

# WILTSHIRE POLICE



Swindon Police Station  
Gablecross  
Shrivenham Road  
South Marston  
Swindon  
Wiltshire SN3 4RB  
Telephone: 101  
Direct Dial: 01380861630

Sonar DOGAN  
Unit 2D Havelock Square  
Swindon  
SN1 1LE

Date 04/02/17, Your ref

Our ref

Reply contact name is PC Michael DIFFIN MBE Police Licensing Officer

Dear Sir,

RE – Application for Premise Licence Review Brunel News Unit 2D Havelock Square Swindon

Please find enclosed Wiltshire Police application and evidence to review the premises licence at Brunel News under the Crime and Disorder Objective of the Licensing Act 2003.

Yours Sincerely,

Michael DIFFIN MBE  
Police Constable 1630  
Police Licensing Officer.



INVESTOR IN PEOPLE



**Application for the review of a premises licence or club  
premises certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I PC 1630 Michael DIFFIN MBE on behalf of the CHIEF CONSTABLE OF  
WILTSHIRE POLICE

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 (delete as applicable)**

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

|   |                                     |
|---|-------------------------------------|
| <b>Postal address of premises or, if none, ordnance survey map reference or description</b><br>Brunel News<br>Unit 2D Havelock Square |                                     |
| <b>Post town</b> SWINDON  | <b>Post code (if known)</b> SN1 1LE |

|   |
|---|
| <b>Name of premises licence holder or club holding club premises certificate (if known)</b><br>Sonar DOGAN 66 Manchester Road swindon SN1 2AQ |
|---|

|   |
|---|
| <b>Number of premises licence or club premises certificate (if known)</b><br>881130405LAPRE |
|---|

**Part 2 - Applicant details**

I am

**Please tick yes**

- 1) an interested party (please complete (A) or (B) below)
- a) a person living in the vicinity of the premises ☐
  - b) a body representing persons living in the vicinity of the premises ☐
  - c) a person involved in business in the vicinity of the premises ☐
  - d) a body representing persons involved in business in the vicinity of the premises ☐
- 2) a responsible authority (please complete (C) below) ☒

- 3) a member of the club to which this application relates (please complete (A) ☐ below)

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

Please tick

Mr ☐

Mrs ☐

Miss ☐

Ms ☐

Other title  
(for example, Rev)

**Surname**

**First names**

I am 18 years old or over

Please tick yes  
☐

**Current postal  
address if  
different from  
premises  
address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address  
(optional)**

**(B) DETAILS OF OTHER APPLICANT**

**Name and address**

**Telephone number (if any)**

**E-mail address (optional)**

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

|   |
|---|
| Name and address<br>PC 1630 Michael DIFFIN MBE<br>POLICE LICENSING OFFICER<br>SWINDON POLICE STATION GABLECROSS,<br>SHRIVENHAM ROAD,<br>SOUTH MARSTON,<br>SWINDON,<br>SN3 4RB |
| Telephone number (if any)<br>01380 861630   |
| E-mail address (optional)<br>michael.diffin@wiltshire.pnn.police.uk   |

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

Please tick one or more boxes

- |   |  |
|---|--|
| 1) the prevention of crime and disorder | <input checked="checked" type="checkbox"/> |
| 2) public safety                        | <input type="checkbox"/>                   |
| 3) the prevention of public nuisance    | <input type="checkbox"/>                   |
| 4) the protection of children from harm | <input type="checkbox"/>                   |

**Please state the ground(s) for review (please read guidance note 1)**

This application to review the premises licence for Brunel News is based on evidence which shows a breach to the licensing objective of:

Crime & Disorder - Failure to comply with conditions on a premise licence. Offences under Section 136(1) Licensing Act 2003.

Crime & Disorder - Failure to display Part B of the premise licence. An offence under Section 57 Licensing Act 2003

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

Re: Licence Review – Brunel News 4D Havelock Square, Swindon.

