

Mr M Sheridan,
Longs,
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Swindon Police Station
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Date 22nd March 2010

Your ref

Our ref UAS1

Reply contact name is: Slân Kalyinka – Police Licensing Officer

Dear Mr Sheridan,

I met with the premises duty manager on Friday 12th March 2010 following the positive test purchases at your premises on Saturday 27th February 2010.

It is widely accepted that underage drinking results in alcohol fuelled disorder and anti social behaviour and carries serious concerns around the effects on the health and development of young persons who consume alcohol.

Our operation was aimed at tackling this problem locally and enabled us to gauge the level of standards throughout Swindon's licensed premises and will also ensure that the 'protection of children' objective within the Licensing Act is being adhered to.

It is illegal to sell intoxicating liquor to anyone under 18. As discussed when we met, the two females aged 15 and 17 entered your premises and were not asked for any identification and were not challenged in anyway by your door staff or your bar staff. They were served and one female purchased a WKD and the other purchased a Smirnoff Ice.

Whilst discussing the positive test purchase with you I highlighted several improvements that could be made. These are highlighted below:

Staff Training

- You were not able to produce any staff training to me so I have to assume that your staff are not given any level of training with regards to their obligations under the Licensing Act 2003.
- Training must be put in place to ensure that you have informed your staff of their obligations and the laws under the Licensing Act 2001, this training must be repeated at regular intervals, for example every 3 months to ensure that your staff do not forget their obligations. You should ensure that this is recorded on paper for evidence.
- When any staff training is completed, records should be kept and the employee should sign and date the training record to confirm they have understood what

they have been given. You were able to show me a book which staff had signed following some training however there was no evidence to see what training they had received.

- Encourage your staff to never assume the age of young person and if in doubt ask for identification and if they cannot prove their age then refuse to sell.
- Ensure that your staff are confident in asking for identification from people and make sure that they know you will back them up if they refuse a sale. Refusing a sale could be a potentially confrontational situation and staff may feel undermined if you override their decision in front of a customer.

Proof of Age Material

Displaying proof of age material, such as 'NO ID, NO SALE!' or 'Challenge 21' around the premises and around the till area. This will make young people think before attempting to buy as well as reminding your staff. I have included some Challenge 21 posters for you.

The following websites allow you to order posters and training packages.
www.abvtraining.co.uk , www.noidnosale.com and www.challenge21.co.uk

Record Refusals

Keeping a record of refused sales is a good way of showing that you are being diligent and trying not to sell products to the under aged. By recording refused sales it will also provide you with the information of which members of staff are refusing sales highlighting any members of staff who may need further training.

I have included with this letter an example of a refusal record sheet which can be used or you can create your own. The refusal record should be kept by the till behind the bar so that your staff can fill out details when someone is refused service based on their age, the records should be checked on a regular basis and signed to show that it is being monitored.

Till Prompt

If possible set up your till system to prompt sales staff to check for identification, if not then a written notice at the till point is useful.

Door Staff

It was highlighted that your door staff made no challenge to the test purchasers as they entered the premises. Training records should be examined if you employ security company staff. If they do not provide training for the door staff, you must ensure that you take time to train them appropriately. It is not always possible for door staff to check for identification at the entrance to the premises so your bar staff should be reminded of this and instructed to carry out their own checks of customer ID.

Scrip (pubwatch) Radio

The radios should be used to alert other premises in the area if there are youths attempting to enter your premise, who have failed to provide the required proof of age and/or identification. If all premises in the area work together and share descriptions of individuals that have failed to provide identification with other venues it will help to improve your community and protect your staff. If you contact Bernie Maguire at Inswindon on 01793 464995 he will be able to discuss the scrip radio system with you.

Pubwatch

Pubwatch is a good forum to share information and ask for help if you require from me or other licensees.

Another operation will take place in the future and if a second purchase occurs to an under age individual robust action will be taken, £80 fixed penalties will be imposed and the premises licence will be taken to review. This is your opportunity to ensure you put in place the correct procedures to try and prevent underage sales occurring on your premises.

If you need any help or advice regarding the above please contact me on 01793 507874, 07968514384 or by email sian.kalynka@wiltshire.pnn.police.uk and I will be more than happy to offer any assistance that I can.

Yours sincerely

Siân Kalynka
Police Licensing Officer

