



PREMISES LICENCE HEARING
12th October 2012

Mini Market
415 Lincoln Rd
Peterborough
PE1 2PF

SUPPORTING DOCUMENTATION

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AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

IFTIKHAR USMAN

has been awarded the

**BIIAB Level 2
Award for Designated Premises Supervisors**

Qualification Accreditation number: 500/3634/8
Credit Awarded: 1

Date Achieved: 20 February 2012
Number: 1003178902

Neil Robertson,
Chief Executive



Regulated by
Ofqual
For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru
Welsh Government





Highfield

awarding body for compliance

Highfield Awarding Body for Compliance

Certifies that

Usman Abu Bakar Iftikhar

has successfully passed an assessment in

**Level 2 Award for Personal
Licence Holders**

Date of assessment 21 February 2011

Date of award 26 February 2011

Certificate number 0150907

Course Director

Anthony Stockbridge & Associates

Training Organisation



Jason Sprenger - Chief Executive
Highfield Awarding Body for Compliance

Ofqual



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



Rewarding Learning

Qualification accreditation number 500/7383/7

mai - may - mai

	s w w	16 19 20 21 22
mai	l m m	7 14 21 28
may	m t d	1 8 15 22 29
mai	m w w	2 9 16 23 30
maggio	j t d	3 10 17 24 31
mayo	v f v	4 11 18 25
mei	s s z	5 12 19 26
	d s z	6 13 20 27

14 lundì - monday - montag
lunedì - lunes - maandag

SAV
20

CHILLER Fridge TEMPERATURE 2 - 6 °

- 1 USMAN Authorise
- 8 SUPPLY OF Alcohol + Tobacco
- THE PREVENTION OF CRIME DISORDER
- 9 PUBLIC SAFETY
- THE PREVENTION OF PUBLIC NUISANCE
- 10 THE PROTECTION OF CHILDREN FROM HARM

11 USMAN

12 ZAFAR

Refused BOY Tobacco NO ID

Time 1.05pm

FIRE	EXIT	CLEAR	✓	AM	✓
FIRE	EQUIPMENT	WORK	✓	PM	✓

juin - june - juni

	s	w	22	23	24	25	26
juin	l	m	m	4	11	18	25
june	m	t	d	5	12	19	26
juni	m	w	w	6	13	20	27
giugno	j	t	d	7	14	21	28
junio	v	f	v	1	8	15	22
juni	s	s	z	2	9	16	23
	d	s	z	3	10	17	24

1 vendredi - friday - freitag
venerdì - viernes - vrijdag

S/W
22

CHILLER FRIDGE TEMPERATURE 2.02

- 1 USMAN Authorise
- 8 SUPPLY OF Alcohol & Tobacco
- THE PREVENTION OF CRIME DISORDER
- 9 PUBLIC SAFETY
- THE PREVENTION OF PUBLIC NUISANCE
- 10 THE PROTECTION OF CHILDREN FROM HARM

11 USMAN

5:56pm Refused bag for Cigarettes NO proof of I.D.

12 ZAFAR

6:30pm Refused men for 1 can, showed document

14 7:25pm Refused woman for Alcohol - 1 vessel, showed document

	A m	B m
FIRE EXIT CLEAR	✓	✓
FIRE EQUIPMENT WORK	✓	✓

1/6

s w w	22 23 24 25 26
l m m	4 11 18 25
m t d	5 12 19 26
m w w	6 13 20 27
j t d	7 14 21 28
v f v	1 8 15 22 29
s s z	2 9 16 23 30
d s z	3 10 17 24

9 samedì - saturday - samstag
sabato - sábado - zaterdag

dimanche - sunday - sonntag
domenica - domingo - zondag

10

CHILLER TEMPERATURE 9.0°C

CHILLER TEMPERATURE 2.0°C

1 USMAN AUTHORISE SUPPLY OF
8 ~~ALCOHOL~~ ALCOHOL + TOBACCO

1 USMAN AUTHORISE SUPPLY OF
8 ALCOHOL + TOBACCO

9 THE PREVENTION OF
CRIME + DISORDER

9 THE PREVENTION OF CRIME + DISORDER

10 PUBLIC SAFETY

10 PUBLIC SAFETY

11 THE PREVENTION OF
PUBLIC NUISANCE

11 THE PREVENTION OF
PUBLIC NUISANCE

12 THE PROTECTION OF
CHILDREN FROM HARM

12 THE PROTECTION OF CHILDREN
FROM HARM

14 USMAN
15 ZAFAR

14 USMAN
ZAFAR 2:14pm. Refused
drink, because drunk.

16 5:38pm Refused
man for drink, drunk.

17 5:47pm Refused man
for drink, drunk.

	Am	Pm
FIRE EXIT CLEAR	✓	✓
FIRE EQUIPMENT WORK	✓	✓

	Am	Pm
FIRE EXIT CLEAR	✓	✓
FIRE EQUIPMENT WORK	✓	✓

août - august - august

(6)

août	l m m	6 13 20 27
august	m t d	7 14 21 28
agosto	m w w	1 8 15 22 29
agosto	j t d	2 9 16 23 30
agosto	v f v	3 10 17 24 31
augustus	s s z	4 11 18 25
	d s z	5 12 19 26

24 vendredi - friday - freitag
venerdì - viernes - vrijdag

S/W 34

CHILLER TEMPERATURE 20°C

1 USMAN AUTHORISE SUPPLY OF ALCOHOL + TOBACCO

8 THE PREVENTION OF CRIME + DISORDER

9 PUBLIC SAFETY

THE PREVENTION OF PUBLIC NUISANCE

10 THE PROTECTION OF CHILDREN FROM HARM

11 USMAN

ZAPAC

10:30am Refused girl for
Licence no proof of I.D.

5:34pm Refused man for
Alcohol, drunk

5:36pm Refused man for Cigarettes
No proof of I.D.