Brunel News is a Licensed Premises and operates under a premises licence (881130405LAPRE) issued by Swindon Borough Council (SBC) on 18<sup>th</sup> September 2013. The premises licence holder is Sonar DOGAN. The licence was issued in accordance with the Licensing Act 2003 to allow the sale by retail of alcohol Sunday to Tuesday 0700 - 2300hrs, Wednesday to Saturday 0700 - 1900hrs and Sunday prior to a Bank Holiday Monday 0700 - 2100hrs. The premise opening hours are Sunday to Tuesday 0700 - 2300hrs, Wednesday to Saturday 0700 - 2200hrs and Sunday immediately prior to a Bank 0700 - 2300hrs.

The Designated Premises Supervisor(DPS) is Ali KABALA.

On the 26th April 2016 Wiltshire Police conducted a routine visit at Brunel News at the time of the visit there was a male working in the location that had received no training about his responsibilities around the sale of alcohol, DOGAN was contacted and a licensing check was conducted at the time.

As a result of this check the following breaches of the conditions on the premise licence were discovered.

The male working at the shop stated he had not received and training and after speaking to DOGAN he was unable to produce any training records. This employee has worked at the premises for around 6 months.

Conditions 10 and 11 on the premise licence state

10. Staff selling alcohol shall be subject to refresher training every six months and records of training shall be retained on the premises. Records of training shall be made available to enforcement officers on request.

11. Suitable staff training shall be completed by any new employee prior to beginning their first shift to prevent the sale of alcohol to customers who are already intoxicated. This training shall be documented and refresher training undertaken at no greater than 6 monthly intervals. All training records shall be retained on the premises and made available to enforcement officers on request.

DOGAN was unable to produce a Challenge 25 policy and was unable to produce a refusals book

Conditions 8 and 9 on the premise licence state

8. A refusals book shall be kept on the premises to record any refusal to sell alcohol. The time, date, name of person refusing the sale and reason for refusing the sale shall be recorded in the refusals book. The refusals book shall be made available for inspection by a police constable or authorised officer on request.

9. A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be

refused and a record made in the refusals book.

DOGAN was unable to produce an incident book for the premise.

Condition 6 on the premise licence states

6. An incident book shall be kept on the premises and used to record any incidents of crime or disorder as soon as reasonably practicable. The entries should include the time, date and brief details of what has happened and those involved. The incident book shall be retained on the premises and made available to enforcement officers on request.

DOGAN was advised of these breaches and provided with a booklet produced by Wiltshire Police to give DOGAN and his staff some understanding of the requirements under the Licensing Act 2003. It provides advice on how to prevent making illegal alcohol sales and how to prevent breaching conditions attached to a premises licence.

A further visit took place on the 17<sup>th</sup> May 2016 where DOGAN produced all the required documents for the above listed breaches of the conditions.

On 31<sup>st</sup> January 2017 at 1138hrs PC DIFFIN attended the location as a result of reports of increased Anti Social Behaviour in the area and the sale of single cans of high ABV alcohol to local street drinkers from shops in the area.

At the time of the visit DOGAN and one member of staff were present in the store, PC DIFFIN noted that the Part B summary of the premise licence was not on display in the premise and was produced by DOGAN from under the counter.

DOGAN was unable to produce a current incident book for the premise.

Condition 6 on the premise licence states

6. An incident book shall be kept on the premises and used to record any incidents of crime or disorder as soon as reasonably practicable. The entries should include the time, date and brief details of what has happened and those involved. The incident book shall be retained on the premises and made available to enforcement officers on request.

DOGAN produced a form listing staff training but was unable to produce any documents stating what training had been delivered to staff. The document showed the last staff training had taken place and been recorded on 27/11/15.

Conditions 10 and 11 on the premise licence state

10. Staff selling alcohol shall be subject to refresher training every six months and records of training shall be retained on the premises. Records of training shall be made available to enforcement officers on request.

11. Suitable staff training shall be completed by any new employee prior to beginning their first shift to prevent the sale of alcohol to customers who are already intoxicated. This training shall be documented and refresher training undertaken at no greater than 6 monthly intervals. All training records shall be retained on the premises and made available to enforcement officers on request.

