behind the counter and another male working on the shop floor. I showed my credentials to the male on the shop floor and he said that he would get the owner down. Shortly

Signed :.....

STATEMENT OF :

after the Designated Premises Supervisor Memhet Arslan arrived at the shop. I explained him what had happened and that we needed to speak to the female behind the counter who had sold alcohol to the volunteer. The seller gave her name as Ms Claudia Maria Pirv. Ms Pirv came from behind the counter and we all went out to a back room away from the shop floor.

At 14:40 I cautioned Mr Arslan at and asked him the following. How long had the seller been working at the shop? He replied 3 months. Is she authorised to sell alcohol? He said yes. I asked him how he had authorised her? and he said in writing. I asked if he had the documentation at the shop but he said it was at home. He said the training records were also kept at home. I asked if he operated a training policy at the shop. He said he had signed up for challenge 21 but not received anything. But I informed him he had been given a pack at the meeting he attended at our offices. I asked him if he had any other shops and he said no. I asked if the CCTV was working. He said he could not operate the CCTV as his brother had the code and he was on holiday. The refusal book was checked and the last date of entre was 17<sup>th</sup> February 2017.

The seller informed me she had not been trained to sell alcohol and she usually worked in the bakery within the shop.

I explained to Mr Arslan that the seller would receive a fixed penalty notice for the offence of selling alcohol to a minor and he would be called in for a tape recorded interview to discuss the failing.

Before we left the shop I went behind the counter and scanned the bottle of wine that the volunteer had purchased and the message appeared which read " Only sell to customers aged 18 years or over"

On 3<sup>rd</sup> March 2017, I revisited Costcutter to hand deliver the failure letter. Mr Haci Arslan was present behind the counter. He was not wearing any refusal badge. He said the CCTV system was being fixed by the end of the day. He said he was not using the Havering refusal book. All training documents were at the solicitors and he was booking staff onto the NARTS training course.



# LONDON BOROUGH OF HAVERING

## Statement of witness

(Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s9; Magistrates' Courts Act 1980, s5B)

**Statement of: Michelle Hammond**

**Age of Witness** (True age to be shown where witness is a juvenile or person involved in serious crime enquiry, otherwise "over 18" will suffice)

**Occupation Senior Trading Standards Officer**

This statement, consisting of two page(s) each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 23 day of March 2017

Signed:.....

I am employed by the London Borough of Havering as a Senior Trading Standards Officer. As part of my duties I carry out test purchased on licenced premises using volunteers who are under 18. These operations are carried out to help with the protection of children against alcohol.

On 17th September I was accompanied by my colleagues Mrs Ann Bowes, Trading Standards Officer and Mrs Sasha Taylor, Specialist Trading Standards Officer, together with two volunteers, one female age 14 and one male aged 15.

At approximately 1:25pm I entered the premises known as Costcutter at 193 Upminster Road South, Rainham Essex. I was followed in by the male volunteer. We made two separate purchases. This was for the volunteer to make an independent purchase and appeared to be on his own but while I was supervising at all times.

The male volunteer was served first, by a man I now know to be Mr Mustafa Arslan. The volunteer purchased items of confectionary and a single can of Budweiser alcoholic Lager. Mr Arslan did not ask for Identification or the age of the volunteer.

I left the shop and re visited moments later with my colleague Ann Bowes. We identified ourselves and explained to Mr Arslan that I had witnessed the sale of alcohol to the volunteer. Mr Arslan asked me to speak to his son who came into the shop.

Signed :.....

STATEMENT OF :

A man who I now know to be Mr Mehmet Arslan and who is the Designated Premise Supervisor came into the shop and myself and Ann Bowes identified ourselves to him and I explained that I had witness the sale.

I asked for the refusal book and was told by a female member of staff that they did not need to keep a refusal book or record they had refused a sale.

I asked if there was any challenge 25 policy in place and Mr Mehmet Arslan said there was not

I asked if there were any training records for staff that he could show me, Mr Mehmet Arslan said there was not any available.

On 23rd September 2016 I sent a letter notifying of the test purchase failure to Mr Mehmet Arslan as the Designated Premise Supervisor and to his brother, Mr Haci Arslan as he is joint premise licence holder with Mr Mehmet Arslan. I produce this as exhibit MEH/1

On 23<sup>rd</sup> September 2016 I sent a letter to both Mr M Arslan and Mr H Arslan on asking them to come to a meeting to discuss the matter. I produce this letter as MEH/2

On 26 September 2016 Mr Mustafa Arslan was given a fixed penalty notice for the sale of the alcohol to the underage volunteer by PC Neill KD406. During this visit I met Mr Haci Arslan. He said he had received by letters and I said that it would be a good idea to bring any relevant documents with him to the pre review meeting such as training records etc.

On 3<sup>rd</sup> October 2016 Mr Memet Arslan attended a pre review meeting with myself, Mr Arthur Hunt, Licensing Officer for London Borough of Havering and Belinda Goodwin, Metropolitan Police Licencing Officer. I produce the agenda of this meeting as MEH/3 and my notes from the meeting as MEH/4



## Public Protection

London Borough of Havering  
Mercury House, Mercury Gardens  
Romford RM1 3SL

**Telephone: 01708 433485**

**Fax: 01708 432554**

**email: [michelle.hammond@havering.gov.uk](mailto:michelle.hammond@havering.gov.uk)**

**Text Relay for the deaf, speech impaired  
or hard of hearing: 18001 01708 432777**

**Date: 23 September 2016**

Costcutter  
193 Upminster Road South  
Rainham  
RM13 9BB

Your Reference:  
My Reference: MEH/019275

Dear Sir/Madam

### **Licencing Act 2003**

### **Notification of Test Purchase Result – FAIL**

**Costcutter, 193 Upminster Road South, Rainham, RM13 9BB**

This service has recently conducted a compliance check on your business by means of a test purchase exercise. During this exercise, an age restricted product/ service was supplied to a young person, contrary to the requirements of the above legislation, which prescribes an age restriction of 18 years.

This letter provides details of the test purchase exercise for your information:

**Premises:** Costcutter  
193 Upminster Road South  
Rainham  
RM13 9BB

**Exercise conducted:** 17 September 2016 1-2pm

### **Reason for the exercise:**

Reports of youths drinking alcohol in local area

**Age restricted product/ service:** Alcohol

**Test purchaser:** Male age 15

**Sales staff involved:**

Male sale assistant

Who identified himself as Mr Mustafa Arslan

DOB 15<sup>th</sup> March 1955

Of 56 Dunloe Street, London E2 8EN

**Proof of age:** The volunteer was not asked to show any proof of age

The till was checked by Trading Standards Officer Mrs Bowes and a prompt regarding age restricted product was present when alcohol was scanned.

