

2

Managers Guide

Where to get help?

No ID, No Sale!

Order or download more No ID, No Sale! support materials.

noidnosale.com

CitizenCard

The UK's leading proof-of-age card scheme with more than half a million cards now in circulation.

citizencard.com

Under Age Sales Ltd

Specialists in providing training and support to retailers of age restricted goods. Including free advice if you fail a test purchase by Trading Standards.

Tel: 0345 257 0018
underagesales.co.uk

Young Scot

The Scottish Government's proof-of-age scheme.

Tel: 0808 801 0338
youngscot.org

Trading Standards

The lead law enforcement agency in the UK for most age restricted sales.

Tel: 0345 404 0506
www.tradingstandards.uk

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No ID, No Sale! Managers Guide
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Introduction

Preventing under age sales

Children should not smoke, drink alcohol, play with fireworks or take part in the lottery. You are the front line in preventing under age sales of these products and all of the other restricted goods listed on the next page. It is a challenging role for all responsible retailers and the No ID, No Sale! campaign materials are here to help you.

No ID, No Sale! is now well recognised throughout the UK. The distinctive red roundel serves as a reminder to your customers that they can be expected to be asked for ID to purchase restricted goods no matter how old they are and particularly if they still look young.

The materials in this pack are here to help you together with the support that you can find on our website www.noidnosale.com and with our other partners.

Take a short time to read through this leaflet, ask your staff to read through it and use the materials in your store. It is about creating the expectation that customers will be challenged for ID.

It's not personal, It's the law!

Age Restrictions

Which products are restricted?

18

Tobacco products, papers, cigarettes, rolling tobacco
Alcohol, including pre-mixed drinks and 'shot tubes'
Cigarette lighter refills, butane
Solvents, including glue, e-cigarettes, nicotine refills and intoxicating substances
Fireworks and sparklers
Knives, razor blades (except safety razors)
18 Videos, DVDs and PEGI 18 rated games
18 Videos, but you need a special license to sell these
Newspapers and magazines with any 18/R18 DVDs or games attached
Tattoos and sunbeds

16

Lottery, including the National Lottery, scratchcards and the Health Lottery
Party poppers, cracker snaps
Pets and animals
Petrol
PEGI 16 rated games
Aerosol spray paints

15

15 videos, DVDs and games
Newspapers and magazines with any 15 DVDs or games attached

12

12 Videos, DVDs and PEGI 12 games
Christmas crackers
Newspapers and magazines with any 12 DVDs or PEGI 12 games attached

PENALTIES vary depending on the product and the circumstances of the sale. A seller of alcohol can receive a fixed penalty of £90 but may be subject to an unlimited fine in the magistrate's court. A seller of tobacco products can be subject to an unlimited fine. A shop owner could receive substantial and unlimited fines for breaches. They would also receive a criminal record and can have conditions placed on any licence they hold or apply for. Other sanctions can include having your lottery terminal removed, loss of your licence to supply alcohol or fireworks or being prohibited from supplying tobacco products.

18 MATCHES & LIGHTERS

As a matter of best practice, retail staff are advised not to sell matches and lighters to anyone under 18



If you have a petrol station on site, there is an additional restriction prohibiting a person under 16 years of age from operating the petrol pumps.



Acceptable ID

How to challenge for ID?

You should always challenge younger customers for ID, even if they look like they might be old enough. It's always better to check. If the customer doesn't have their driving licence or passport, you should look for the PASS hologram on any proof-of-age presented. Make sure you check the ID carefully, look for tampering and check the date. It's often useful to have a note on your till of the year of birth for today's 18 year olds.

Check for a PASS card, such as a CitizenCard, or a driving licence, passport or military ID.

We only recommend military ID being acceptable if your shop is on or near a military base AND you are familiar with what military ID looks like.



01



02



03



04

01/05 CitizenCard 02/21 Young Scot card

03/3 Driving licence 04/4 Passport



6



7

How to layout your store?

As many of the age restricted products as possible should be behind the till or in direct sight of your staff working on the till. This may not always be possible, but the courts have said that if you set out your store in a piecemeal and cavalier way, it may prevent you from defending any prosecution brought by Trading Standards for under age sales.

- (01) A3 Statutory notice: If you sell tobacco, you are legally required to prominently display this notice near to your tobacco products | (02) Pin badge | (03) DL leaflet dispenser
- (04) A4 poster | (05) A5 vinyl window sticker.

Tobacco Display Ban

All tobacco products must be stored out of sight of the public. You can reveal only up to 1.5m² of display when: retrieving products; showing stock to an over 18 at their request (they must be ID'd before the stock is revealed); counting stock or restocking the fixture; maintenance/ cleaning; or staff training.

- PENALTIES:** England, Wales & Northern Ireland – Non-compliance with Tobacco Ban up to an unlimited fine and/or up to 2 years in prison. Scotland - Fixed Penalty Notices £50 to £200 and Retail Tobacco Licence revoked for 3 offences in 2 years.

SIX Top Tips

How to get it right?

Train your staff

You rely on the snap decisions of your staff to prevent under age sales. You need to ensure that they are properly trained and have the skills to challenge for ID. You can get nationally accredited training at relatively low cost - see useful contacts.

Set your store out

Think carefully about how you layout your store. Keep as many of the age restricted goods listed on page 4 as possible behind the counter. Tobacco products must be stored out of sight of the public. That way your customers will need to ask for them giving your staff an added opportunity to assess their age. If all of your age restricted goods won't fit behind the counter keep them in sight, not hidden away at the back of the store. Use the materials in this pack and order more from the useful contacts if you need them.