DOGAN was unable to produce a Challenge 25 policy although there were signs posted advising of this fact but there was no evidence of staff having been trained in

this policy.

Condition 9 on the premise licence states

9. A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.

DOGAN produced a refusals book with the last entry having been dated 07/05/16 there were no entries past that date showing that the refusals book was not being used by staff to record refusals from that date.

Conditions 8 and 9 on the premise licence state

8. A refusals book shall be kept on the premises to record any refusal to sell alcohol. The time, date, name of person refusing the sale and reason for refusing the sale shall be recorded in the refusals book. The refusals book shall be made available for inspection by a police constable or authorised officer on request.

9. A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.

KABALA was spoken to via telephone by officers and he stated that he had nothing to do with the running of the store and was only the DPS whilst waiting for DOGAN to get his personal licence. He confirmed that he had had no involvement in the location for the past 12 months and that DOGAN was running the store.

Wiltshire Police are asking that the premise licence at Brunel News be revoked on the grounds that DOGAN has failed to comply with the conditions of the premise licence on two occasions within a 12 month period and has been given advice and guidance by Police on compliance. It is believed that DOGAN will continue to breach the conditions on the premise licence and that KABALA will play no active part in the business as the DPS nor has he done so for some period of time.

The above shows that DOGAN is failing to promote the licensing objectives of Preventing Crime and Disorder and Protecting Children from Harm.



**Please tick yes**

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

If yes please state the date of that application                      Day Month Year

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

Please tick yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒

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

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

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

Signature

*M. M. J.* PC 1630

Date

04/02/17

Capacity Police Licensing Officer

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

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

**Notes for Guidance**

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

## INDEX

1. Premise Licence Brunel News Unit 2D Havelock Square
2. PC 1630 DIFFIN Witness Statement
3. Wiltshire Police Licensee Information Booklet (Annex C)
4. Copy of Staff training records Produced at Brunel News. (Annex D)
5. Copy of Refusals Book Produced at Brunel News (Annex E)





Licensing Authority  
5<sup>th</sup> Floor, Wat Tyler West  
Beckhampton Street  
Swindon  
SN1 2JG  
Tel: 01793 466113  
licensing@swindon.gov.uk

## Premises Licence Schedule 12 - Part A

(THIS PART OF THE LICENCE MUST BE KEPT AT THE PREMISES AT ALL TIMES AND PRODUCED  
UPON REQUEST OF AN AUTHORISED OFFICER)

|                                |                |
|--------------------------------|----------------|
| <b>Premises Licence Number</b> | 881130405LAPRE |
|--------------------------------|----------------|

### Part 1 – Premises Details

**Postal address of premises, or if none, ordnance survey map reference or description,  
including Post Town, Post Code**

Unit 2D  
2 Havelock Square  
Swindon  
SN1 1LE

**Telephone number** Nil

**Where the licence is time limited the dates**

Not Applicable

**Licensable activities authorised by the licence**

Sale by Retail of Alcohol

**Times the licence authorises the carrying out of licensable activities**

**Sale by Retail of Alcohol**

Sunday to Tuesday 07:00 - 23:00

Wednesday to Saturday 07:00 - 19:00

Sunday prior to a Bank Holiday Monday 07:00 - 21:00

**The opening hours of the premises**

Sunday to Tuesday 07:00 - 23:00

Wednesday to Saturday 07:00 - 22:00

Sunday immediately prior to a Bank 07:00 - 23:00

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

Alcohol may only be supplied for consumption off the premises

## Part 2

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

Mr Soner Dogan  
66 Manchester Road  
Swindon  
SN1 2AQ

Mobile Telephone Number - 07710 531 580

Email Address - sonerdogan0@hotmail.com

**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**

Mr Ali Kabala  
66 Manchester Road  
Swindon  
SN1 2AQ

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

Personal Licence No: PPN1001029

Licensing Authority: Central Bedfordshire Council

**This Premises Licence is issued by Swindon Borough Council as Licensing Authority under Part 3 of the Licensing Act 2003 and regulations made thereunder.**

**Dated this 18th September 2013**



Kathryn Ashton  
Licensing Manager

## **Mandatory Conditions**

1. No supply of alcohol may be made under the premises licence
  - (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
  - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the Premises Licence must be made, or authorised by, a person who holds a Personal Licence.
3. The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

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 a holographic mark.