**Response to questions on age:**

The volunteer was not asked their age

Should you require any advice or information on complying with the law on age restricted products and services please contact myself, Michelle Hammond on 01708 434356

Yours faithfully

Michelle Hammond  
Senior Trading Standards Officer

Mehmet Arslan & Hacı Arslan  
142 Upminster Road South, Rainham, RM13 9AX

Clean • Safe • Proud



Mr Mehmet Arslan &  
Haci Arslan  
142 Upminster Road South  
Rainham  
Essex  
RM13 9AX

## **Housing & Public Protection**

London Borough of Havering  
5<sup>th</sup> Floor, Mercury House  
Mercury Gardens  
Romford RM1 3SL

**Telephone: 01708 434356**

**Fax: 01708 432717**

**email:**

**michelle.hammond@haverling.gov.uk**

**Textphone: 01708 433175**

**Date: 23 September 2016**

Dear Mr Arslan

### **Licensing Act 2003**

#### **Supply of Alcohol to Minor**

**Costcutter, 193 Upminster Road South, Rainham, RM13 9BB**

You will recall that on 17<sup>th</sup> September 2016, officers from this Service visited the above shop of which you are the Designated Premise Supervisor, as part of an underage alcohol test purchasing exercise. During the visit a member of your staff, Mr Mustafa Arslan, sold alcohol to a person under the age of eighteen, this sale was witnessed by myself.

The sale of the alcohol to an underage person is in contravention of the above legislation and it is therefore necessary for this service to request a meeting with you in relation to this matter, to discuss how you and your staff can prevent serving persons underage in the future.

The Metropolitan Police Licensing Officers will be invited to the meeting together with the London Borough of Havering Licensing Team.

I would request that you bring a copy of your Alcohol Licence with you. It is not compulsory but you may wish to bring a licensing consultant to the meeting.

The date of the meeting will be

**Monday 3<sup>rd</sup> October 2016 12:30PM**

The venue will be

**5<sup>th</sup> Floor Mercury House, Mercury Gardens, Romford, Essex. RM1 3SL**

If you have any questions please contact me by email or call me on the above number.

Yours sincerely

**Michelle Hammond**  
**Senior Trading Standards Officer**

Page 29

**Agenda  
Pre-review Meeting**

**Room MH5a, Mercury House @ 12:30**

**Concerning:  
Costcutter 193 Upminster Road South, Rainham  
Sale of Alcohol to volunteer on 17 September 2016**

Attendees: Michelle Hammond, Trading Standards  
Arthur Hunt, LBH Licencing  
Belinda Goodwin, MPS Licencing  
Mr M Arslan, DPS and Premise Licence Holder  
Mr H Arslan, Premise Licence Holder

1. Introductions
2. Sale of Alcohol on 17<sup>th</sup> September 2016
3. Role of the Premises Licence Holder
4. Staff With Personal Licences
5. Staff Training Records
6. Refusal Books/Systems in place
7. Conditions breached
8. Action Plan
  - a. Read licence conditions
  - b. Suitable person in control of shop at times of DPS absence
  - c. Challenge 25.
  - d. Use refusal book
  - e. Ask for I.D/record even when produced
  - f. Continued Monitoring by Trading Standards

**Notes from Pre Review meeting 3<sup>rd</sup> October 2016****Costcutter 193 Upminster Road South, Rainham****Concerning**

Sale of single can of Budweiser Lager 4.8% vol to volunteer aged 15 years on 17 September 2016

**People Present**

Arthur Hunt, Licencing; Belinda Goodwin, Police Licencing; Michelle Hammond, Trading Standards; Mr A Arslan, DPS of premises

**Notes**

Mr H Arslan not present as needs to cover shop as brothers share this responsibility

Sale of alcohol, was not disputed, Mr Arslan said his father has many letters from another borough where he has passed test purchases in the past. These were not brought to meeting

No staff have personal licences, only have father and one other member of staff serving apart from DPS and his brother.

Father who sold on 17<sup>th</sup> September 2016 does not have personal licence

No staff training records

**Action Plan**

- Ensure licence conditions are known
- Keep training records for all staff
- Make a formal document of staff who are authorised to sell
- Ensure that a suitable person in control of shop at times of DPS absence
- Gave Challenge 25 – explained that should show brother and sign and send back if agreed as this should be read and agreed, did not want him to feel under duress to sign.
- Refusal book should be used for any issues, even if happy with ID, make a note asked as shows good due diligence
- Trading Standards Will make further Test purchase attempts
- Arthur Hunt Licencing Officer to re visit in 3 months to give them time to get things up and running

# LONDON BOROUGH OF HAVERING

## Statement of witness

(Criminal Procedure Rules, r16.2; Criminal Justice Act 1967, s9)

**Statement of: JOY AFOKE**

**Age of Witness: OVER 18**

This statement, consisting of 4 page(s) each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

**Dated the 20<sup>th</sup> March 2017.**

**Signed:** 

I am a Trading Standards Officer at the London Borough of Havering Trading Standards(Town Hall, Main Road, Romford RM1 3BD). I have been employed in this position since January 2007. The Trading Standards Service have a duty to enforce the Licencing Act 2003. As part of my role, I undertake test purchases of items prohibited for sale to persons under the age of 18.

In making this statement, I do so from the notes taken on the 25<sup>th</sup> of February 2017 during a test purchase operation for sales of alcohol to under age persons which I took part in.

Also present on this test purchase operation were Ann Bowes, Trading Standards Officer, Sasha Taylor, Specialist Trading Officer, PC James Barkley and PC Ben Jaggard of the Metropolitan Police.

The volunteer on the day was a 16 year old female. Her date of birth is the 15<sup>th</sup> of September 2000. She was weighed, measured and photographed with myself before the operation. She weighed 60 kg and was 5ft 2.2' in height.

We went to the Costcutter store at 193 Upminster Road South, Rainham RM13 9BB shortly before 2:30pm. I went into the shop first and the volunteer followed shortly afterwards. I witnessed the volunteer take a bottle of Isla Negra bottle of

**Signed**   
Page 32



wine to the till. There was a man behind the counter who looked up and looked away. The lady behind the till took the bottle and scanned it. She did not ask for age or ID from the volunteer. The lady also served me.

The bottle of Isla Negra bottle of wine, with an alcohol content of 12% was handed over to Ann Bowes, who put it in evidence bag number N0248077 and sealed it. I produce the bottle of wine as Exhibit JA/CC/1.

I went back into the shop with Sasha Taylor, PC James Barkley and PC Ben Jaggard. The Designated Premises Supervisor Mr Mehmet Arslan was not in the shop so Sasha Taylor asked for him to be called in.

I recorded from questions asked by Sasha Taylor that the seller's name is Miss Claudia Maria Pirv, date of birth 22<sup>nd</sup> October 1986.

Ms Pirv stated that she did not ask for ID or age because she thought the volunteer looked 21 years of age. She stated that she had worked in the shop for 3 months.

Mr Mehmet Arslan stated that he had gone home for lunch for his reason for not being in the shop. He stated that the seller did not usually work behind the till as she works in the bakery section of the shop. He stated that she was helping on the day because the usual salesperson was on holiday.

Sasha Taylor cautioned Mr Mehmet Arslan at 2:40pm and asked if the seller was trained. Mr Arslan stated that she was, but when asked to produce the training record, he stated that there were at home.

Sasha asked to see the CCTV recordings and was informed that the brother who had the code was away he was therefore unable to retrieve any information from the recordings.

On request from Sasha Taylor I took pictures of the refusal book which I produce as Exhibit JA/CC/2

STATEMENT OF : JOY AFOKE








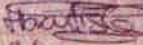
















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The till prompt was checked by Sasha using another bottle of alcohol and the bottle that was sold to the volunteer, on both occasions the till prompt stated: 'Only for sale to customers aged 18 years'.

I now know the other man who was behind the till as Mr Mustafa Arslan father of Mr Mehmet Arslan.

Signed .....