CLEAN OUTSIDE ✓
FIRE EXIT CLEAR
FIRE EQUIPMENT WORK

Am / Pm
- / -

24/6

25

CHILL

1 USMAN

8 SUPPLY
THE PREV

9 PUBS
THE PREV

10 THE PR

11 ZUSA

12 ZAF

13

14

15

16

17

18

CLEAR

FIRE

FIRE

	S	W	W	35	36	37	38	39
septembre	l	m	m	3	10	17	24	
september	m	t	d	4	11	18	25	
settembre	m	w	w	5	12	19	26	
settembre	j	i	d	6	13	20	27	
septembre	v	f	v	7	14	21	28	
september	s	s	z	1	8	15	22	29
september	d	s	z	2	9	16	23	30

	S	W	W	40	41	42	43	44
octobre	l	m	m	1	8	15	22	29
october	m	t	d	2	9	16	23	30
oktober	m	w	w	3	10	17	24	31
oktubre	j	i	d	4	11	18	25	
oktubre	v	f	v	5	12	19	26	
oktober	s	s	z	6	13	20	27	
oktober	d	s	z	7	14	21	28	

settembre - septiembre - september

jeudi - thursday - donnerstag
giovedì - jueves - donderdag

13

S/W
37

CHILLER TEMPERATURE 2.0°C

TOBACCO

1 USMAN AUTHORISE SUPPLY OF ALCOHOL + TOBACCO

8 PREVENTION OF CRIME + DISORDER

9 PUBLIC SAFETY

PREVENTION OF PUBLIC NUISANCE

10 PROTECTION OF CHILDREN FROM HARM

11 USMAN

ZARR

WENT TO MEET ON

13/9/12

NEIGHBOURHOOD COMMITTEE

6.30 - 9.15.

Am / Pm

CLEAN OUTSIDE

- / -

FIRE EXIT CLEAR

- / ✓

FIRE EQUIPMENT WORK

- / -

septembre - september - september

21 vendredi - friday - freitag
venerdi - viernes - vrijdag

	S	W	W	35	36	37	38	39
septembre	j	m	m	3	10	17	24	
september	m	t	d	4	11	18	25	
september	m	w	w	5	12	19	26	
settembre	j	i	d	6	13	20	27	
septiembre	v	f	v	7	14	21	28	
september	s	s	z	1	8	15	22	29
september	d	s	z	2	9	16	23	30

SW
38

CHILLER TEMPERATURE 2.0°C

1 USMAN AUTHORISE SUPPLY OF ALCOHOL + TOBACCO

8 THE PREVENTION OF CRIME + DISORDER

9 PUBLIC SAFETY

THE PREVENTION OF PUBLIC NUISANCE

10 THE PROTECTION OF CHILDREN FROM HARM

11 USMAN
ZAFAR

12:24pm Refused buy
for cigarettes, no proof of
I.D.

12 18:50 Licensing checks

13 Completed by PC JOHNSON 1687
PCSO TEMPERATION 7047

12:49pm Refused manfu/vessel
refused to buy 2.

14 No problems

12:54pm Spoke to
PCSO THOMAS GALL NO: 7225
(about drinks, drugs, alcohol etc)

CLEAN OUTSIDE — Am/pm
FIRE EXIT CLEAN —
FIRE EQUIPMENT WORK —

21/9

22 samedi
saba
CH

1 USMAN

8 SUPPLY
+ TOBACCO

9 THE PREVENTION
10 OF CRIME +

11 PUBLIC SAFETY

12 THE PREVENTION
13 OF PUBLIC NUISANCE

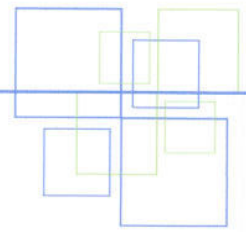
14 THE PROTECTION
15 OF CHILDREN

16 USMAN
17 ZAFAR

18

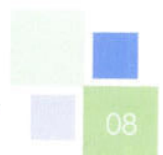
19

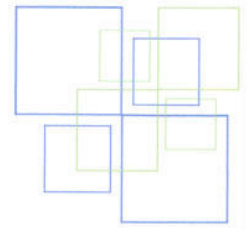
20 CLEAN OUTSIDE
21 FIRE EXIT CLEAN
22 FIRE EQUIPMENT WORK



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TEST PURCHASING

Test Purchasing is when the Police and Trading Standards officers send people under 18 years of age into a shop to check that they are complying with the law. They are supported fully by the government and are allowed by law, they are not a trap.

The procedure that is followed ensures that the Test Purchase is conducted fairly and more importantly with a certain guarantee that any shop that fails will face a conviction should the matter end up in court. The young persons used to buy the alcohol are usually aged well below 18 years of age (usually 15) and look their age. A Trading Standards or Police Officer will be in the shop to witness the sale but it is now common for the youth to carry a hidden video camera and record what happens. They do both of these things so that if the case goes to court they have the evidence to prove that the sale took place.

Remember that a test purchase is different to a 'real life' situation and the warning signs you will learn about, such as nervousness, will not necessarily be obvious. This is because the child is not breaking the law but instead is doing something he or she has been instructed to do by a Police Officer or a Trading Standards Officer. It makes test purchases difficult to deal with so being alert is essential at all times.

If the young person is successful at obtaining alcohol, Trading Standards or the Police can deal with the sale in any way they see fit using any of the penalties that have been described above.

SIGNS THAT A PERSON MAY BE UNDERAGE

Being able to recognise when a person may be underage is a very important part of your job. Sometime it is not easy to determine if a person is under age so the points below will help you to do this.

Physical Appearance

Clearly the major give away as to a person's age is their appearance. It is much easier for girls than boys to enhance their appearance and make themselves look older than they are. They do so by wearing excessive make up, high heels to make them appear taller and by wearing more mature clothing. Boys often look younger than girls. They may try to conceal their faces by wearing a 'hoody' or cap but the most common way that staff fall into the trap of believing that a boy is older is when they are unusually tall for their age. Boys of 14 or 15 years old can be over 6ft in height. **Do not try to judge ages and do not be deceived by appearances!**

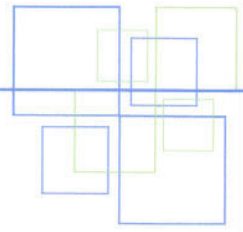
Body Language

Body language can be a giveaway that a person is only young. Signs of nervousness such as stuttering, giggling and not being able to keep still are signs to look out for. On the other hand, over confidence, aggressiveness or being rude and uncooperative can sometimes be suspicious. Either way, when a person is attempting to deceive they rarely find it easy to make eye contact.

Product being purchased

Be aware of the products that young people like to drink. If it is a product which is likely to be favoured by the underage, such as alcopops or cider, be particularly careful.





Product quantity & price

Young people do not work and rarely have the funds to buy a large quantity of goods or products that are in the higher price brackets. Your suspicions should be raised if a person who looks young is buying a single bottle or can of a cheaper product.