Keep your records

Get your staff to keep a record of when they have refused sales. You can either set your till up to do this or use the refusals register included in this pack. Regularly check the record to see if any of your staff might not be making any refusals - that might indicate that they need some more training. Also keep a copy of any training provided. Show your staff this booklet and get them to sign page 11 to prove that they have read it - it may be useful to show Trading Standards.

If it goes wrong

Local trading standards officers actively enforce this legislation and one slip up can put your business and licences in jeopardy. If you do fail an official test purchase they will tell you within a few days. You should be prepared to be retested in the next few days and certainly within 3 months. If you fail again, the penalties can be much higher. Don't panic. You can get free advice from our useful contacts on page 2.

Remind your staff again

Have regular reminders for your staff. Perhaps get them to re-read this booklet and keep a log of when you have reminded them about the rules. You should carry out refresher training for your till staff at least once every three months.

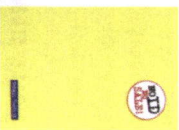
Challenge for ID

If a customer is purchasing age restricted goods always think about challenging them for ID. Your staff should never try to guess someone's age - if in doubt, always ask for ID.

You should be clear with staff over what you will accept as valid proof of age. We recommend that you only accept driving licences, passports, proof-of-age cards that carry the PASS hologram (such as CitizenCard) and military ID. Place the CitizenCard dispenser in this pack by your till. That way, if a young customer doesn't have ID, you can give them a leaflet to diffuse the situation.

In your Pack

What is in my No ID, No Sale! pack?



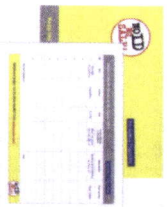
01

02

03

04

05



06

07

08

09

10

11

- 101) 1x C4 envelope
- 102) 1x A4 folder with pocket
- 103) 1x A3 statutory notice
- 104) 1x A5 vinyl window sticker
- 105) 1x Pin badge
- 106) 1x A4 refusals register

- 107) 1x A4 covering letter/poster
 - 108) 1x A5 managers guide
 - 109) 50x CitizenCard leaflets with dispenser
- More materials are available from noidsosale.com

Declaration

Challenge purchasers

I have read and understood this booklet and taken note that I am required to challenge purchasers of age restricted goods for ID, verify their age and that, if I sell to a person who is under age, I will be committing an offence and I could be fined and/or face disciplinary action.

Keep this record in a safe place

Name

Date

Sign

Name	Date	Sign

noidnosale.com



Remember to properly
train your staff!

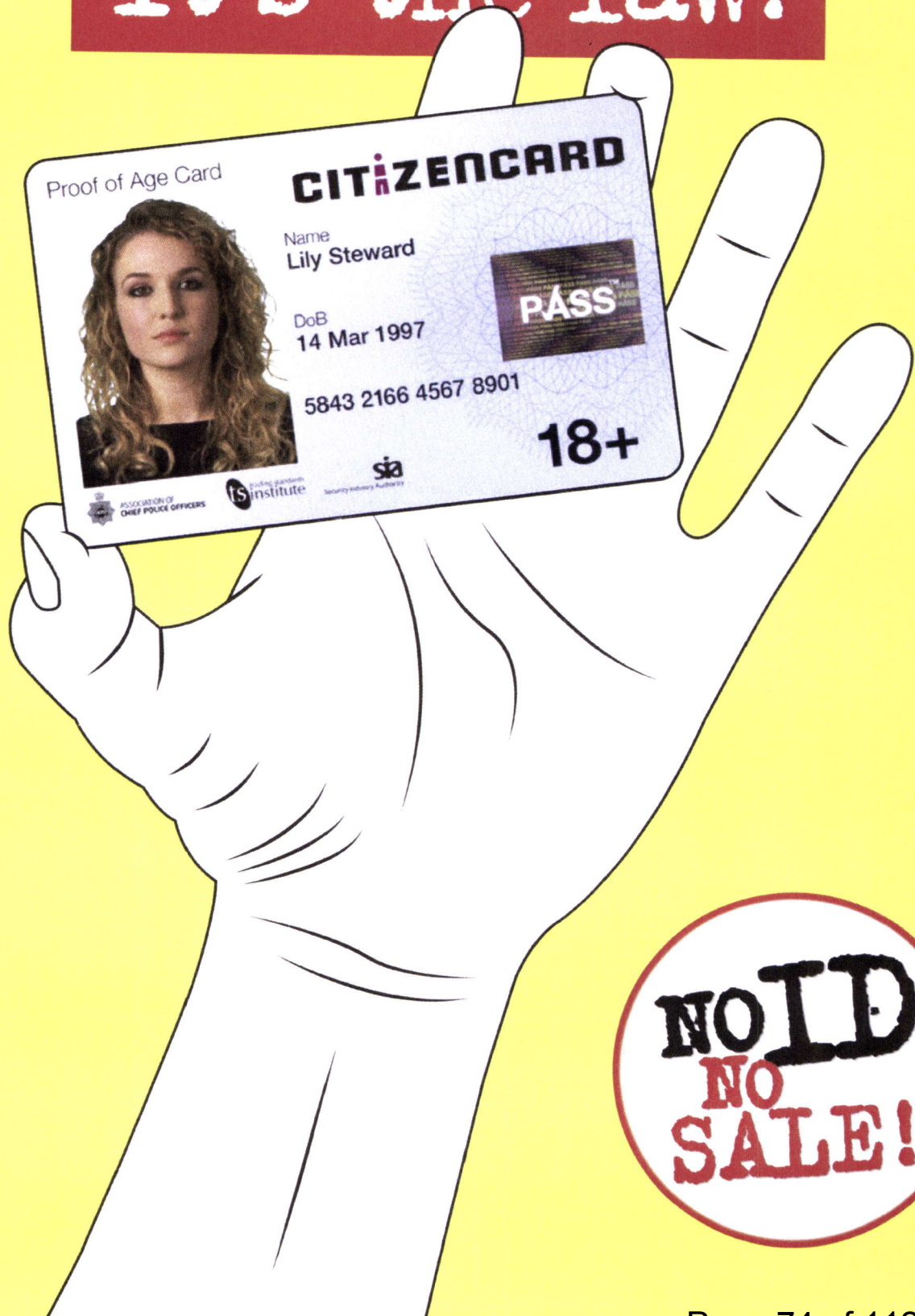
Make sure you set up your
store properly!