## **Conditions consistent with the Operating Schedule**

4. Alcohol shall not be sold or supplied to any person who is accompanied by children.
5. CCTV equipment which is fit for purpose and which covers all trading areas and entrance areas shall be provided and maintained in good working condition, and shall be in operation at all times that the premises is trading. All CCTV recordings shall be retained for a minimum of 28 days and shall be made available to enforcement bodies on request. At all times that licensable activities are provided in the premises, there shall be a person present on the premises who is able to both operate the CCTV system and to download the footage on request.
6. An incident book shall be kept on the premises and used to record any incidents of crime or disorder as soon as reasonably practicable. The entries should include the time, date and brief details of what has happened and those involved. The incident book shall be retained on the premises and made available to enforcement officers on request.
7. When the shop is open but alcohol is not available for sale, all alcohol shall be covered so that it is hidden from public view.
8. A refusals book shall be kept on the premises to record any refusal to sell alcohol. The time, date, name of person refusing the sale and reason for refusing the sale shall be recorded in the refusals book. The refusals book shall be made available for inspection by a police constable or authorised officer on request.



9. A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.
10. Staff selling alcohol shall be subject to refresher training every six months and records of training shall be retained on the premises. Records of training shall be made available to enforcement officers on request.
11. Suitable staff training shall be completed by any new employee prior to beginning their first shift to prevent the sale of alcohol to customers who are already intoxicated. This training shall be documented and refresher training undertaken at no greater than 6 monthly intervals. All training records shall be retained on the premises and made available to enforcement officers on request.

**Conditions attached after a hearing by the Licensing Authority**

None

**Plans**

See attached (Reference Number P/881130405)



IN THE MATTER OF AN APPLICATION BY THE CHIEF CONSTABLE OF  
WILTSHIRE POLICE FOR A LICENSING REVIEW OF BRUNEL NEWS UNIT 2D  
HAVELOCK SQUARE, SWINDON.

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**STATEMENT OF Police Constable MICHAEL DIFFIN MBE**

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I, **Police Constable 1630 MICHAEL DIFFIN**, Police Licensing Officer, Licensing Department, Divisional Police Headquarters, Gablecross Police Station, Swindon, Wiltshire SN3 4RB will say as follows:

1. I am a Police Licensing officer for Wiltshire Police and I have been in post since April 2015. My role is to gather and collate evidence around Licencing issues. Prior to this I was the Night Time Economy Manager for Swindon Town Centre. I took up this position in 2012 and held this post until early 2015. I have been a member of the Wiltshire Constabulary since 2001 and have served all of my time in Swindon Town Centre.
2. My role as the Police Licensing Officer is to work with the local policing teams and other agencies to identify and tackle long term issues in areas caused as a result of alcohol and non-compliance with the Licensing Act 2003.
3. On the 26th April 2016 Wiltshire Police Licensing Officer Sian KALYNKA conducted a routine visit at Brunel News at the time of the visit there was a male identified as Huseyn AVCI working in the location when questioned he stated that he had not received any training around the sale of alcohol and stated that he believed the DPS was a male called Sonar DOGAN who also owned the store. Sonar DOGAN the premise licence holder was contacted and a licensing check was conducted at the time.
4. As a result of this check the following breaches of the conditions on the premise licence were discovered.
5. AVCI stated that he had been working at the store for the past six months and that he had never received any training from anyone, when requested to produce staff training documents DOGAN was unable to produce any.

Conditions 10 and 11 on the premise licence state

Staff selling alcohol shall be subject to refresher training every six months and records of training shall be retained on the premises. Records of training shall be made available to enforcement officers on request.