Payment method

Adults usually pay for their goods with cash from a wallet or purse, a cheque or a credit or debit card. People who buy their goods in this way are therefore less likely to be underage. On the other hand young people are more likely to pay for goods with cash and change. Large quantities of loose change can be an indication of an underage person as it may be the result of a collection.

THE 'CHALLENGE 21' SCHEME

The 'Challenge 21' scheme is now a nationally accepted way of avoiding making a sale to underage persons. It was introduced because it was recognised that it can be very difficult to assess the age of a young person and to identify accurately whether someone is 17, 18, 19 or 20, but is usually easier to determine whether someone is over 21. Your store has adopted the 'Challenge 21' scheme and you must follow it at all times.

what does 'challenge 21' mean?

If you suspect a young person is under 21 years of age, then you must ask them for identification to prove to you that they are aged over 18. If the person cannot prove their age you must explain the scheme to them and refuse to serve them alcohol. Under no circumstance must you decide to sell because it seems the easier thing to do at the time!

The 'Challenge 21' scheme, if used correctly at all times, will protect you & your job and young people by ensuring that only those over 18 can buy alcohol.

ACCEPTABLE IDENTIFICATION

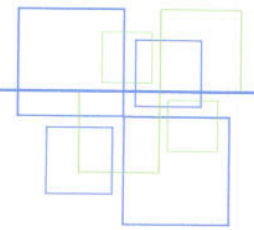
There are many different ways a person can prove their age by using documents or cards. However, for purchasing alcohol most of them are unacceptable. For example, a birth certificate or national insurance card have no photograph on them and can be passed around between friends. Student Union cards or bus passes can easily be made on a computer. There are also many different **fake** proof of age cards in existence that can be paid for over the internet.

Because of this there are therefore only **2** forms of identification that you should accept as proof of age which are detailed below:

- 1) Photocard Driving Licence
- 2) Passport

Do not accept anything else!!





HOW TO CHECK I.D. AND WHAT TO LOOK FOR

general

When you are checking identification it is important that they are checked thoroughly. The items to be checked are:

- The date of birth. You will need to work out whether a person is 18. If you need help, ask!
- That the photograph matches the holder. Look carefully, DO NOT just glance.
- That it is current and valid
- That it is not fake and has not been tampered with.

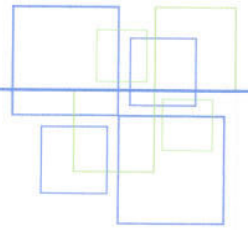
DO NOT simply allow a customer to present a form of ID to you in a wallet. The identification can easily be obscured and may lead to mistakes. If a customer does this politely ask them to remove the identification from the wallet and check it thoroughly.

If after seeing the identification produced you still have a doubt, refuse the sale.

passports

This is the best form of identification to establish a person's age. Passports are rarely fake and can usually be relied upon for identification. The only problem, if the passport was obtained years ago by the holder, may be if the person's looks have changed and are different from the photograph. If in doubt ask a colleague's opinion or refuse the sale.





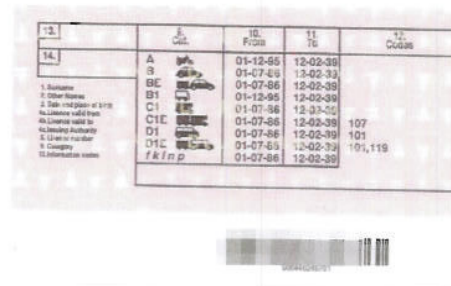
photocard driving licences

The photocard driving licence is an acceptable way for a person to prove their age. Beware however as there are many fake driving licences in circulation. The driving licence has also recently been changed and it now has many different features. We have therefore separated the information relating to driving licences into the old and the new as you will need to be aware of the different things to look out for.

old driving licence

The points to look out for are:

- The vast majority of driving licence fakes which are obtained over the internet do not say 'Driving Licence' on them. They state that they are a 'National Identity Card'. Look carefully for the wording and if it does not say 'Driving Licence', DO NOT ACCEPT IT.
- The licence will have the words DVLA printed all across the bottom half of the licence.
- If you have an ultra violet light in the store (usually used for checking for fake £10/£20 notes), place the driving licence under it. You will clearly see the Royal Crest stamped in several places over the front of the licence. If the card is genuine this is very clear to see.
- On the back of a genuine driving licence there is a grid showing the categories of vehicle the holder is permitted to drive. This has small pictures of cars and vans.

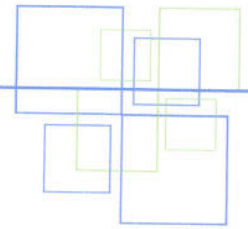


new driving licence

The new licence is similar in appearance to the old but it has better security features. The main changes are:

- The photograph is black and white instead of colour
- A hologram is on the front close to the right hand side of the photograph. This is a steering wheel that appears to turn as you tilt the card in different directions.
- A new security feature is an image on the front of the licence underneath the photograph that changes both shape and colour depending on how you tilt the licence. On full (pink) licences you will see a blue road sign that changes to a black triangle and on a provisional licence (green) it is a red road sign changing to a black triangle.





- On the back of the licence there is a steering wheel that changes in colour from green to gold depending on how you tilt the licence.
- If you have an ultra violet light in the store (usually used for checking for fake £10/£20 notes), place the driving licence under it. You will clearly see 4 flowers on the top right hand corner of the licence. These are a thistle, a daffodil, a rose and a clover. The Royal Crest is can also be seen on the right hand side of the card. If the card is genuine these are very clear to see.

beware of fake driving licences



Driving Permit not a Driving Licence



Age I.D. not a Driving Licence



National I.D. not a Driving Licence

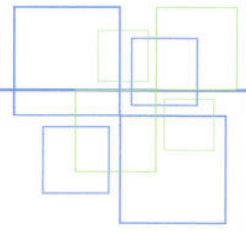
COMPLETE THIS EXERCISE

1. IF SOMEONE CLAIMS THAT THEY ARE 18 TODAY, ON WHAT DATE WERE THEY BORN?
2. GO AND FIND A DRIVING LICENCE AND CHECK IT FOR ALL THE POINTS THAT YOU HAVE BEEN TOLD ABOUT. IF YOUR STORE HAS AN ULTRA VIOLET LIGHT PUT THE DRIVING LICENCE UNDERNEATH IT AND SEE THE MARKINGS.
3. COMPARE THE DRIVING LICENCE TO THE PICTURES YOU HAVE SEEN IN THIS MANUAL OF THE FAKE LICENCES.

You have now completed Session 2 & will be tested on your knowledge.