Always be vigilant, challenge
young adults for ID!

Never try to guess
the customer's age!

It's not personal

It's the law!



DATE AS POSTMARK

Dear Retailer

"It's not personal, it's the law"

This new 'No ID, No Sale!' Retail Toolkit might just save your livelihood. Use the materials to help you and your staff to comply with the legislation on underage sales. Doing so will help prevent you from being prosecuted, fined or losing the right to sell alcohol, tobacco or lottery products.

If your shop has been caught selling tobacco to under-18s twice within 2 years, a conviction on a 3rd illegal sale can result in a Restricted Sale Order (banning the staff member from selling tobacco for up to 12 months) or a Restricted Premises Order (banning the shop from selling tobacco for up to 12 months). Failure to comply with the terms of an RSO or RPO is a fine of up to £20,000.

Tobacco Display Ban

The ban means that all tobacco products must be stored out of sight of the public. You can reveal only up to 1.5m² of display when: retrieving products; showing stock to an over 18 at their request (they must be ID'd before the stock is revealed); counting stock or restocking the fixture; maintenance/cleaning; or staff training.

In every case, the products must be displayed for the minimum length of time. It is **NOT** an offence for other customers, including children, to incidentally see tobacco products whilst the door is open for a legitimate purpose. You **MUST** continue to display an **A3 Statutory Notice** (copy enclosed).

Your Retail Toolkit contains:

- (01) Managers Guide which explains how to train your staff. All managers should read it and sign it.
- (02) A3 Statutory Tobacco Notice. The maximum fine for displaying it is £1,000.
- (03) Window Sticker shows the image of the new CitizenCard.
- (04) Poster (reverse of this letter) which tells customers that "It's not personal, it's the law".
- (05) Refusals Register which should be used by all staff and signed off by a manager. Kept close to the counter but out of sight, the Register is proof of due diligence - and in some cases the existence of a well - maintained Register has prevented staff from being prosecuted.
- (06) 50 CitizenCard application forms. These allow staff to offer customers without ID the means to get one, so just handing the form out can diffuse a difficult encounter.
- (07) A leaflet dispenser to display the forms in.
- (08) A No ID, No Sale! pin badge.

To order further copies of any materials, register with the **No ID, No Sale!** Campaign by emailing contact@noidnosale.com or download them from www.noidnosale.com

Whether you sell tobacco, alcohol, lottery or knives
I hope that these materials are of use, and if you have any
comments please email contact@noidnosale.com

Yours sincerely,
Andrew Chevis

Proof of Age Card


noidnosale.com

The new 18+ PASS card is endorsed by the
police, trading standards and the security industry.



Proof of Age Card



CITIZENCARD

Name
Lily Steward

DoB
14 Mar 1995

5843 2166 4567 8901



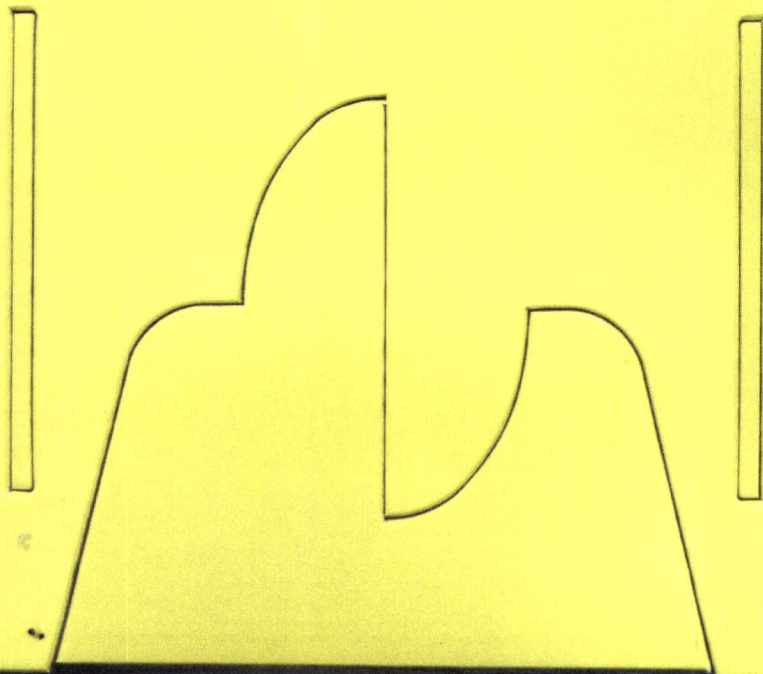
18+

ASSOCIATION OF
CHIEF POLICE OFFICERS

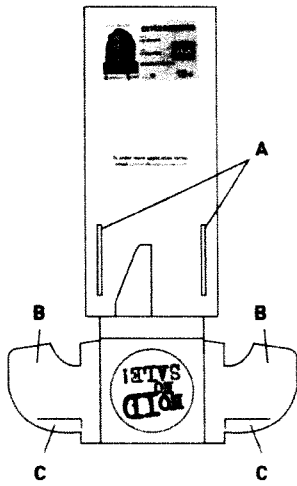
ts institute

sia
Security Industry Authority

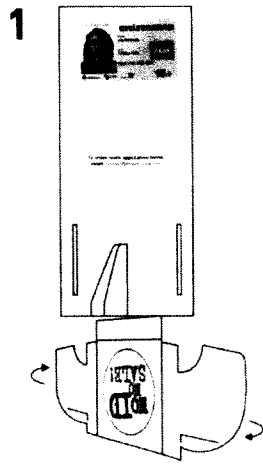
To order more application forms
email contact@noidnosale.com