Date	Time	Product	Reason for Refusal	Signature	Witness Signature	Other D
05/10/16	20.26	Cigarettes	No I.D			
05/10/16	20.32	Cigarettes	No I.D			
05/10/16	20.32	Cigarettes	Being for someone refused			
18/10/16	19.54	Cigarettes	No I.D			
28/10/16	16.17	E-liquid	No I.D			
04/11/16	10.05	Alcohol	No I.D			
08/11/16	15.46	Cigarettes	No I.D			
15/11/16	16.56	Cigarettes	No I.D			
15/11/16	16.56	Cigarettes	I.D does not not old enough			
19/11/16	10.42	Alcohol	No I.D			
04/12/16	13.41	Cigarettes	No I.D ID not I.D. nqa			
17/02/17	15.45	Cigarettes	No I.D			

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Mr Arthur Hunt  
Havering Licensing Authority  
Mercury House  
Mercury Gardens  
Romford  
Essex  
RM1 3SL

**KD - Havering Borough  
KD - Romford Police Station**

Romford Police Station  
19 Main Road  
Romford  
RM1 3BJ  
Telephone: 01708-779171  
Facsimile:  
Email:  
Oisin.Daly@met.pnn.police.uk  
www.met.police.uk  
Your ref:  
Our ref:  
24<sup>th</sup> April 2017

Dear Mr Hunt,

Police Supporting Representation to the Application for a review of a Premises Licence at

**Costcutter, 196 UPMINSTER ROAD SOUTH RAINHAM**

In relation to the application made by Trading Standards in respect of the above premises police have no further evidence to add to the application. Police do consider that there is a significant risk of harm to children with the premises operating in its current guise.

It is worth noting that the premises was visited as a result of intelligence received regarding youths attempting proxy sales of alcohol and cigarettes at the venue. This highlights the fact that the venue and its location in a residential area provide a draw for youths wishing to consume alcohol.

The fact that the premises failed two test purchases in relatively quick succession would indicate that the venue have not treated their responsibilities under the Licensing act with due regard.

11.30 of the Sec 182 Licensing Act guidance details the Home Office guidance on persistent sales of alcohol. The guidance states that a review should be the norm in these circumstances and that the licensing authority should consider revoking the licence if it considers this appropriate.

The venue had already agreed to undertake Challenge 25 as well as agreeing other actions as a result of the first underage sale, these actions were clearly ignored or loosely enforced by the management at the venue.

It appears that the management at the venue has not shown due diligence in relation to underage sales and police would ask that the committee give serious consideration to revocation of the licence.

There are already conditions relating to training and age verification on the licence which have not been adhered to.

If the sub-committee were minded to not revoke the licence then they may wish to give consideration to the following conditions:

- The DPS or premises licence holder to be present at the premises between the hours of midday and 22:00hrs on Friday and Saturdays and any bank holiday Sunday.

(The two failed test purchases were made on a Saturday afternoon, traditionally Friday and Saturday evenings have been the periods of risk involving youths wishing to purchase alcohol)

- The premises licence holder to employ an external agency, to be approved by Havering Trading Standards, to conduct training at the premises for all new staff and refresher training on a quarterly basis with training records sent by email to Havering Trading standards and Havering Police Licensing upon completion.
- The premises licence holder to employ an external agency, to be approved by Havering Trading Standards, to conduct test purchases at the premises on a quarterly basis with results of test purchases to be sent to Havering Trading Standards and Havering Police Licensing upon completion.

If I can be of any further assistance please feel free to contact me.

Yours sincerely,

Oisin Daly

PC 364KD

Licensing officer

Havering



1)

Statement of Graham Hopkins Aged over 18

Costcutter, 142 Upminster Road South, Rainham.

My name is Graham Hopkins and I am a self employed Licensing Consultant. I have worked in this role for over 9 years since November 2007 and previously worked for a London Borough Council for nearly three years as a Licensing Officer dealing with applications for Licences, Licensing Sub Committee Hearings and all aspects of Licensing Enforcement. I also subsequently worked for a District Council for six months as a Licensing Enforcement Officer.

Prior to this I gained considerable experience of regulatory enforcement working for HM Customs and Excise between 1972 and 1996 rising to the rank of Senior Executive Officer.

I have passed the BIIAB National Certificate for Licensing Practitioners and the BIIAB National Certificate for Personal Licence Holders and the BIIAB National Certificate for Designated Premises Supervisors. I was also the tenant and designated premises supervisor of a public house for two years.

I was asked by Mr Mahir Kilic of NARTS Food & Leisure Ltd (Licensing Consultants) to visit the premises of Costcutter, 142 Upminster Road South, Rainham, Essex, RM13 9AX. I visited Costcutter at 15.00 on Tuesday 18th April 2017 with my partner Mrs Linda Potter. The shop is a double fronted convenience store including an off licence area trading under the Costcutter franchise brand. The display / customer area are situated to the front of the premises and the counter is situated to the front immediately to the right of the entry / exit door. The CCTV monitor is located immediately in front of the counter and is clearly visible from the counter so that staff working on the tills can observe the alcohol displays as well as the rest of the shop. The store room and staff facilities are to the rear.

The shop is well laid out and all alcohol displays are clearly covered by CCTV. I estimated the alcohol display area to be a maximum of 15% of the shops retail display area. All spirits are displayed behind the counter.

There were two members of staff on duty on the counter when we attended namely Mr Haci Arslan one of the joint Premises Licence Holders and Ms Melissa Sendur a shop assistant.

The Premises Licence Number 013756 is held by Mr Mehmet Arslan & Mr Haci Arslan who are brothers and the joint premises licence holders. Mr Mehmet Arslan is



2)

specified as the Designated Premises Supervisor. The premises licence authorises the sale of alcohol for consumption off the premises from 07.00 to 23.00 daily all week with the same permitted opening hours.

I met Mr Haci Arslan who was in charge when we arrived and Ms Melissa Sendur who was working on the till on our arrival. Mr Haci Arslan was able to tell me the permitted hours were 07.00 to 23.00 daily all week. Mr Mehmet Arslan the other joint premises licence holder and DPS arrived later in the visit. I spoke to Ms Sendur the shop assistant and she too was able to tell me what the permitted hours are for the shop.

To test the training given to staff I went through the Annexe 1 Mandatory Conditions with Ms Sendur and was satisfied that she had been trained and understood them.

I then went through the Annexe 2 Conditions Consistent with the Operating Schedule with Mr Arslan & Ms Sendur and was satisfied that they both understood them.

My observations relating to the Annexe 2 conditions were as below. The paragraph numbers stated refer to the corresponding condition on the Licence.

1) I was advised that the CCTV system is operational 24 hours daily. It has 16 cameras including 13 inside the shop and 3 covering the frontage and side of the premises. The date and time were correctly shown as 18/4/17 @ 15.29.

I asked Mr Arslan & Ms Sendur to show me the CCTV going back a minimum of 28 days. Mr Arslan told me they had recently had problems with the CCTV when they had noticed it was not recording for the full 28 day period. The CCTV Engineer had visited the shop and restored the system to record for at least 28 days as required by the Licence.

Due to the recent repairs they were only able to show me recorded images back to 09.28 on 28<sup>th</sup> March 2017. Mr Arslan explained that the system is now recording for the 28 day period required rebuilding to the minimum retention period and will not over write until that period is met and the full 28 day storage is held. I have no reason to doubt what I was told.