- Make sure that you have not only read but understood the session information.
- If you are unsure of anything take a moment to go over what you have just read.
- If you do not understand something ask your trainer.





'PROXY' PURCHASES

Young people always have and always will try to obtain alcohol and have become more inventive as most stores adopt stricter policies in relation to sales to young people. Often the only way many children can obtain alcohol is to ask adults to buy it on their behalf. An adult buying alcohol for a child is known as a 'Proxy' purchase and it is now as big a problem as underage sales. In fact, **there can be no doubt that the bulk of alcohol that falls into the hands of children is supplied to them by adults.** While it is very difficult to determine whether an adult is buying for children, you have a responsibility in law to refuse the sale if you suspect that an adult is buying alcohol to pass on to persons under 18.

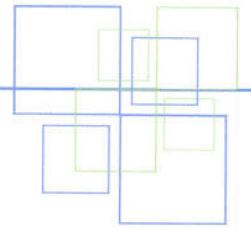
You may be faced with a situation where a parent brings their children into the shop to choose which alcohol products they want. It is not an offence for parents to allow their children to drink alcohol at home but when serving the adult you can never be sure that this is the intention. It is a sad but true fact that some adults allow their young children to consume alcohol on the streets without apparent concern for the consequences. Therefore if this situation presents itself you should refuse service.

signs that an adult may be attempting to buy for underage drinkers / making a 'proxy' purchase

You may find the following points useful when deciding if an adult is attempting to buy alcohol on behalf of underage people.

- **groups of youths hanging around outside the shop**
Often the only way many children can obtain alcohol is to ask adults to buy it on their behalf. If there is a group of youngsters hanging around outside the premises the chances are that they will try to buy some alcohol from the shop or ask an adult to buy it for them.
- **product type**
Always be vigilant about what people are buying. If an adult is buying an alcoholic product which is known to be favoured by underage persons (alcopops, cider etc), be on your guard.
- **follow on purchase**
If you refuse service to a person who you suspect to be underage and ten minutes later an adult comes into the shop to make exactly the same purchase, this may lead you to suspect that the adult is buying the product to give to the underage person and you may consider refusing to serve them.
- **product quantity**
If an adult asks to purchase six one-litre bottles of cider when two three-litre bottles are cheaper it may be that he or she is purchasing for six individual juveniles.





- **adult paying with lots of change**

Payment with large quantities of loose change can be an indication of an adult paying on behalf of underage persons as it may be the result of a collection. Money obtained from a wallet or purse is a more normal practice amongst adults. People who pay by credit or debit card are, perhaps, less likely to be underage but you cannot be certain.

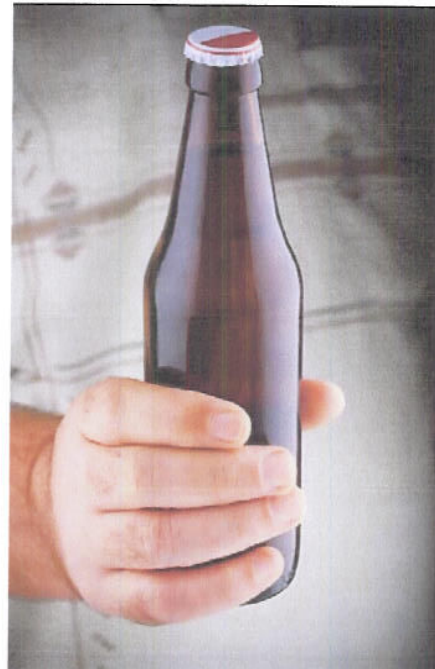
- **adult making 2 separate purchases**

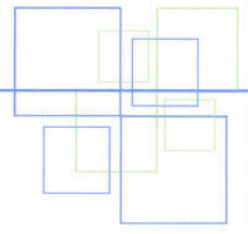
If an adult asks to buy two bottles of wine and wants to pay with a credit card and also wants 2 bottles of WKD or other similar product & pay with those goods with loose change it may be that the alcopops are for juveniles waiting outside.

how to deal with a suspected 'proxy' purchase

If you suspect that an adult is buying to give to a child the following course of action should be adopted:

- Question the person politely as to the eventual destination of the purchase.
- Explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage. **(£80 fixed penalty notice or maximum fine on conviction £5000)**
- Tell them that if they are found to have supplied this alcohol to a person underage, they will be barred from the shop.
- Let them know that they are on CCTV (with audio recording if your system has this facility) and that the footage can be supplied to the Police should they request it.
- If you suspect that the adult is buying the alcohol for youths, you **MUST REFUSE TO SERVE THEM**. Deal with them in the same way as you would an underage drinker. Explain to them that the law prevents you from making the sale and that it is nothing personal.





signs that a person may be drunk

There are many different stages & signs of drunkenness. Depending upon how much alcohol a person has consumed will govern the way they behave. Below is a general overview of the stages of drunkenness:

Stages of drunkenness

1. **Merry** - Feeling more alert, cheerful and sociable.
2. **Uninhibited & carefree** - Feeling more relaxed but judgement starts to become impaired. People still feel they are acting normally but they begin to make mistakes as it takes longer for them to react to situations.
3. **Losing control** - Alcohol begins to have negative effects. Drinkers become careless and start to act in a way that they would not normally do. At this point some people can become aggressive or depressed. The problem at this point is that some people lose the ability to know when to stop drinking.
4. **At risk & vulnerable** - All actions, such as seeing, talking and moving, become more and more difficult. People often do not know where they are and can injure themselves or become unconscious. They can also do things they cannot remember afterwards. This level of intoxication is never a good idea and people can come to serious harm.

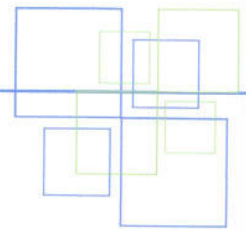
Signs of drunkenness

You have a duty not to serve alcohol to a person who is already drunk. The early stages of intoxication as detailed above (1 and 2) may be difficult to spot. However, it will be easier to recognise a person in the later stages (3 and 4). The signs you need to look for are:

- Loss of physical co-ordination (knocking things over and bumping into things)
- Slurred speech
- A person speaking too loud or too fast
- Slow reactions
- Staggering or inability to walk
- Glazed eyes
- Nausea & vomiting
- Loss of consciousness

You will learn in more detail about alcohol and its effects in the next session.





HOW DO I DEAL WITH GROUPS OF YOUTHS HANGING AROUND OUTSIDE THE SHOP?