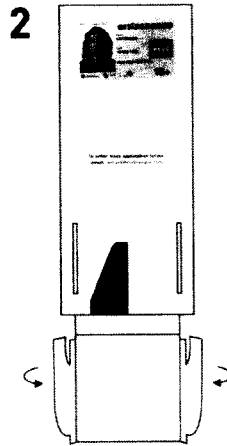
Leaflet Dispenser Assembly Instructions



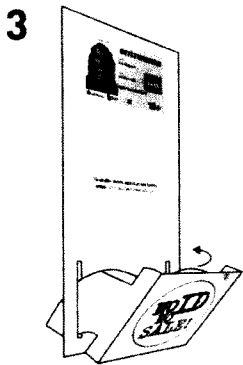
A = Slots
B = Side flap
C = Locking Flap



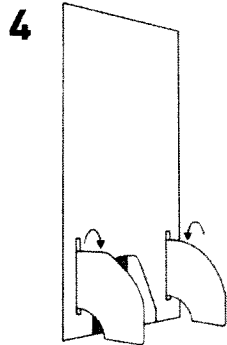
1. Rotate the printed front pocket and side flaps 180° anti-clockwise (the printed front) pocket should then be facing away from you)



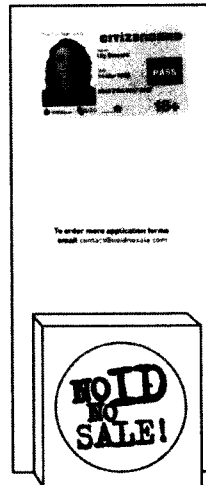
2. Fold side flaps **(B)** inwards



3. Push the side flaps **(B)** through the slots **(A)** on the printed back panel



4. From the back of the leaflet dispenser fold down the locking flaps **(C)**





Refusals Register

Keep the Register close to the counter but out of SIGHT!

Best Practice

If a customer fails to produce valid photo-ID that confirms his or her age, the sale should be **REFUSED** and recorded in this Refusals Register after the customer has left the premises.

Keep the register close to the counter but out of SIGHT!



All staff should know where this Refusals Register is kept, and should write an entry whenever an age-related sale is **REFUSED**. A Trading Standards Officer will ask to see it if they visit your store.

The manager will sign off and date each page of this register, which will be kept in a safe place away from customers. The Register may need to be produced in the event that local authority enforcement officers undertake test purchases, other enforcement activity or if a threat of legal action against the premises' manager or staff arises.

noidnosale.com

Age Restrictions

Which products are restricted?

18

Tobacco products, papers, cigarettes, rolling tobacco
Alcohol, including pre-mixed drinks and 'shot tubes'
Cigarette lighter refills, butane
Solvents, including glue, e-cigarettes, nicotine refills and intoxicating substances
Fireworks and sparklers
Knives, razor blades (except safety razors)
18 Videos, DVDs and PEGI 18-rated games
R18 videos, but you need a special license to sell these
Newspapers and magazines with any 18/R18 DVDs or games attached
Tattoos and sunbeds

16

Lottery, including the National Lottery, scratchcards and the Health Lottery
Party poppers, cracker snaps
Pets and animals
Petrol,
PEGI 16 rated games
Aerosol spray paints

15

15 videos, DVDs and games
Newspapers and magazines with any 15 DVDs or games attached

12

12 Videos, DVDs and PEGI 12 games
Christmas crackers
Newspapers and magazines with any 12 DVDs or PEGI 12 games attached

PENALTIES vary depending on the product and the circumstances of the sale. A seller of alcohol can receive a fixed penalty of £90 but may be subject to an unlimited fine in the magistrate's court. A seller of tobacco products can be subject to an unlimited fine.

A shop owner could receive substantial and unlimited fines for breaches. They would also receive a criminal record and can have conditions placed on any licence they hold or apply for.

Other sanctions can include having your lottery terminal removed, loss of your licence to supply alcohol or fireworks or being prohibited from supplying tobacco products.

18 MATCHES & LIGHTERS
As a matter of best practice, retail staff are advised not to sell matches and lighters to anyone under 18



If you have a petrol station on site, there is an additional restriction prohibiting a person under 16 years of age from operating the petrol pumps.

Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
01	Example 01/05/2016	Cigarettes	7:10 PM	Male 14 years Blonde, 5ft 11"	Nervous and refusing to show ID	Allen Smith
02						
03						
04						
05						
06						
07						
08						

Manager's Signature:

Date:

Additional pages can be downloaded from noidnosale.com



**IT IS ILLEGAL
TO SELL TOBACCO
PRODUCTS TO
ANYONE UNDER
THE AGE OF 18**

Appendix 4

Challenge 25 test purchase failure letters



Environmental & Community Services

Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone: 020-8464 3333

Direct Line: **020 8313 4467**

Email: tracey.firth@bromley.gov.uk

Fax: 020-8313 4450

Internet: www.bromley.gov.uk

DX5727 Bromley

Premise Licence Holder
Mr. Kanapathy Ratnasingham
49 Padstow Avenue
Fishermead
Milton Keynes
MK6 2ER

25th October 2017

Dear Sir

Age Restricted Product Challenge 25 Test Purchase – FAIL
GREAT GRAPES 89 Queensway Petts Wood Orpington BR5 1DQ

Within the last few months I visited your shop to speak about procedures in relation to the sale of age restricted products and using the 'Challenge 25' age verification policy. 'Challenge 25' encourages retailers to refuse to sell age restricted products, for example alcohol and tobacco, to anyone who appears to be under the age of 25 years *and* who does not present an acceptable form of photo identification. At the time of the visit I spoke about our test purchasing work and left you a letter with the reference 'ARP IV' which described how this is operated.