Suitable staff training shall be completed by any new employee prior to beginning their first shift to prevent the sale of alcohol to customers who are already intoxicated. This training shall be documented and refresher training undertaken at no greater than 6 monthly intervals. All training records shall be retained on the premises and made available to enforcement officers on request. DOGAN was unable to produce a Challenge 25 policy and was unable to produce a refusals book

Conditions 8 and 9 on the premise licence state

A refusals book shall be kept on the premises to record any refusal to sell alcohol. The time, date, name of person refusing the sale and reason for refusing the sale shall be recorded in the refusals book. The refusals book shall be made available for inspection by a police constable or authorised officer on request.

A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.

DOGAN was unable to produce an incident book for the premise.

Condition 6 on the premise licence states

An incident book shall be kept on the premises and used to record any incidents of crime or disorder as soon as reasonably practicable. The entries should include the time, date and brief details of what has happened and those involved. The incident book shall be retained on the premises and made available to enforcement officers on request.

6. DOGAN was advised of these breaches and provided with a booklet produced by Wiltshire Police to give him and his staff some understanding of the requirements under the Licensing Act 2003. It provides advice on how to prevent making illegal alcohol sales and how to prevent breaching conditions attached to a premises licence.( A copy of this booklet is attached at Annex C)
7. A further visit was conducted at the location by Miss KALYNKA on the 17<sup>th</sup> May 2016 when DOGAN produced all the required documents for the above listed breaches of the conditions and was compliant with the conditions on the premise licence.

8. On 31<sup>st</sup> January 2017 at 1138hrs PC DIFFIN attended the location as a result of reports of increased Anti-Social Behaviour in the area and the sale of single cans of high ABV alcohol to local street drinkers from shops in the area.
9. On entering the store DOGAN and one member of staff AVCI were present in the store, PC DIFFIN noted that the Part B summary of the premise licence was not on display in the premise; DOGAN was asked to produce this which he did from under the counter offering no explanation as to why it was not on display.
10. DOGAN was asked to produce an incident book for the location, he spent an amount of time looking for it and eventually produced a blue A4 book with nothing written on or in it stating that it was his incident book.

Condition 6 on the premise licence states

An incident book shall be kept on the premises and used to record any incidents of crime or disorder as soon as reasonably practicable. The entries should include the time, date and brief details of what has happened and those involved. The incident book shall be retained on the premises and made available to enforcement officers on request.

11. DOGAN was asked to produce his staff training documents all he produced a form listing staff training he was unable to produce any documents stating what training had been delivered to staff. The document he produced showed the last staff training had taken place and been recorded on 27/11/15. He was unable to explain why there had been no recorded training since that date. (A photograph of this document was taken at the time and is produced at Annex D)

Conditions 10 and 11 on the premise licence state

Staff selling alcohol shall be subject to refresher training every six months and records of training shall be retained on the premises. Records of training shall be made available to enforcement officers on request.

Suitable staff training shall be completed by any new employee prior to beginning their first shift to prevent the sale of alcohol to customers who are already intoxicated. This training shall be documented and refresher training undertaken at no greater than 6 monthly intervals. All training records shall be retained on the premises and made available to enforcement officers on request.

12. DOGAN was unable to produce a Challenge 25 policy to show that staff had been trained in these procedures there was a Challenge 25 poster on display behind the counter.

Condition 9 on the premise licence states

A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity

card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.

13. DOGAN was asked to produce the refusals book which he did with the last entry having been dated 07/05/16 there were no entries past that date showing that the refusals book was not being used by staff to record refusals from that date. When asked why there were no entries from this date DOGAN stated that they had not refused anyone. (A photograph of this document was taken at the time and is produced at Annex E)

Conditions 8 and 9 on the premise licence state

A refusals book shall be kept on the premises to record any refusal to sell alcohol. The time, date, name of person refusing the sale and reason for refusing the sale shall be recorded in the refusals book. The refusals book shall be made available for inspection by a police constable or authorised officer on request.