Youths hanging around outside shops is a very common problem for stores that sell alcohol. Youths congregate where it is well lit, they can get shelter and they can obtain food, snacks and drinks. Takeaways such as a fish & chip shop nearby can act as a major attraction. The problems with youths hanging around, in often very large groups, is that it can make local residents both fearful for their safety and suspicious of what the youths are doing. To make matters worse, young people can be boisterous, loud and abusive. Not only that but they often do drink alcohol irresponsibly making their behaviour much worse than it may normally be.

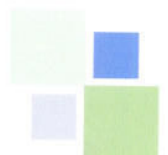
The problem for licensed shops is that, even though they may never sell to youths, they are seen by local people as the focus for problems in the area. Local residents often assume that, as there are lots of youths near to the shop, then the shop must be selling them alcohol. While this is clearly not true it is becoming a major problem for shop owners.

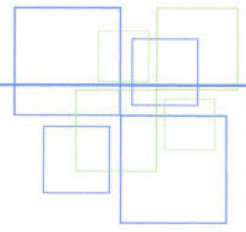
Your employer will tell you their policy on how they want you to deal with groups of youths hanging around outside the shop. This can be dealt with in various ways but you must take the instructions your employer gives you. In the first instance spotting a potentially troublesome group and monitoring their behaviour can help you to assess whether irresponsible drinking or bad behaviour is taking place. You must then refer to the store policy on how to deal with the issue.

In some areas it can be perfectly acceptable to approach the youths and politely ask them to move away. However, in others this could be considered too dangerous. The steps that can be taken are as follows:

1. If directed to do so by your employer, when there are youths outside the shop, try politely asking them to leave.
2. If on the other hand your employer does not want you to approach the youths, or they refuse to leave at your request, you may have to contact your employer for further instructions and they may want you to call the police to report the behaviour.
3. Whatever course of action you take it is important that you always make an entry in the Refusals and Incident Register.

Remember, when dealing with groups of youths your personal safety is paramount at all times.





SESSION 4 – DEALING WITH PEOPLE WHO ARE DRUNK & USING THE REFUSALS & INCIDENT REGISTER

Drunken people can cause many problems in and around licensed premises such as violence, anti-social behaviour and loss of business. You should never serve a person who is already drunk.

If you do serve to a person who is drunk there can be consequences such as the ones you have already read for underage drinkers. A person does not have to be underage for them to come to harm because they have had too much to drink. The police are considered to be expert witnesses in drunkenness and can seize evidence such as the CCTV to prove that a sale took place.

the law

- It is illegal for anyone to sell alcohol or knowingly allow the sale of alcohol to a person who is or appears to be drunk
- It is illegal for anyone to sell or knowingly allow the sale of alcohol to a companion of a person who is drunk, for the drunken person's consumption
- It is illegal for a person to buy or attempt to buy alcohol for a person who is drunk.

As with the offence of making a sale to an underage person there is an easy way to recognise who commits offences in relation to drunks. In the case of underage sales every person commits an offence, including the child. However, in the case of a sale to a drunken person the only person who DOES NOT commit an offence is the drunk person themselves. This is because they are under the influence of alcohol and any prosecution against them would not be possible as their judgement is impaired.

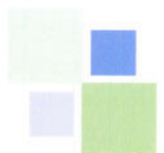
Penalties for committing the offence

Under the Licensing Act 2003 you could receive:

- An on the spot fine of £80 or be taken to court and fined up to £1000 for selling or allowing the sale of alcohol to someone who is drunk.

other consequences

Remember that, as with sales to underage persons, if you make an illegal sale of alcohol to a drunken person, it is not only you that is likely to be prosecuted, the consequences can be much worse than that. The Premises Licence Holder and DPS also face prosecution even though they did not make the sale. Also, the owner could face losing the licence completely!



DATE	TIME	DETAILS OF PERSON REFUSED OR INCIDENT (Description, name, any other relevant information)	REASON FOR REFUSAL	TYPE OF PRODUCT ATTEMPTED TO BUY (Include specific brand)	OTHER INFORMATION OR OBSERVATIONS	STAFF MEMBER
Example: 4/10/07	7.10pm	Male, about 14 years of age, short brown hair, wearing a navy blue track suit, 5ft-8. Said his name was Tom Brown	He had I.D. but it was only a student card	4 Cans of Fosters	He has been in before just buying sweets, it was very nervous and obviously with the group outside	Alan Smith
05.10.07	10.00PM	Groups gathering around outside, shouting and swearing. Customers starting to complain	N/A	N/A	Went outside to see who was there. Did not want to approach the group. Police called	Jenny Schofield
05.10.07	10.14pm	Unknown male, about 25-27 years of age, wearing a brown leather jacket and jeans, black short hair.	Bought 4 cans of Fosters by credit card and wanted to buy 2 litre bottles of cider with lots of small change. I suggested the cider was being bought for the change and he had just paid for the lager with a card.	2 litre bottles of White Lightening cider	I have never seen this man before	Martin Richards
06/10/07	6:15pm	Unknown female came in went to alcohol and kept looking about. She then placed a bottle of vodka down tracksuit and ran out	N/A	N/A	Known locally as Scottish Sue, wearing blue tracksuit and hair in pony tail. Police called and incident ref 401/061007 refers, PC Brown is dealing.	Amanda Hartley

Checked by DPS on:

Signed:

INITIAL STAFF TRAINING CHECKLIST

Staff Name

Date commenced

Staff Training Package	Date Completed
Session 1 – The law & understanding who is in charge	<input style="width: 100%; height: 25px;" type="text"/>
Session 2 – Underage drinking, Identification & Test Purchasing	<input style="width: 100%; height: 25px;" type="text"/>
Session 3 – How to deal with underage drinkers & 'Proxy' purchases	<input style="width: 100%; height: 25px;" type="text"/>
Session 4 – Dealing with people who are drunk and the Refusals & Incident Register	<input style="width: 100%; height: 25px;" type="text"/>
Session 5 – Alcohol & its effects & other age restricted sales	<input style="width: 100%; height: 25px;" type="text"/>

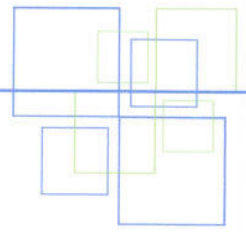
I, being the DPS or Premises Licence Holder, certify that the above named person has completed the staff licensing training to a satisfactory level and can now be authorised to make sales of alcohol to customers.