I advised Mr Arslan to conduct daily checks by use of the monitor to confirm all the cameras were working. I also advised him to conduct a weekly test on Monday mornings to ensure that the system is storing images for the required 28 day period and can be downloaded onto a USB stick. I also advised him to record all such checks in the relevant part of the Incident Book. I was satisfied that condition 1 would be fully compliant once the minimum retention period is met. It is otherwise compliant..





3)

2) I was satisfied that following the CCTV system reaching the minimum 28 day image retention period that it will be compliant regarding the 28 day recovery period. Ms Sendur was fully conversant with operating the system and able to download it.

3) Mr Mehmet Arslan the DPS was aware of the need to authorise a responsible person to be in charge in his absence. I advised him to do this in writing and that ideally the person should be a personal licence holder.

4) I saw the refusals book and that it is being completed regularly. (See photographs provided). Both Mr Arslan and Ms Sendur knew that the refusals book should be completed whenever a refusal of the sale of age restricted goods ie alcohol and tobacco products is made for any reason and that it should be completed as soon as possible after the refusal is made.

5) I was satisfied that the refusals book was readily available and could be produced to Police or Authorised Officers on demand.

6) I asked both Mr Haci Arslan and Ms Sendur what the shop's proof of age policy was and both replied correctly that it was Challenge 25. Ms Sendur was able to explain to me what the policy meant as could Mr Haci Arslan and I was satisfied both understood the policy. Both knew they should ask for proof of age if a customer was attempting to buy alcohol (or tobacco products) and the person appeared to be under 25. This condition appeared to be compliant.

7) Ms Sendur clearly knew the photographic documents that could be accepted to check proof of age and what she had to check to verify this. By questioning Mr Haci Arslan I was satisfied that he too understood what the acceptable documents were and how to check them. This condition appeared to be compliant.

8) I saw training records completed by Mr Mehmet Arslan for his brother Haci Arslan father Mustafa Arslan, Ms Sendur and Ms Priv (another shop assistant). The records appeared to be correctly maintained and included training in the Licensing Act 2003. (See photographs provided.)

9) Ms Sendur and Mr Mustafa Arslan confirmed that training records had to be kept and knew that they had to be produced to Police or Authorised Officers on request. The records were readily available and I considered this condition met

I was impressed by Ms Sendur's knowledge and positive attitude. She was well trained and conversant with the terms and conditions of the Premises Licence. Mr Haci Arslan also fully understood the terms and conditions of the Premises Licence

4)

and was similarly determined that the Licence conditions were met..

Relevant photographs have been provided.

Signed

Dated 19<sup>th</sup> April 2017



# RECORD OF TRAINING

Name of staff: HACI ARSLAN Date of Birth: ...../...../..... N.I. No:.....  
 Date started: ...../...../..... Date of Leave: ...../...../..... Contact Mob or e-mail: .....

## LICENSING ACT 2003

These requirements must be complied with in each and every case.

### Sale of alcohol must be refused to the following categories of person:-

1. Anybody who appears to be aged under 18 years of age.
2. Anybody drunk, violent or quarrelsome.
3. Any Police Officer in uniform (unless he has the consent of a superior Officer).
4. Prostitutes (male or female) soliciting.

### Proof of age

Where there is a doubt about proof of age, the person working in the premises should ask for photographic documentary evidence as follows:-

1. Driving Licence with photo-card.
2. Passport.
3. Portman Group card, Citizen's card, Validate UK card.

If the person serving suspects that the proof of age card does not belong to the bearer or has been tampered with service must be refused.

If in any doubt about age or validity of documents the Law requires service to be refused.

Mr Mehmet Arslan..... strongly advises to exercise **all due diligence** in this area by ensuring proof of age is sought if there is any doubt. As the Law stands now, if any doubt persists, service must be refused. The Licensing Authority has power in these circumstances to review the Licence which can be revoked or suspended in respect of under age sales.

I understand that I have been duly trained by Mr Mehmet Arslan..... of my responsibilities in relation to the sale of alcohol and permitted hours.

Signed:-

Please Print Name:-

Dated: -

Haci Arslan  
Mr HACI ARSLAN  
29/03/17

Subjects or Products Covered	Trained by / at
Four Licensing Objectives	<u>Mehmet / shop</u>
Licensable activities	<u>u</u>
Licence Conditions	<u>u</u>
Challenge 25	<u>u</u>
Acceptable ID's	<u>u</u>
Keeping Training Records	<u>u</u>
Keeping Refusal Register	<u>u</u>
CCTV Operation	<u>u</u>



# RECORD OF TRAINING

Name of staff: HACI ARSLAN Date of Birth: ...../...../..... N.I. No:.....  
 Date started: ...../...../..... Date of Leave: ...../...../..... Contact Mob or e-mail: .....

## LICENSING ACT 2003

These requirements must be complied with in each and every case.

### Sale of alcohol must be refused to the following categories of person:-

1. Anybody who appears to be aged under 18 years of age.
2. Anybody drunk, violent or quarrelsome.
3. Any Police Officer in uniform (unless he has the consent of a superior Officer).
4. Prostitutes (male or female) soliciting.

### Proof of age

Where there is a doubt about proof of age, the person working in the premises should ask for photographic documentary evidence as follows:-

1. Driving Licence with photo-card.
2. Passport.
3. Portman Group card, Citizen's card, Validate UK card.

If the person serving suspects that the proof of age card does not belong to the bearer or has been tampered with service must be refused.

If in any doubt about age or validity of documents the Law requires service to be refused.

Mr Mehmet Arslan..... strongly advises to exercise **all due diligence** in this area by ensuring proof of age is sought if there is any doubt. As the Law stands now, if any doubt persists, service must be refused. The Licensing Authority has power in these circumstances to review the Licence which can be revoked or suspended in respect of under age sales.

I understand that I have been duly trained by Mr Mehmet Arslan..... of my responsibilities in relation to the sale of alcohol and permitted hours.

Signed:- Haci Arslan.....,

Please Print Name:- Mr HACI ARSLAN.....,

Dated: - 29/03/17.....,

Subjects or Products Covered	Trained by / at
Four Licensing Objectives	✓
Licensable activities	✓
Licence Conditions	✓
Challenge 25	✓
Acceptable ID's	✓
Keeping Training Records	✓
Keeping Refusal Register	✓
CCTV Operation	✓



# RECORD OF TRAINING

Name of staff: Ms MELISSA SENDUR Date of Birth: ...../...../..... N.I. No: .....  
 Date started: ...../...../..... Date of Leave: ...../...../..... Contact Mob or e-mail: .....

## LICENSING ACT 2003

These requirements must be complied with in each and every case.

**Sale of alcohol must be refused to the following categories of person:-**

1. Anybody who appears to be aged under 18 years of age.
2. Anybody drunk, violent or quarrelsome.
3. Any Police Officer in uniform (unless he has the consent of a superior Officer).
4. Prostitutes (male or female) soliciting.

### Proof of age

Where there is a doubt about proof of age, the person working in the premises should ask for photographic documentary evidence as follows:-

1. Driving Licence with photo-card.
2. Passport.
3. Portman Group card, Citizen's card, Validate UK card.

If the person serving suspects that the proof of age card does not belong to the bearer or has been tampered with service must be refused.

If in any doubt about age or validity of documents the Law requires service to be refused.

Mr MEHMET ARSLAN..... strongly advises to exercise **all due diligence** in this area by ensuring proof of age is sought if there is any doubt. As the Law stands now, if any doubt persists, service must be refused. The Licensing Authority has power in these circumstances to review the Licence which can be revoked or suspended in respect of under age sales.