I am writing to advise you that Trading Standards carried out a test purchase at your premises within the last three weeks. A volunteer over the age of 18 who did not have any identification attempted to make a purchase of alcohol and/or tobacco to test your use of the Challenge 25 policy. The sales assistant sold the product to our volunteer.

Although no criminal offence was committed in selling to our volunteer because s/he was over 18, it is evident that you or your staff have not adhered to the recommendations made under the Challenge 25 policy. Failure to adhere to the Challenge 25 policy could put your business at risk of selling age restricted products to individuals aged under 18.

As part of your business' continued due diligence we recommend that you discuss this matter with all your staff and remind them of their obligations with regard to age restricted products. Remember: **"NO ID, NO SALE"**. We would also encourage you to display the Challenge 25 posters and stickers recently given to you if you have not already done so.

As a sale was made to our volunteer, a test purchase will now be carried out at your premises by volunteers under the age of 18. Our volunteers will be instructed to say they are 18 if they are asked their age, so ensure your staff always ask individuals who appear under the age of 25 for photo identification and check the identification provided.

In the event of a sale of an age restricted product being made to our underage volunteers you will be reported. This could result in legal proceedings, a criminal record and a fine. In the case of alcohol, a fixed penalty notice and/or a review of your licence could also result.

Trading Standards request that you take this opportunity to ensure your business is complying with all relevant legislation. If you have read the information pack I provided during my visit to your shop and you are unsure on any aspect of the sale of age restricted products, please contact me for further advice.

Yours faithfully

T.Firth

Mrs Tracey Firth
Senior Consumer Protection Inspector



Environmental & Community Services

Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone: 020-8464 3333

Direct Line: **020 8313 4467**

Email: **tracey.firth@bromley.gov.uk**

Fax: 020-8313 4450

Internet: www.bromley.gov.uk

DX5727 Bromley

Business Owner
GREAT GRAPES
89 Queensway
Petts Wood
Orpington
BR5 1DQ

25th October 2017

Dear Sir/Madam

Age Restricted Product Challenge 25 Test Purchase – FAIL
GREAT GRAPES 89 Queensway Petts Wood Orpington BR5 1DQ

Within the last few months I visited your shop to speak about procedures in relation to the sale of age restricted products and using the 'Challenge 25' age verification policy. 'Challenge 25' encourages retailers to refuse to sell age restricted products, for example alcohol and tobacco, to anyone who appears to be under the age of 25 years *and* who does not present an acceptable form of photo identification. At the time of the visit I spoke about our test purchasing work and left you a letter with the reference 'ARP IV' which described how this is operated.

I am writing to advise you that Trading Standards carried out a test purchase at your premises within the last three weeks. A volunteer over the age of 18 who did not have any identification attempted to make a purchase of alcohol and/or tobacco to test your use of the Challenge 25 policy. The sales assistant sold the product to our volunteer.

Although no criminal offence was committed in selling to our volunteer because s/he was over 18, it is evident that you or your staff have not adhered to the recommendations made under the Challenge 25 policy. Failure to adhere to the Challenge 25 policy could put your business at risk of selling age restricted products to individuals aged under 18.

As part of your business' continued due diligence we recommend that you discuss this matter with all your staff and remind them of their obligations with regard to age restricted products. Remember: **"NO ID, NO SALE"**. We would also encourage you to display the Challenge 25 posters and stickers recently given to you if you have not already done so.

As a sale was made to our volunteer, a test purchase will now be carried out at your premises by volunteers under the age of 18. Our volunteers will be instructed to say they are 18 if they are asked their age, so ensure your staff always ask individuals who appear under the age of 25 for photo identification and check the identification provided.

In the event of a sale of an age restricted product being made to our underage volunteers you will be reported. This could result in legal proceedings, a criminal record and a fine. In the case of alcohol, a fixed penalty notice and/or a review of your licence could also result.

Trading Standards request that you take this opportunity to ensure your business is complying with all relevant legislation. If you have read the information pack I provided during my visit to your shop and you are unsure on any aspect of the sale of age restricted products, please contact me for further advice.

Yours faithfully

T.Firth

Mrs Tracey Firth
Senior Consumer Protection Inspector

Appendix 5

2 bottles of Kopparberg cider

Appendix 2

(Premises Licence)

LICENSING ACT 2003

**Premises Licence
London Borough of Bromley**

Premises licence number

14/00741/LAPRE

Signed

Paul Lehane
Head of Food Safety, Occupational Safety and Licensing

Licence Granted 15th December 2014

Issue Number **002**

This licence consists of **8** pages (Including Licence Summary)

Part 1 – Premises Details

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

Best N Express
89 Queensway
Petts Wood
Orpington
BR5 1DQ

Where the licence is time limited the dates

Not applicable.

Licensable activities authorised by the licence

Sale or Supply of Alcohol

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

Off Sales Only.

The opening hours of the premises

Hours Open to the Public on Every Day from 06:00 to 23:00

The times the licence authorises the carrying out of licensable activities.

Sale or Supply of Alcohol on Every Day from 08:00 to 23:00

Part 2

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

Mr Kanapathy Ratnasingham
of
49 Padstow Avenue
Fishermead
Milton Keynes
MK6 2ER

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

Not Applicable.

