

REPORT ON UNDERAGE SALES – 28/09/2021 – BY ARKA LICENSING CONSULTANTS

REVIEW PAPERS: REPORTED UNDERAGE SALES AND TEST PURCHASE FAILURES SINCE APRIL 2021

HISTORY: SINCE 2014 CURRENT PREMISES LICENCE HOLDER HAS BEEN INCHARGE OF THE PREMISES. AND THERE WERE NUMBER OF TEST PURCHASES DONE – ALL PASSED.

REFUSAL BOOK HAS BEEN MAINTAINED

STAFF HAVE BEEN TRAINED

CHALLENGE 25 SCHEME DEPLOYED

SINCE JUNE 2021 – Extra training provided to staff in particular to Mr Kathiravelu Ravikumar, including by visiting licensing officers.

DPS REPORT – I provided extra training to Mr Kathiravelu Ravikumar my husband. There were extra training provided after 2nd Test Purchase. He promised to follow all steps and promised to use Challenge 25 at all times. We were all upset after 2nd purchase failure. He himself said I don't know what happened He will ensure it won't happen again. DPS, I was also monitoring from outside time to time.

What could be the reason failure – Mr Kathiravelu Ravikumar has been dealing with some sickness and he didn't say to anyone. He had a stroke as a result. He is unable to remember things and he won't be able to work again

RECOMMENDED ACTIONS: INCORPORATE INTO CONDITIONS.

1. Install Till Prompt System with voice recognition
2. Staff to undergo formal training on underage sales prevention course and external certificate obtained.
3. Exclude Mr kathiravelu Ravikumar from working.

AND

1. "Challenge 25": 1. The Licensee to adopt a "Challenge 25" policy where all customers who appear to be under the age of 25 and attempt to purchase alcohol or other age-restricted products are asked for proof of their age. The Licensee to prominently display notices advising customers of the "Challenge 25" policy.
2. The following proofs of age are the only ones to be accepted: • Proof of age cards bearing the "Pass" hologram symbol • UK Photo Driving licence • Passport.
3. The Licensee to ensure that each member of staff authorised to sell alcohol has received adequate training on the law with regard to age restricted products and that this has been properly documented and training records kept. The training record to be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.

4. The Licensee to ensure that each member of staff authorised to sell alcohol is fully aware of his /her responsibilities in relation to verifying a customer's age and is able to effectively question purchasers and check evidence of proof of age. The Licensee to ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge under - 18s attempting to purchase alcohol.
5. Refusals Book: The licensee to keep a register of refused sales of all age- restricted products (Refusals Book). The refusals book to contain details of time and date, description of the attempting purchaser, description of the age restricted products they attempted to purchase, reason why the sale was refused and the name/signature of the sales person refusing the sale. The Refusals book to be examined on a regular basis by the Licensee and date and time of each examination to be endorsed in the book. The Refusals Book to be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.

Also incorporate other conditions on CCTV etc

ENCLOSED: SOME EVIDENCES OF PAST RECORDS:

ACTIONS ALREADY TAKEN BY DPS;

She has attended a refresher training course externally.

Ordered upgrading of Till System to incorporate till prompt

Updated new training program and new recording systems

Barred Mr Kathiravelu Ravikumar from working in the future (if he recovered from Stroke)

DPS would like to work with the Authorities to put this right and she is committed.