Name Position

Date Signature

Forms to be completed & signed

- Form 2 - 'Challenge 21' Policy & Store Policy
- Form 3 - Issued with Certificate for completion of training
- Form 4 - Authority to sell alcohol form



SESSION 1 KNOWLEDGE CHECK

Scenario

A gang of underage youths gather directly outside your premises. They are drinking alcohol, being very noisy and use abusive language to customers entering the shop. They are dropping litter and causing annoyance to the local people.

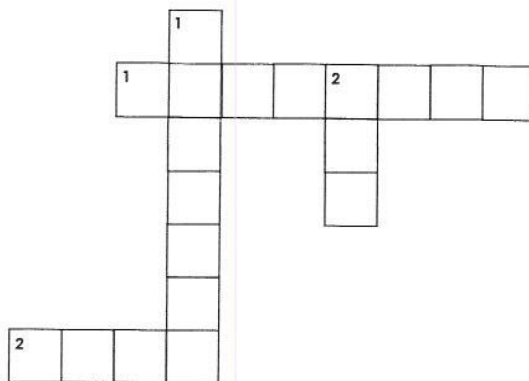
- 1 Such annoyance and behaviour undermines 2 of the 4 licensing objectives. Which 2 licensing objectives are they?

(1 point for both)

- 2 If such a situation became a common occurrence, a review of the premises licence could take place. At the review name 1 course of action that could be taken against the premises licence holder.

(1 point)

3 Mini Crossword



Across

1 A ----- licence holder has the authority to make or authorise the sale of alcohol (8).

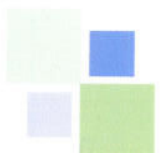
2 A --- of alcohol must not be made outside the hours specified on the premises licence (4).

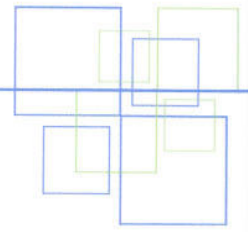
Down

1 Due diligence is a ----- in law (7).

2 Our shop is authorised to make --- sales of alcohol only (3).

(4 points)





4 The Licensing Act 2003 created Premises Licences. What do they authorise to take place on a premises?

_____ (1 point)

5 All stores have the same permitted trading hours for the sale of alcohol. True or false?

_____ (1 point)

6 If a sale to an underage person takes place, how can the DPS use the defence of due diligence to avoid prosecution?

- A. By showing that the sale was a one off, the procedures were in place and under normal circumstances it would not have happened.
- B. By producing their premises licence
- C. By showing that the person who sold was over 18

(1 point)

7 Where should the summary of the premises licence be kept?

_____ (1 point)

8 The Designated Premises Supervisor is there to:

- A. Make sure staff work according to company policy
- B. Be in charge if the owner is on holiday
- C. Be in day to day control of the premises & provide a single point of accountability for any problems

(1 point)

9 What is important about the conditions on a premises licence?

- A. They are flexible and can be used when the owner wants
- B. They are binding in law and must be followed at all times
- C. They only last for 6 months

(1 point)

10 Every person who sells alcohol needs a Personal Licence. True or False?

_____ (1 point)



Dealing With Conflict

What is workplace violence?

Workplace violence is defined by the Health & safety Executive as:

Any incident in which a person is

- (verbally) abused
- Threatened or
- Assaulted

In circumstances relating to their work.

Duty of an employee-

- To ensure you are aware of the risk assessment process
- To follow the processes & procedures put in place by your employer to ensure both your own safety & that of your colleges & customers.

Workplace violence Policy –

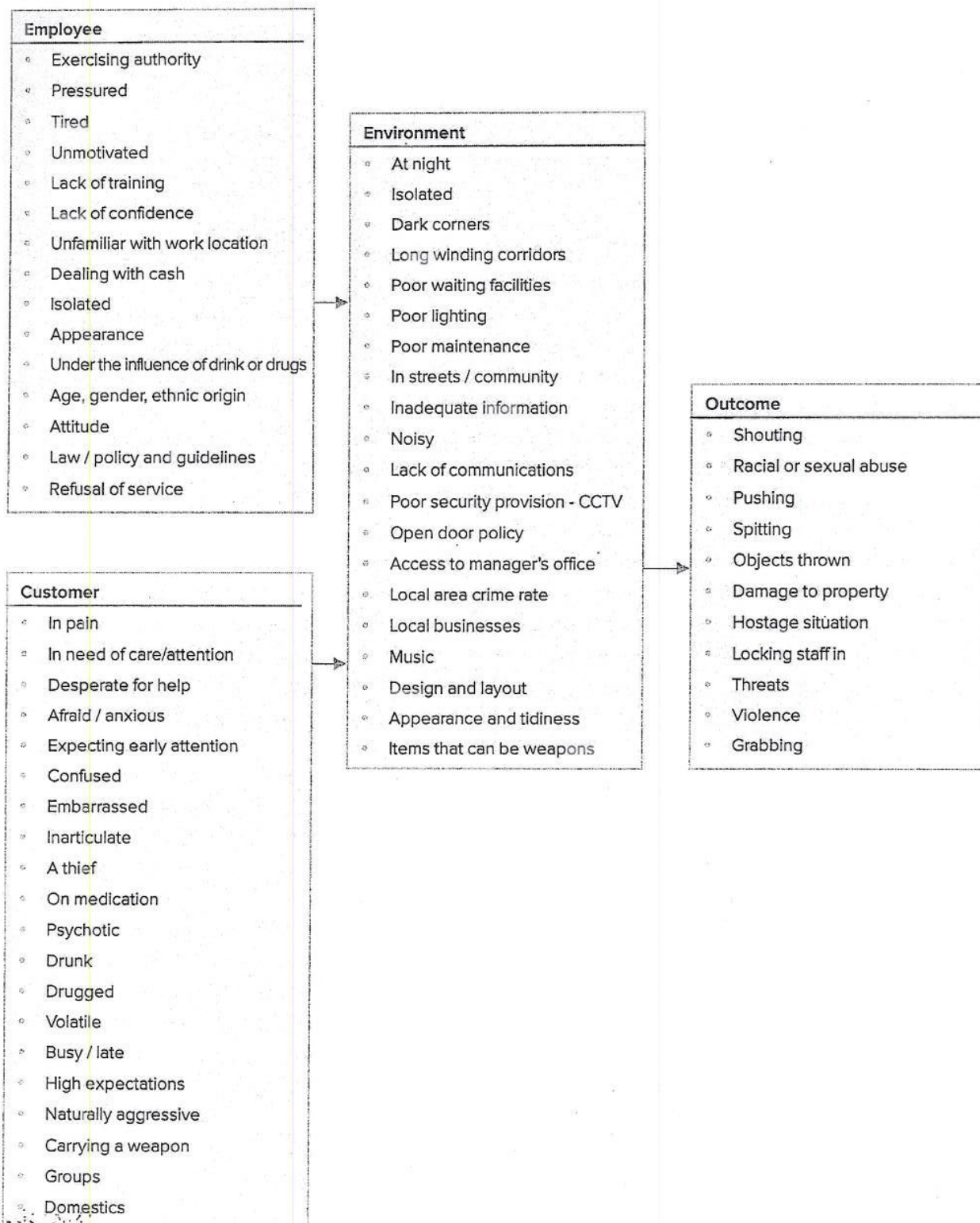
A workplace violence policy is essential for:

Setting expectations for both staff & customers as to what behaviour is & is not acceptable. The policy will ensure that standard of behaviour are maintained & that treatment of unacceptable behaviour is standardised. It should detail reporting procedures & all staff should be aware of these.

Consequences of workplace violence:

- Loss of trade
- High absenteeism amongst staff due to stress &/ or lack of motivation
- Damage to property
- Physical harm to staff
- Litigation due to neglect of responsibilities
- Difficulty retaining staff
- The business maybe subject to closure orders/ review of the licence

Factors that may contribute to a violent incident



Proactive Service Delivery

First Contact

- Your first contact with your customers will create an impression & this will initially be based upon your appearance, facial expression & the way you are standing.
- Your job may require you to take control of a situation but this does not mean that you have to start by creating the impression that you are hard & tough. It is important to match the way you behave to the situation with which you are dealing.
- In most cases your first contact will be pleasant, welcoming, helpful & smiling. Usually your customers will then be equally pleasant.
- Customers are often excited, noisy, drunk or affected by drugs, but whatever their condition, they are more likely to respond aggressively if you seem aggressive to them.
- By being proactive, you will create a safer & more enjoyable atmosphere.
- Smile, be helpful, look & sound professional, act fairly & consistently, work as part of a team.

Difficult situations

Be careful what you say in difficult situations:

- Be calm, & explain reasons for your actions
- Make it clear that certain behaviour is unacceptable
- Never make personal remarks
- Apologise politely, if necessary. This is not a sign of weakness; a genuine apology can earn respect & help a situation.
- Speak clearly & in a controlled way. Do not raise your voice & stay with the facts.
- If you need to be more assertive raise your voice, in a more forceful manner – do not shout.
- Avoid using critical or sneering tones in your voice, never talk down to people.

Body Language

- Show you understand your customer's feeling by nodding & smiling.
- Do not slouch, fidget or avoid eye contact – give them your full concentration
- Give natural eye contact, but not staring.
- Stand up straight & look alert

Monitor Behaviour

- Regularly patrol the outside of the premises, clear away any rubbish. Move on any groups loitering.
- Use re-stocking & re-arranging shelves as a reason to monitor customers you may think are a threat

- Encourage customers into conversation, you may calm down a situation that could escalate in to conflict.

Assess the threat

- Continually assess people to judge whether you may be at risk. If you have met the customers before, what do you know about them? Are they a known criminal?

How do they appear? Do they appear to be on drugs or drunk?

Are they bigger, fitter, younger or stronger than you?

- Are there any objects which could present a risk?

Knives, edged weapons, syringes, bottles, glasses, umbrellas, bags, briefcases.

- Where are you?

What time of day is it? What other people are around?

Lighting, noisy, hot, confined environment, isolated areas, locking/ opening up.

Options available

Do not put yourself at risk unless you have help available or someone else knows that you are dealing with a difficult situation.

- If you are confident that you are able to deal with the situation safely then you should do so, whilst continuing to assess the situation
- If you need assistance then you should not try to deal with the situation until help arrives.
- If the situation is potentially violent & there is a risk of physical assault then you should exit from it as soon as you can safely, whilst considering other factors such as colleagues & customers safety.
- Calm & diffuse a situation until help arrives.
- Do not use 'physical intervention' unless you have received appropriate training.

**Step Back – Assess the threat – Find Help if needed – Evaluate the options available
– Respond using the best option**

I confirm I have read & understand all of the above (4 pages)

SignedDated.....

Managers signature.....

Dear Sir & madam,

I've been living in this area for almost 3 years I've witnessed a decrease in litter the local shop keeper is a good man and very helpful and polite to the customers. The prices in the shop are very reasonable

Thanks

Yours

Sincerely

Simon

&

Lisa

Lincoln RD

Usman is great shop, he friends with
everybody & acts and always polite, he shop is
clean, and my family love his shop.

Thank you

JAN HOCUP

Usman food

HELLO MY NAME IS ADAM I LIVE
ABOVE SHOP I WOULD NOT MIND IS
USMAN OPEN TIV 2 am

THANK
YOU
Adam
LINCOLN
ROAD

The undersigned are regular customers of Usman Iftikhar at Mini Market, 415 Lincoln Rd, Peterborough PE1 2PF.

In signing this form I am actively showing my support for the shop to be granted an extension to the alcohol licence to 8am to 2am, Monday to Sundays.
The store provides a very valuable service to the local community.

NAME	ADDRESS	SIGNATURE	COMMENTS
DHANWANT SINGH	ST PAUL'S RD NEW ENGLAND P. BORO		VERY GOOD SERVICE, NEEDS TO OPEN MORE IN THE EVENING.
MINDAUBAS JAZUKVICIUS	LINCOLN ROAD		IT'S GOOD SERVICE, WICE CONDITION AND VERY WELL PLACE.
LAURA BUCKUS	st mortimer street		very good service
D. LAHOWSKI	SHEEPWALK P. Boro		GOOD SERVICE NEED TO BE OPEN LONGER!
M. Johnson	Gilpin St		Good service, I have seen drunk people turned away
TADAS BISTROVAS	VEER ROAD		very good service
Carl	slon		very good service
C. PALMER	Crown St		Good friendly Please open longer
M. PACHOLSKA	ELMORDE ROAD 24		very good shop
S. ZOLAS	ELMORDE ROAD 24		very good shop.
JANIS	LINCOLN ROAD		NICE SHOP
TIRE	TENNYSYN ROAD		VERY GOOD
M. MIROSLAW	Lincoln Rd		VERY GOOD SERVICE
Steven Fitzsimons	Lincoln Road P'boro		very excellent shop great service, loyal people!
DARIUSZ	VEREZA P. BORO		
Uncle Jerry	CHARLES STREET		Excellent shop nice people
JACIUS SANDOR	ALEXANDRA ROAD		very
STE FAN PERNA	GILPIN STREET		VERY GOOD