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

Full Name: Kanapathy Ratnasingham
Address: 64 Sayes Court Road, Orpington BR5 2PQ

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

DPS Licence Ref: 15/00119/LAPER issued by London Borough of Bromley

Mandatory Conditions

1. Supply of Alcohol:

(1). No supply of alcohol may be made at a time when no designated premises supervisor has been specified in the licence or at a time when the designated premises supervisor does not hold a personal licence or the personal licence has been suspended.

(2). Every sale of alcohol under the premises licence must be authorised by a personal licence holder.

2. Age Verification:

(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.

3. Permitted Price:

(1). A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2). For the purposes of the condition set out in paragraph 1 -

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

where -

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

- (i) the holder of the premises licence,
- (ii) the designated premises supervisor (if any) in respect of such a licence, or
- (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

(3). Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(4). (1). Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2). The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4. Films:

(1). The admission of children must be restricted in accordance with the recommendations laid down by the British Board of Film Classification.

OR

(2). In circumstances where the licensing authority has reclassified a film. Then access of children should be restricted to meet this reclassification standard.

Note:- "Children" means any person under 18 years of age.

5. Door Supervision:

- (1). Any individual employed at the premises as a door supervisor must
 - (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
 - (b) be entitled to carry out that activity by virtue of section 4 of that Act.

Conditions consistent with the Operating Schedule

General

6. All staff engaged in the sale of alcohol will be trained in respect of their legal and social responsibilities whilst doing so. They will also be trained in respect of the premises licence and any conditions contained therein. Such training shall be repeated every 6 months and records of this training shall be maintained at the premises and made available to Police or Council Officers upon request.

The Prevention of Crime & Disorder

7. CCTV cameras will be installed at the premises and be in good working condition. They will record images at all times when licensable activity is taking place. Recorded images shall be of good evidential quality to allow for facial recognition of suspects. The CCTV cameras will be capable of recording in all lighting conditions and be capable of being downloaded and supplied upon reasonable request to either an authorised officer of the Council or a Metropolitan Police Officer. The recordings shall be kept for a minimum of 31 days.

8. Alcohol shall only be sold in sealed containers for consumption off the premises. Spirits shall be stored on shelving behind the sales counter. Other alcohol shall be displayed on shelves which are immediately adjacent to the sales counter and shall be in full view of staff.

Public Safety

9. Compliance with fire, health & safety legislation will be maintained.

The Prevention of Public Nuisance

10. No deliveries shall be made to the premises other than during the times the premises are open to the public.

11. No disposal of rubbish shall take place other than at times the premises are open to the public.

The Protection of Children from Harm

12. A 'Challenge 25' scheme will be implemented and maintained, whereby any person that appears under 25 years of age has to prove they are over 18 by providing acceptable identification (as per the Home Office Guidance on acceptable ID -ID must contain a photograph, date of birth, holographic mark or ultra violet feature).

13. A notice will be displayed in a prominent position to advise customers that Challenge 25 is in operation at the premises.

14. A refusals book or a suitable software programme used in conjunction with an electronic till must be used at the premises for all age restricted products. The information contained within shall be provided in a legible form and be made available to the Police or Council Officers in request.

15. Training for staff on under age sales will be documented and repeated at regular intervals. The training will ensure staff understand the principle of Challenge 25. The training records shall be made available for inspection at the request of the Licensing Authority, Trading Standards and Metropolitan Police.

Conditions attached after a hearing by the Licensing Authority

NONE.

Plans

Held by the Licensing Authority: Stamped Reference Number:
14/00741/LAPRE Dated: 15th December 2014

LICENSING ACT 2003

Premises Licence Summary

Premises licence number

14/00741/LAPRE

Signed

Paul Lehane
Head of Food Safety, Occupational Safety and Licensing

Licence Granted 15th December 2014

Issue Number **002**

This licence summary consists of **2** pages

Premises Details

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

Best N Express
89 Queensway
Petts Wood
Orpington
BR5 1DQ

Where the licence is time limited the dates

Not applicable.

Licensable activities authorised by the licence

Sale or Supply of Alcohol

The opening hours of the premises

Hours Open to the Public on Every Day from 06:00 to 23:00

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

Off Sales only.

The times the licence authorises the carrying out of licensable activities

Sale or Supply of Alcohol on Every Day from 08:00 to 23:00

Name, (registered) address of holder of premises licence

Mr Kanapathy Ratnasingham
of
49 Padstow Avenue
Fishermead
Milton Keynes
MK6 2ER

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

Not Applicable.