I understand that I have been duly trained by Mr MEHMET ARSLAN..... of my responsibilities in relation to the sale of alcohol and permitted hours.

Signed:-

Please Print Name:-

Dated: -

Ms MELISSA SENDUR  
29/07/12

Subjects or Products Covered

Four Licensing Objectives

Licensable activities

Licence Conditions

Challenge 25

Acceptable ID's

Keeping Training Records

Keeping Refusal Register

CCTV Operation

Trained by / at

Mehmet Arslan  
Mehmet



RTS

# TRAINING

Date of Birth: ..... / ..... / ..... N.I. No: .....

Contact Mob or e-mail: .....

ACT 2003

ry case.

es of person:-

Page 46

sent of a superior Officer).

g in the premises should ask for

ot belong to the bearer or has been

ires service to be refused.

due diligence in this area by  
stands now, if any doubt persists,

Subjects or Products Covered	Trained by / at	Date of Training	Staff Signature
Four Licensing Objectives	Mehmet / shop	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Licensable activities	Mehmet / shop	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Licence Conditions	y	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Challenge 25	u	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Acceptable ID's	u	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Keeping Training Records	y	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
Keeping Refusal Register	u	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
CCTV Operation	y	29/03/12 <input type="checkbox"/> First training <input checked="" type="checkbox"/> Refresher	M.S
		..... / ..... / ..... <input type="checkbox"/> First training <input type="checkbox"/> Refresher	
		..... / ..... / ..... <input type="checkbox"/> First training <input type="checkbox"/> Refresher	
		..... / ..... / ..... <input type="checkbox"/> First training <input type="checkbox"/> Refresher	
		..... / ..... / ..... <input type="checkbox"/> First training <input type="checkbox"/> Refresher	
		..... / ..... / ..... <input type="checkbox"/> First training <input type="checkbox"/> Refresher	

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# TRAINING RECORD

DATE	TYPE OF TRAINING	STAFF ATTENDED
01/12/15	DPS Training from Mehmet how to sell Alcohol & Tobacco.	Melissa Sendur.
21/02/17	DPS Training from Mehmet how to sell Alcohol & Tobacco.	Claudia pinv



# RECORD OF TRAINING

Name of staff: Mustafa ArslanDate of Birth: 15.05.55 N.I. No. \_\_\_\_\_Date started: 15/10/2016 Date of Leave: \_\_\_\_/\_\_\_\_/\_\_\_\_

Contact Mob or e-mail: \_\_\_\_\_

## LICENSING ACT 2003

These requirements must be complied with in each and every case.

Sale of alcohol must be refused to the following categories of person:-

1. Anybody who appears to be aged under 18 years of age.
2. Anybody drunk, violent or quarrelsome.
3. Any Police Officer in uniform (unless he has the consent of a superior Officer).
4. Prostitutes (male or female) soliciting.

### Proof of age

Where there is a doubt about proof of age, the person working in the premises should ask for photographic documentary evidence as follows:-

1. Driving Licence with photo-card.
2. Passport.
3. Portman Group card, Citizen's card, Validate UK card.

If the person serving suspects that the proof of age card does not belong to the bearer or has been tampered with service must be refused.

If in any doubt about age or validity of documents the Law requires service to be refused.

..... strongly advises to exercise all due diligence in this area by ensuring proof of age is sought if there is any doubt. As the Law stands now, if any doubt persists, service must be refused. The Licensing Authority has power in these circumstances to review the Licence which can be revoked or suspended in respect of under age sales.

I understand that I have been duly trained by Mehmet Arslan of my responsibilities in relation to the sale of alcohol and permitted hours.

Signed: \_\_\_\_\_

Please Print Name: \_\_\_\_\_

Dated: \_\_\_\_\_

MUSTAFA ARSLAN

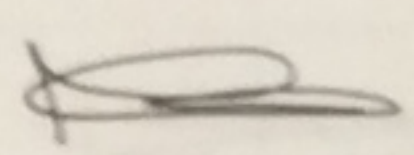
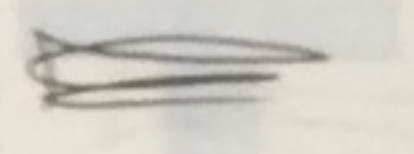
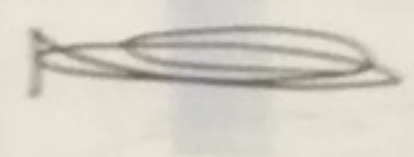
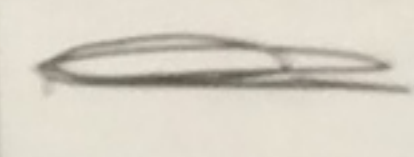
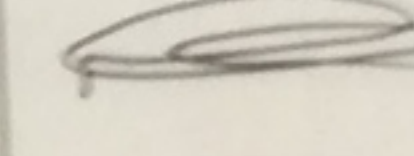
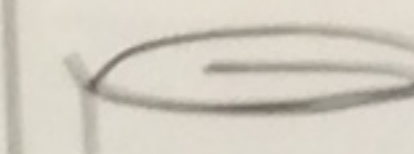
15/10/2016

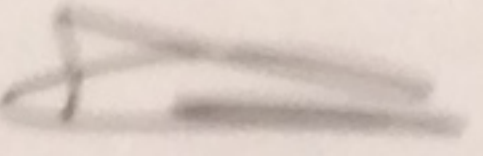



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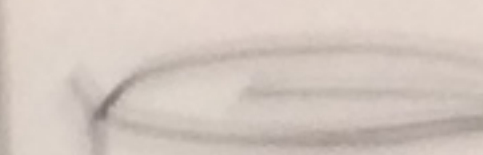
Subjects or Products Covered	Trained by / at	Date of Training	Staff Signature
Four Licensing Objectives	Mehmet / shop	29/03/17	M.S
Licensable activities	Mehmet / shop	29/03/17	M.S
Licence Conditions	Y	29/03/17	M.S
Challenge 25	Y	29/03/17	M.S
Acceptable ID's	Y	29/03/17	M.S
Keeping Training Records	Y	29/03/17	M.S
Keeping Refusal Register	Y	29/03/17	M.S
CCTV Operation	Y	29/03/17	M.S
		..... / ..... / .....	<input type="checkbox"/> First training <input type="checkbox"/> Refresher
		..... / ..... / .....	<input type="checkbox"/> First training <input type="checkbox"/> Refresher
		..... / ..... / .....	<input type="checkbox"/> First training <input type="checkbox"/> Refresher
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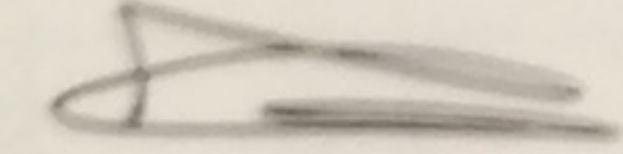
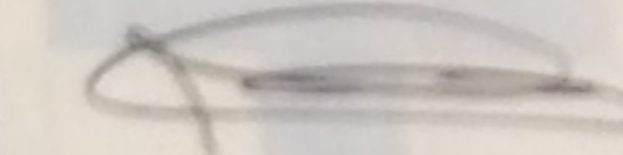
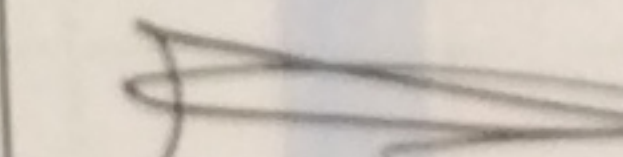
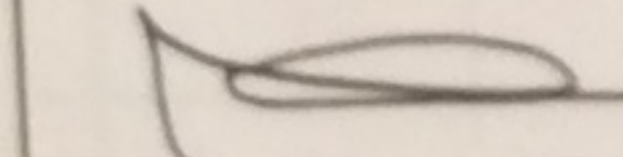
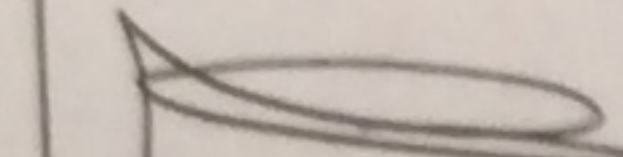


Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silkcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	XXXX	15/02/2012
Red Saat	Red Tarihi	Satin alınmak istenen ürün	Satıp Red Sebebi	Kişiyi tanımladınız mı?	Diğer ilgili olabilecek notlar	Kasiyerin İmzası	Kişinin Refusal sahnesinin kontrol ettiği tarihine
Örnek: 19:30	21/04/09	1 Paket 10'luk silkcut marka sigara	Kimlik ibraz edilmeydi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	XXXXX	15/02/2012
16:02	15/04/17	Rizla	ID seen	Male	Not Authorised ID Expired.		
16:36	15/04/17	Cigarettes	ID seen	Female	Not Authorised passport expired 2015		
14:21	15/04/17	Cigarettes	ID seen	Female	Sale Authorised		
14:22	15/04/17	Cigarettes	ID seen	Male	Sale Authorised		
17:53	15/04/17	Cigarettes	ID seen	Male	Sale Authorised		
17:56	15/04/17	Cigarettes	ID seen	Female	Sale Authorised		

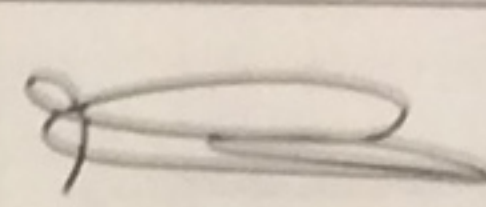
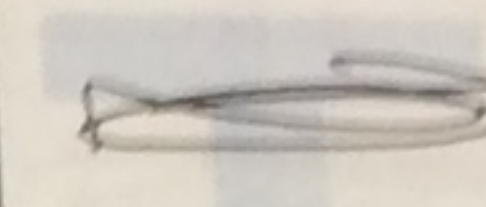
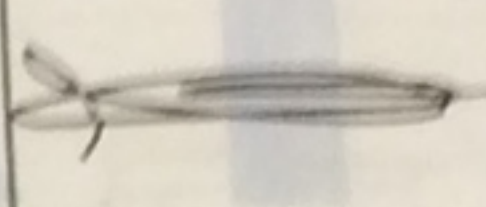
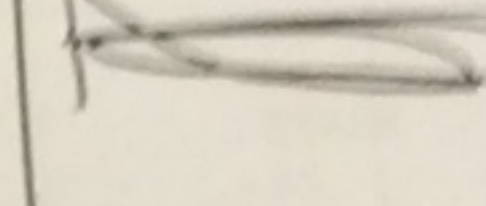
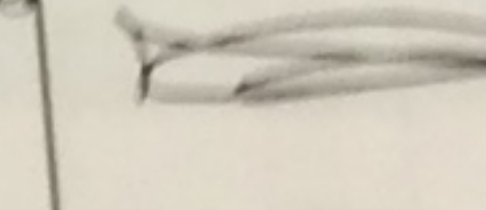
Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silkcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	XXXX	15/02/2012
Red Saat	Red Tarihi	Satin alınmak istenen ürün	Satıp Red Sebebi	Kişiyi tanımladınız mı?	Diğer ilgili olabilecek notlar	Kasiyerin İmzası	Kişinin Refusal sahnesinin kontrol ettiği tarihine
Örnek: 19:30	21/04/09	1 Paket 10'luk silkcut marka sigara	Kimlik ibraz edilmeydi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	XXXXX	15/02/2012
20:21	15/04/17	Alcohol	ID seen	Female	Sale Authorised		
22:20	16/04/17	Alcohol	ID seen	Female	Sale Authorised		

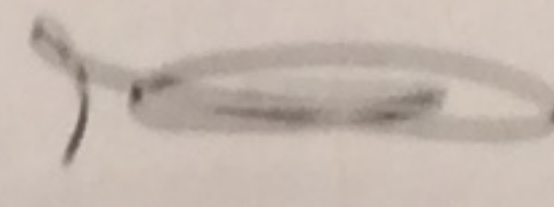
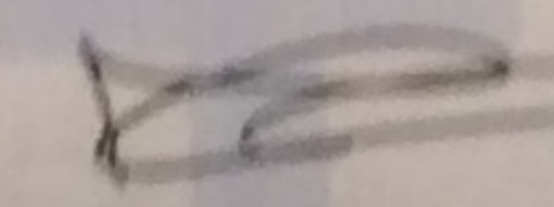


18:53	15/04/17	Cigarettes	ID seen	Male	Sale Authorized		
18:53	15/04/17	Cigarettes	ID seen	Male	Sale Authorized		
18:54	15/04/17	Cigarettes	ID seen	Female	Sale Authorized		

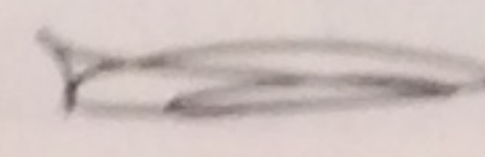
Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silkcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	xxxx	15/02/2012
Red Saati	Red Tarihi	Satın alınmak istenen ürün	Satış Red Sebebi	Kişi tanımlarmısınız?	Diğer ilgili olabilecek notlar	Kasiyerin imzası	Kişisel Ruhsat sahibinin kontrol ettiği tarihtir
Örnek: 19:30	21/04/09	1 Paket 10luk silkcut marka sigara	Kimlik ibraz edilmedi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	xxxxx	15/02/2012
20:21	15/04/17	Alcohol	fe ID seen	Female	Sale Authorized		
12:20	16/04/17	Alcohol	ID seen	Female	Sale Authorized		
12:09	16/04/17	Cigarette	ID seen	Male	Sale Authorized		
14:13	16/04/17	Alcohol	NO ID	Female	Not Authorized		
15:43	16/04/17	Cigarettes	NO ID	Female	Not Authorized		