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NAME	ADDRESS	SIGNATURE	COMMENTS
Luciana Oliveira	Lincoln Road		I like to come to shop Ave my Hair Products
LUCAS SKIBA	WATERGALL		I very like this shop but I WANE RIP THE SHOP WORKING LONGER
Inga Marksa	Lincoln Road Pboro		I like this shop its close to my house and I wish its will work longer than 8pm.
/	/	/	/
Luke Hill	Store Bridge Lea.		Very good Service, always helpful
EVALDAS BARTKUS	NORTHFIELD ROAD		BEST SHOP IN PETERBOROUGH
Aiste Rasovaitis	DOGSTHORPE ROAD		VERY HELPFUL SHOP CLOSE HOME
Ron	Thrope Rd		Shop needs to be extended in hours closes to early
Jackie FAIRLEY	BARNSTOCK BRETTON		Shop here every 2nd day
Kevin Cunningham	Conover Pboro		Very helpful good service needs longer hours
JAMES BUNDRENGUS	LINCOLN ROAD		VERY GOOD SERVICE NEED TO WORK LONGER
ILJO MICELIS	BURMAR ROAD		Good service, good price, good people.
WOSTEK SWINIARSKI	LINCOLN ROAD		GOOD SERVICE, GOOD PEOPLE GOOD PRICE
Simon	Rock Road		- Good!!!
Simon & Lisa	Lincoln Road		I like coming to this shop the people who work there are very polite and helpful
/	/	/	/
Usman ASLAM	ST PAULS RD		Usman is a very polite full person
Roperdi Pukerool	Dogsthorpe Road		

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NAME	ADDRESS	SIGNATURE	COMMENTS
PETER	MARTIN ST.		
Jojo	Lincoln Road		
HUSO	STONE LAND		
Duma	Lincoln Road		
VIRGINIYA	NORTHFIELD ROAD		
Ashwari	LINCOLN ROAD		
TUBEMUSU	HANLEY GIBBERT		
ADMAN	NORTHFIELD		
SONIA	ELLI ROAD		
Eliana	Linton Road		Great personality! :)
KRIS	BOLIC ROAD		
Ena			
Vito Lijus	NORTHFIELD ROAD		Happy shop.
Jiri	CERNY		
Agne	Norton		Very nice people :)
Kami	Padhalme Rd		
HASAN	Craig St		
DARVOR	SPRINGFIELD ROAD		
VYTAUTAS	ST PAULS ROAD		
MIDJIBAN	GLADSTONE ST.		
Robert	LINCOLN RD		
TOMEX	LINCOLN		GOOD
T. Eli	BAYBROOK		GOOD
Julia	Lincoln Rd		Very Good Service
Luis	ESTEFFIN		beautiful staff
Shehik	Wick road		VERY GOOD!
Josione	Lincoln Rd		
Martynas	Lincoln		Very good!
VIKTOR	Lincoln		

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NAME	ADDRESS	SIGNATURE	COMMENTS
Qasam Hussain	ST PAULS RD		Usman is a very hard working person with a good personality
LUKASZ STACHOWIAK	EASTFIELD ROAD		😊!!!
KIMYS BALTRUJAITIS	BANKER STREET		VERY GUT
Joleon Duffield	Stone Lane		Really good.
Ry Stan	STONE LANE		Really good
Sergiu Eva	Mouges Boulevard		Really good
Ameer Hussain	Widmill Street		
Waheed Bohman	Corden Street		Real friendly man, with a great community spirit about him.
All Omar	LINCOLN ROAD		
Kasim Ali	Harris Street		Great guy!!!
LUKASZ HOCUB	LINCOLN ROAD		
VYBUTAS BUYS	ALEXANDRA RD		
RUSLANS VINOGRADOV	ALEXANDRA ROAD		
REGINA CEKAMALISKIENE	YORK ROAD		
Lukas Kandrone	Northfield		
FRANCO LARICCIA	DOVALSON DIRVE		A great man do not see what was done this before

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NAME	ADDRESS	SIGNATURE	COMMENTS
ERIKAS	GLADSTONE STREET		
TOMAS SAKALAVIČIUS	BURNS CLOSE		
ILUTA LILIENTALE	PEVERIAL ROAD		
POLDAK	LINCOLN ROAD		Day of MIND
PIOTR PODGUSZ	LOCK ROAD		
PETRAS KRIVOPIS	YORK ROAD		
MOHAMMAD AKRAM	COTESSMORE CLOSE PE3 9TP		
Bakar Iqbal	Princes Street		Good local shop and very nice friendly people.
Joanna	Gelden Avenue		Good shop
Jekaterina	NORTHFIELD RD		Good shop
VITALIJS	VERE ROAD		
Melanie PLACE	ST Paul's Road		very friendly good shop
ZAFAR AL	CORDEN ST		extremely friendly shop.
Joel Graa	shorten		
Uloj naniusz	EGGLESTON ROAD		
Jacek Smolko	Gilpin St.		

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NAME	ADDRESS	SIGNATURE	COMMENTS
ANDRIUS	NORTHFIELD RD.		GOOD SHOP, NEAR HOME, NICE PERSONNEL
Zohar	Signal		good behaviour
Darius	CORSEWOOD		I LIKE THE SHOP.
chris	-		1st to the shop
adrian	Lincoln Road		Good shop
Elisabete Rampala	VERE ROAD		6
J Stewart Bourne	FAIRFAX ROAD		USE TO REGULAR ALWAYS HELPFUL
GENADISUS	NORTHFIELD ROAD		
STACHO	Pevenil Rd		
MAMIEK	Pevenil Rd.		
KAZI	CROWN STREET		Good shop
VLADIMIR	CROWN STREET		
MOMIKO	ST PAUL ROAD		
DALIA	YORK ROAD		
ZOIGNIK	Northfield		

NORTH
FIELD

Hi Simon,

Please could you add the following condition to the operating schedule:-

- 1) The Premises Licence Holder shall ensure that all waste arising from the premises is disposed of in an appropriate manner.

Many Thanks

Gemma Goodwin

Licensing Matters Ltd
Time Technology Park
Blackburn Rd
Simonstone
BB12 7TW

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