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

Full Name: Kanapathy Ratnasingham

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

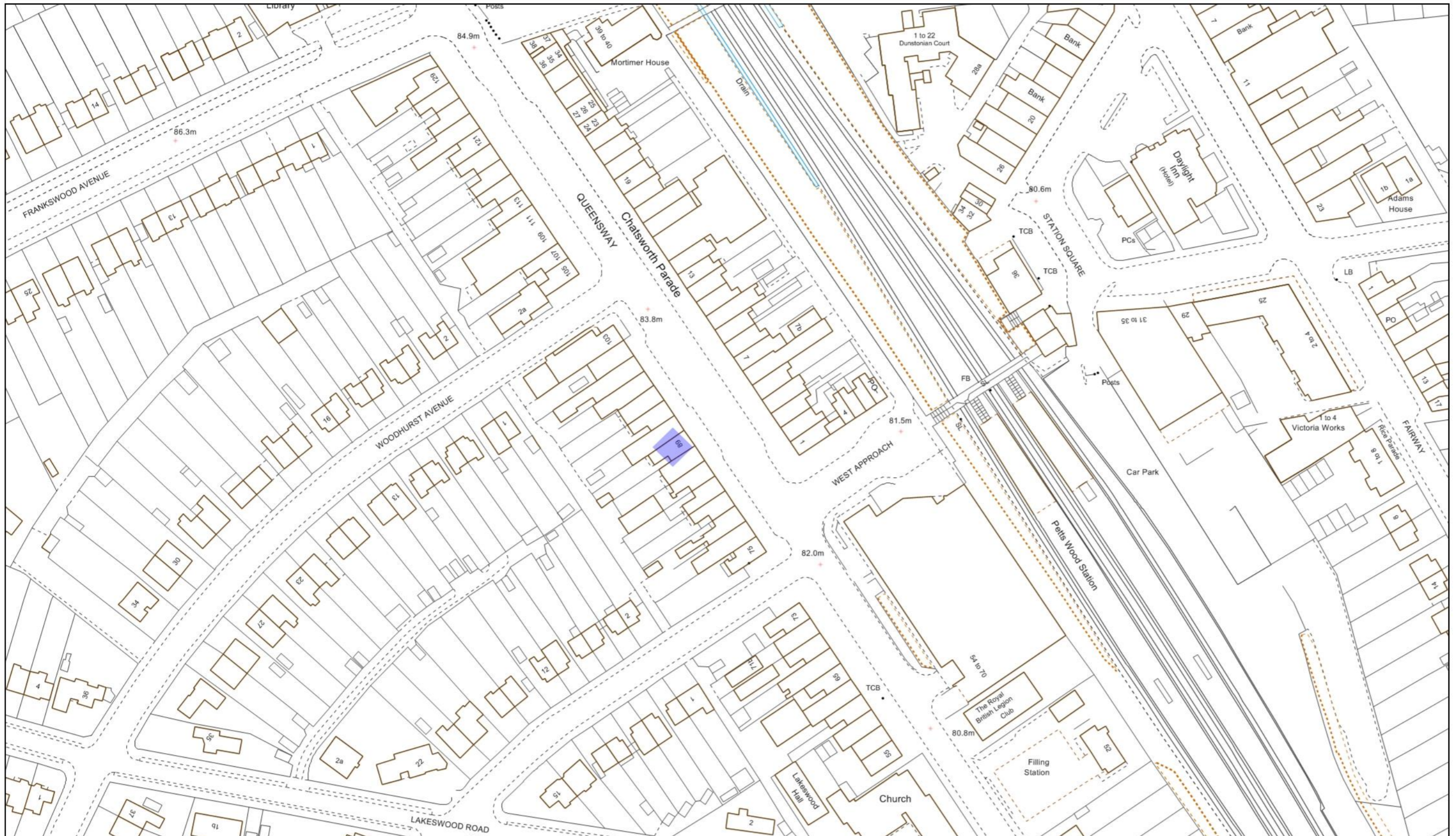
Not applicable.

Appendix 3



Licensing Plan

1:1250



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Appendix 4

Guidance for Members on Reviews

Guidance for Members hearing a Review of a Premises Licence or Club Premises Certificate

Licensing Act 2003 section 52 & 88 and Part 11 of the Secretary of States Guidance

The purpose of a Review

To ensure that the licence holder is promoting the licensing objectives, which are

1. Prevention of crime & disorder
2. Prevention of public nuisance
3. Protection of public safety
4. Protection of children from harm

Reviews can be brought by any Responsible Authority, individual, business or Ward Councillors on any of the licensing objectives

At a Review Members of the Sub Committee can

1. Modify licence conditions
2. Exclude a licensable activity from the licence
3. Remove the DPS from the licence
4. Suspend the licence for up to 3 months
5. Revoke the licence

Seriousness

After hearing the evidence at a Review hearing Members need to decide the level of seriousness of the failure to promote the licensing objective. This guide suggests factors which Members may consider to be 'aggravating' or 'mitigating' but it is not a definitive list and Members may identify other factors during a Review hearing.

Based on Members views as to seriousness and 'aggravating' or 'mitigating' factors the suggested 'starting Point' for the imposition of actions under Section 52 can be considered and varied 'upwards' or 'downwards'.

Members are advised to note 'aggravating' or 'mitigating' factors and ensure these are recorded in their reasoned decision.

Reviews Based on Crime & Disorder

(Matters referred to in Paragraph 11.29 of the secretary of States Guidance (April 2012))

Failure to promote the licensing objective by	Aggravating factors	Mitigating factors	Suggested Starting point action by Members in Bold
Manufacture sale or distribution of Class A drugs	<ul style="list-style-type: none"> • Large scale over a long period • Professional operation • Links to organised crime • 2nd Review 	<ul style="list-style-type: none"> • Small scale for a short period of time. • No links to organised crime • Licence holder genuinely unaware or had tried to deal with the problem 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Sale or distribution of Firearms	<ul style="list-style-type: none"> • Large scale over a long period • Professional operation • Links to organised crime • 2nd Review 	<ul style="list-style-type: none"> • Small scale for a short period of time. • No links to organised crime • Licence holder genuinely unaware or had tried to deal with the problem 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Underage sales affecting the health, educational attainment employment prospects or the propensity for crime	<ul style="list-style-type: none"> • Evidence of a significant impact / harm on a number of children • Associated with significant crime and / or disorder in the area • 2nd Sale • 2nd Review <p>See also section on underage sales in Protection of Children section</p>	<ul style="list-style-type: none"> • No evidence of a significant impact / harm on a number of children • Not associated with significant crime and / or disorder in the area <p>See also section on underage sales in Protection of Children section</p>	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence See also section on underage sales in Protection of Children section