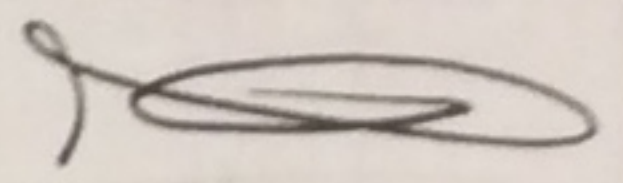
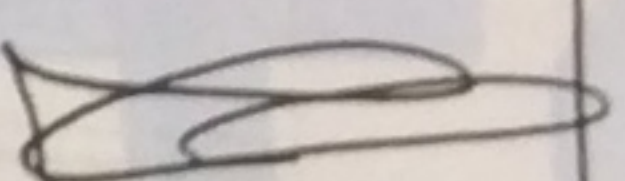
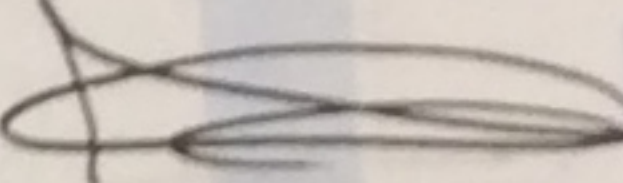
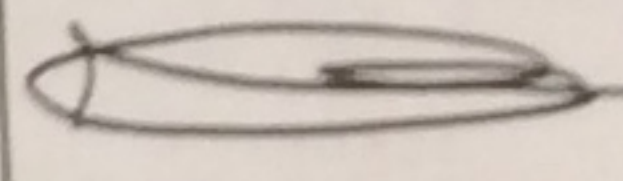
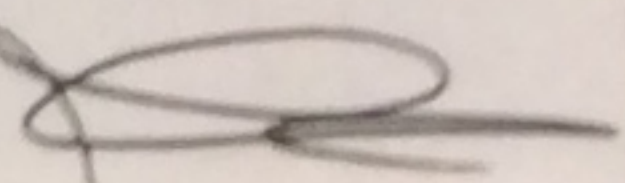
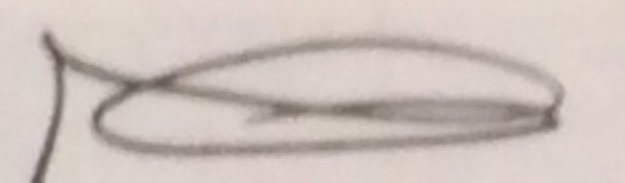


Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silkcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	xxxx	15/02/2012
Red Saati	Red Tarihi	Satın alınmak istenen ürün	Satış Red Sebebi	Kişiyi tanımlarmısınız?	Diğer ilgili olabilecek notlar	Kasiyerin imzası	Kişisel Ruhsat sahibinin kontrol ettiği tarih/imza
Örnek: 19:30	21/04/09	1 Paket 10luk silkcut marka sigara	Kimlik ibraz edilmedi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	xxxxx	15/02/2012
14:35	08/04/17	Alcohol	Female ID seen	Female	Sale Authorized		08/04/17 ML
16:15	08/04/17	Alcohol	ID seen	Male	Sale Authorized		08/04/17 ML
18:19	08/04/17	Alcohol	ID seen	Male	Sale Authorized		08/04/17 ML
18:58	08/04/17	Cigarettes	2 people together both ID's seen, both paying for them.	Female & Male	Sale Authorized		08/04/17 ML
14:25	11/04/17	White Spruce	ID ID	Male	Sale not Authorized		13/04/17 ML
16:43	11/04/17	Cigarettes	ID seen	Female	Sale Authorized		13/04 ML

Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silkcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	xxxx	15/02/2012
Red Saati	Red Tarihi	Satın alınmak istenen ürün	Satış Red Sebebi	Kişiyi tanımlarmısınız?	Diğer ilgili olabilecek notlar	Kasiyerin imzası	Kişisel Ruhsat sahibinin kontrol ettiği tarih/imza
Örnek: 19:30	21/04/09	1 Paket 10luk silkcut marka sigara	Kimlik ibraz edilmedi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	xxxxx	15/02/2012
18:20	12/04/17	Cigarettes	ID seen	Female	Sale Authorized		13/04 ML
19:10	12/04/17	Cigarettes	ID seen	Male	Sale Authorized		13/04 ML



14:25	11/04/17	White Spruce	100 ID	Male	Sale not Authorized		13/04/17 Mh
16:43	11/04/17	Cigarettes	10 seen	Female	Sale Authorized		13/04 Mh

Time of refusal	Date of refusal	Product asked for	Reason for refusal	Description of person	Any other relevant comments	Staff signature	Supervisory signature & date monitored
Example: 19:30	21/04/09	10 pack of silcut cigarettes	No id	Male, short brown hair, looked aprx 15 years old	Shouted abuse following refusal	xxxx	15/02/2012
Red Saati	Red Tarihi	Satin alınmak istenen ürün	Satış Red Sebebi	Kişiyi tanımlarmısınız?	Diğer ilgili olabilecek notlar	Kasiyerin İmzası	Kişisel Ruhsat sahibinin kontrol ettiği tarih/imza
Örnek: 19:30	21/04/09	1 Paket 10luk silcut marka sigara	Kimlik ibraz edilmedi	Erkek, kısa kahverengi saç, yaklaşık 15 yaşlarında	Bağırarak küfür etti	xxxxxx	15/02/2012
18:20	12/04/17	cigarettes	ID seen	Female	Sale Authorized		13/04 Mh
19:10	12/04/17	Cigarettes	ID seen	Male	Sale Authorized		13/04 Mh
16:44	13/04/17	Alcohol	ID seen	Male	Sale Authorized		13/04 Mh
17:55	13/04/17	Alcohol	ID seen	Male	Sale Authorized		13/04 Mh
19:42	13/04/17	Alcohol	ID seen	Male	Sale Authorized		13/04 Mh
20:55	13/04/17	Alcohol	ID seen 2 bags together	Males	Sale Authorized		13/04/17 Mh



## Who we are?

Serve Legal are the UK's No. 1 age testing company, helping retailers to protect their business and support their staff from the daily threat of underage sales. The UK's leading retailers use Serve Legal to help minimise their risk and demonstrate to authorities that they are following best practice, by self testing their ID check policies.

## What we do?

Serve Legal perform independent mystery test purchase visits to monitor if staff are checking ID of young customers, in line with company policy such as Think 21 or 25.

- Perform 50,000 visits a year across the UK and Ireland
- Testing across all age restricted products and retail sectors
- A fair test to staff using carefully vetted 18-19 year olds
- Recognised as robust due diligence by licensing authorities

## How we help?

- Self test your ID policy as required by authorities
- Reduce legal and other costs from failing an authority test purchase
- Reduce risk before any issues occur
- Improve staff performance in checking ID
- Monitor other operational and compliance standards

## How we deliver to our clients?

- All visits completed to deadline
- Site reports emailed to your business within 72 hours
- Benchmarking and analysis to enhance staff training
- Share best practice across retail sectors
- Account meetings and online access to all results

## Who we help?

**ASDA**



**vue**

**Ladbrokes**

EAT SLEEP & DRINK  
**WHITBREAD**

**WELCOMEBREAK**

**Martin McColl**

**Waitrose**

you **M&S**

**Sainsbury's**



**Poundland**

**wetherspoon**



**BETFRED**

Company Information			
Company Name and Registered Address:	Costcutter 193 Upminster Road South RAINHAM RM13 9BB	Company Registration No.	