Use of the premises for prostitution or pornography	<ul style="list-style-type: none"> • Associated with serious organised crime. • Involves children or trafficked women • 2nd Review • Large scale and for a long period 	<ul style="list-style-type: none"> • No association with serious organised crime. • No involvement with children or trafficked women • Licence holder genuinely unaware or had tried to deal with the problem • Small scale and for a short period 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Grooming of children by paedophiles	<ul style="list-style-type: none"> • Organised and large scale • Resulted in psychological harm • Resulted in actual physical abuse 	<ul style="list-style-type: none"> • Licence holder genuinely unaware or had tried to deal with the problem • No evidence of psychological harm • No evidence of actual physical abuse 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Use of premises for organised crime especially by gangs		<ul style="list-style-type: none"> • Licence holder genuinely unaware or had tried to deal with the problem 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Racist activity	<ul style="list-style-type: none"> • Condoned or encouraged by the Licence holder • Associated with organised groups or with organised crime 	<ul style="list-style-type: none"> • Licence holder genuinely unaware or had tried to deal with the problem 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>

Unlawful gambling or gaming			<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Sale of smuggled alcohol or tobacco			<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Crime and Disorder - Other matters			
Sale, distribution or use of Class B or C drugs	<ul style="list-style-type: none"> • Large scale over a long period • Professional operation • Links to organised crime • 2nd Review 	<ul style="list-style-type: none"> • Small scale for a short period of time. • No links to organised crime • Licence holder genuinely unaware or had tried to deal with the problem 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Other underage sales			See section on the Protection of Children from harm

Breach of Licence conditions 1 st occasion	<ul style="list-style-type: none"> • Previous warnings ignored 	<ul style="list-style-type: none"> • Minor breach 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Breach of Licence conditions 2 nd occasion			Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence

Reviews Based on Prevention of Public Nuisance

Failure to promote the licensing objective by	Aggravating factors	Mitigating factors	Suggested Starting point action by Members
One off serious noise nuisance	<ul style="list-style-type: none"> • Long duration affecting many people • Deliberate act • Lack of cooperation from the licensee • Significant financial gain obtained 	<ul style="list-style-type: none"> • Short duration affecting limited number of people • Not deliberate • Full cooperation by licences 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
More than one serious noise nuisance or second Review for a similar matter	<ul style="list-style-type: none"> • Long duration affecting many people • Deliberate act • Lack of cooperation from the licensee • Significant financial gain obtained 		<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Deliberate and persistent noise / nuisance, anti social behaviour	<ul style="list-style-type: none"> • Long duration affecting many people • Deliberate act • Lack of cooperation from the licensee 		<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>

Breach of Licence conditions 1 st occasion	<ul style="list-style-type: none"> • Previous warnings ignored 	<ul style="list-style-type: none"> • Minor breach 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Breach of Licence conditions 2 nd occasion			Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence

Reviews based on Public Safety

Failure to promote the licensing objective by	Aggravating factors	Mitigating factors	Suggested Starting point action by Members
One off failure to protect public safety / breach of a licence condition / A matter dealt with by an Improvement Notice	<ul style="list-style-type: none"> • Long duration affecting many people • Deliberate act • Lack of cooperation from the licensee • Significant financial gain obtained 		<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Repeated failures to protect public safety / Serious single failure or breach of condition / a matter dealt with by a Prohibition Notice	<ul style="list-style-type: none"> • Long duration affecting many people • Deliberate act • Lack of cooperation from the licensee • Significant financial gain obtained 		<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Deliberate / persistent placing of public / staff at risk	<ul style="list-style-type: none"> • Actual harm caused • Risk of significant harm • Deliberate act • Lack of cooperation from the licensee • Significant financial gain obtained 	<ul style="list-style-type: none"> • No actual harm caused • Risk of minor injury • Cooperation 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>

<p>Breach of Licence conditions 1st occasion</p>	<ul style="list-style-type: none"> • Previous warnings ignored 	<ul style="list-style-type: none"> • Minor breach 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
<p>Breach of Licence conditions 2nd occasion</p>			<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>

Reviews Based Protection of Children from Harm

Failure to promote the licensing objective by	Aggravating factors	Mitigating factors	Suggested Starting point action by Members
1 st time underage sale	<ul style="list-style-type: none"> • Poor Management • No effective challenge policy • Poor training • Deliberate • Significant financial gain 	<ul style="list-style-type: none"> • Effective challenge policy but a one off failure 	Vary conditions Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
2 nd Underage sale	<ul style="list-style-type: none"> • Failed to respond to previous sale • Deliberate • Significant financial gain • Failed other underage sales for age restricted products 		Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Permitting children to be in premises where there is drunkenness	<ul style="list-style-type: none"> • Younger children would be treated more seriously • Regular occurrence 	<ul style="list-style-type: none"> • Older children may be treated as being less serious • Infrequent occurrence 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence
Exposing children to age restricted films	<ul style="list-style-type: none"> • Poor Management • no effective challenge policy • Poor training • Deliberate • Significant financial gain 	<ul style="list-style-type: none"> • Effective challenge policy but a one off failure 	Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence

Exposing to entertainment of an adult , sexual, violent nature	<ul style="list-style-type: none"> • Poor Management & supervision • No effective challenge policy • Poor training • Deliberate • Significant financial gain 	<ul style="list-style-type: none"> • Effective challenge policy but a one off failure 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Permitting children to gamble	<ul style="list-style-type: none"> • Poor Management & supervision • No effective challenge policy • Poor training • Deliberate • Significant financial gain 		<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Breach of Licence conditions 1 st occasion	Previous warnings ignored	<ul style="list-style-type: none"> • Minor breach 	<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>
Breach of Licence conditions 2 nd occasion			<p>Modify licence conditions Exclude a licensable activity from the licence Remove the DPS from the licence Suspend the licence for up to 3 months Revoke the licence</p>