Contact Information			
Accounts Contact:	Haci Arslan	Operations Contact:	Haci Arslan
Position:	Owner	Position:	Owner
Tel No.:	07765572212	Tel No.:	07765572212
Email:	<a href="mailto:haciarslan@hotmail.co.uk">haciarslan@hotmail.co.uk</a>	Email:	<a href="mailto:haciarslan@hotmail.co.uk">haciarslan@hotmail.co.uk</a>

Order Details			
Start Date:	April 2017		
Term:	12-month period from April 2017 to March 2018		
Notice Period:	3-month notice period prior to March 2018		
Expected Programme:	Quarterly testing to Costcutter, 193 Upminster Road South.		
Minimum Annual No. of Visits:	4 visits per annum		
Visit Reporting:	All reports to be emailed to <a href="mailto:haciarslan@hotmail.co.uk">haciarslan@hotmail.co.uk</a> within 48 hours of the visit		
ISO27001 Permissions:	Costcutter, 193 Upminster Road South authorise Serve Legal to e-mail them reports and results in "clear text" format.		
Intellectual Property Rights:	All intellectual property rights in any work prepared conducted or produced by Serve Legal through the provisions of the services including, without limitation, the visit reports and any data summaries shall, unless otherwise agreed in writing, be owned by Serve Legal but Costcutter, 193 Upminster Road South shall be entitled to use the deliverables by way of a non-exclusive licence, subject to payment in full of all sums payable under the SLA		
Confidentiality:	<p>Serve Legal and Costcutter, 193 Upminster Road South shall each keep all information in relation to the supply of services or the SLA confidential and shall not disclose it to any third party (or allow anyone else to do so) except as is necessary to perform an obligation imposed under the SLA. However, this restriction does not apply to information which:</p> <p>(a) is generally available to the public (unless that public availability was caused by either party failing to keep such confidential information secret);</p> <p>(b) was already known to the receiving party at the time that it was disclosed by the disclosing party (unless the receiving party was already bound by an obligation to keep that information confidential); or</p> <p>(c) the receiving party is required by a Court order or other legal obligation to disclose</p>		
Sole Provider:	Serve Legal to be sole and exclusive supplier of independent test purchasing service		
Price Per Visit:	Scheduled Periodical Visits ALC: £60 plus VAT	Emergency (Short Notice) Visits:	£10 additional charge for visits required within 7 days.
Payment Terms:	<p>Pre-payment for all testing. Pre-payment for all visits to be made to the below account</p> <p>HSBC, 69 Pall Mall, London, SW1Y 5EY</p> <p>Sort code: 40-06-20</p> <p>Acct. Number: 51639196</p>		
Any Special Terms:	<p>New tests or changes to either the program / test process / stores / email addresses, must be notified with Serve Legal by the 15th of the month prior to the testing month.</p> <p>The test process is agreed between Serve Legal (SL) and Costcutter, 193 Upminster Road South.</p> <p>If visitors are unable to enter a site due to an unexpected operational issue (e.g. early closure, restocking, staff were known to the visitor) then SL will issue an abort result and the visit will be charged in full.</p> <p>If the visitor fails to follow the agreed test process for reasons within Serve Legal's control, then SL will retest the site at their cost.</p> <p>Testing any other products or compliance process is POA</p> <p>If you have any queries on the visits, please email <a href="mailto:info@servelegal.co.uk">info@servelegal.co.uk</a> to investigate and feedback</p>		

Please complete and return by email to your main contact at Serve Legal

Approval	
Completed by:	Hadi Arsian
Position:	Owner

*I confirm I am an authorised signatory for the above business, the above SLA details are correct and I accept the terms and conditions contained within this Serve Legal Service Level Agreement.*

Signature 

Date 03/04/17

Please complete and return by email to your main contact at Serve Legal

Serve Legal Ltd, Regent Terrace, Rita Road, London, SW8 1AW  
 Tel: 020 7091 1080 Email: [info@servelegal.co.uk](mailto:info@servelegal.co.uk) VAT No: GB 911 5699 15

Company Number: 05861955  
 Web: [www.servelegal.co.uk](http://www.servelegal.co.uk)





# Payments and transfers

## Step 3 of 3

### Your payment has been arranged

The money will leave your account immediately and the funds should normally reach the payee's account today.

### Faster Payment help

If you are opted into activity alerts, you should shortly receive a personal confirmation by text message.

[Find out more about alerts](#)

[Review your alerts settings](#)

  
[Need help?](#)

### Payment details

From  
**NARTS FOOD & LEISURE 40730743**

To  
**SERVE LEGAL**

Sort code  
**40-05-20**

Account number  
**51639196**

Payee reference  
**INV10473**

Amount  
**£168.00**

Payment date  
**31 Mar 2017**

Subject : PASS - Serve Legal visit to: Costcutter, 193 Upminster Road South  
Date : 14 April 2017 14:43  
Linked to: Ed Hampton-Matthews  
From : Serve Legal <[info@servelegal.co.uk](mailto:info@servelegal.co.uk)>  
To : <[licensing@narts.org.uk](mailto:licensing@narts.org.uk)>



Hi,

The visit to **Costcutter, 193 Upminster Road South** at 8:10 pm on 13th April 2017 was a **PASS**.

## Site Review

### Premises Details

Premises Name	Costcutter, 193 Upminster Road South
Address 1	193 Upminster Road South
Premises City	RAINHAM
Post Code	RM13 9BB

### Site Details

Store Code	RM13 9BB
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### Visit Details

Actual Date of Visit	13/04/2017
Actual Time of Visit	8:10 pm
Visit Result	PASS

# Report

Question	Response
What type of alcohol did you purchase?	Cider
Please give details of the alcohol purchased (brand and size):	Carlsberg
Did the person who served you ask your age?	No
Did the person who served you (or their supervisor) ask you for ID?	Yes
Did the person who served you make eye contact with you?	Yes
If eye contact was made, when was it FIRST made?	Before the transaction
What was the gender of the person who served you?	Male
Did the person who served you call another member of staff or supervisor for any help/advice whilst serving you?	No
Was there any generic "Think 25" material visible from the till?	Yes
Was there any generic "Think 25" material visible in the aisles where alcohol is stocked?	Yes
Please use this space to explain anything unusual about your visit or to clarify any detail of your report:	

**Subject** : PASS - Serve Legal visit to: Costcutter, 193 Upminster Road South  
**Date** : 12 April 2017 10:48  
**Linked to** : Ed Hampton-Matthews  
**From** : Serve Legal <[info@servelegal.co.uk](mailto:info@servelegal.co.uk)>  
**To** : <[licensing@narts.org.uk](mailto:licensing@narts.org.uk)>



Hi,

The visit to **Costcutter, 193 Upminster Road South** at 10:40 am on 11th April 2017 was a **PASS**.

## Site Review

### Premises Details

Premises Name	Costcutter, 193 Upminster Road South
Address 1	193 Upminster Road South
Premises City	RAINHAM
Post Code	RM13 9BB

### Site Details

Store Code	RM13 9BB
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### Visit Details

Actual Date of Visit	11/04/2017
Actual Time of Visit	10:40 am
Visit Result	PASS

# Report

Question	Response
What type of alcohol did you purchase?	Lager
Please give details of the alcohol purchased (brand and size):	Small Stella bottle
Did the person who served you ask your age?	No
Did the person who served you (or their supervisor) ask you for ID?	Yes
Did the person who served you make eye contact with you?	Yes
If eye contact was made, when was it FIRST made?	During the transaction
What was the gender of the person who served you?	Male
Did the person who served you call another member of staff or supervisor for any help/advice whilst serving you?	No
Was there any generic "Think 25" material visible from the till?	Yes
Was there any generic "Think 25" material visible in the aisles where alcohol is stocked?	Yes
Please use this space to explain anything unusual about your visit or to clarify any detail of your report:	I was asked for ID and I showed him the ID and he asked me to clarify the year I was born, he then scanned my item but then said that he wasn't going to serve me and then refused to serve it although I did state that I was 18.

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