A Challenge 25 policy shall apply to the premises and all staff alcohol serving shall be trained in the operation of the scheme so that anyone attempting to buy alcohol who appears to be under the age of 25 shall be asked for identification of age in the form of either a valid passport, photo driving licence, government issued identity card, or PASS accredited card or its equivalent successor card. If none of these forms of identification are supplied or that supplied is unacceptable, the sale shall be refused and a record made in the refusals book.

14. PC DIFFIN spoke with the DPS Ali KABALA via telephone by officers and he stated that he had nothing to do with the running of the store and was only the DPS whilst waiting for DOGAN to get his personal licence. He confirmed that he had had no involvement in the location for the past 12 months and that DOGAN was running the store. Other than the above conversation Wiltshire Police have had no other contact with KABALA all has been with DOGAN.

Statement of Truth

I confirm that the contents of this statement are true to the best of my knowledge and belief.

Signed.....  
PC MICHAEL DIFFIN

Dated.....04/02/17.....



**Wiltshire Police Licensee**  
**Information**

# **Information for Licensees**

This information pack has been designed to assist those working in premises that are licensed to sell alcohol for consumption on and off the premises.

The information provided will enable staff to be aware of the requirements under the Licensing Act 2003. It provides advice on how to prevent making illegal alcohol sales and how to prevent breaching conditions attached to a premises licence. This information is guidance only and the Premises Licence Holders should ensure they keep up to date with any changes to the legislation.

It is recommended that owners, managers, Designated Premises Supervisors, Premises Licence Holders, employees and any other person who helps in the business reads this guidance.

An example test that staff can take to check their understanding of the information is attached as Appendix A.



## **The Premises Licence**

There are 2 responsible individuals named on a premises licence. The Premises Licence Holder which can be an individual or business and the Designated Premises Supervisor (DPS) which can only be a named individual. There is no requirement for a DPS on a club premises certificate and the licence is normally held by the club committee.

### **Responsibilities**

#### **1. Designated Premises Supervisor (DPS)**

- Under the Licensing Act 2003 it is a mandatory condition that where a premises licence authorises the sale of alcohol there must be a Designated Premises Supervisor (DPS) and that no sale of alcohol may be made at a time when there is no DPS in respect of the licence.
- The only exception is for premises that are or form part of a church hall, chapel hall or other similar buildings; or a village hall, parish hall or community hall or other similar building. In order for the exception to apply the applicant must successfully apply to disapply the usual mandatory conditions.
- The DPS must be a personal licence holder. This ensures that where alcohol is sold, there is a person at the premises who has a relevant qualification and therefore an understanding of the social issues and potential problems linked with the sale of alcohol.
- There can be any number of personal licence holders working at a premises but only one can be named on the premises licence as the DPS.
- Only an individual can be the DPS and not a corporate body.
- The DPS must be appointed by the Premises Licence Holder and can be the Premises Licence Holder themselves if they are an individual and hold a personal licence. However as the position of DPS is one of responsibility the named individual must give their consent to become the DPS.
- The DPS should be the individual who has day to day control and responsibility for running the premises.
- The DPS is responsible for alcohol sales and therefore also responsible for any offences relating to alcohol sales.
- The name and contact details of the DPS are stated on Part B of the

Premises Licence. It is a legal requirement to display Part B at the premises. This allows Officers to easily identify who is in charge and ensure any problems that arise can be dealt with swiftly by engaging with this key individual.

- The DPS need not be on the premises at all times. They must however be able to ensure that the licensing objectives are properly promoted and that the licensing law and licence conditions are complied with.
- The Police are the only responsible authority that can object to the nomination of a certain person as DPS and only in exceptional circumstances where they believe the appointment would undermine the crime prevention objective.
- A person only ceases to be DPS if an application is made and granted to vary the DPS or the DPS informs the premises licence holder and licensing authority in writing that they are no longer the DPS of the premises.
- The DPS should leave a list of named persons who they have authorised to sell alcohol on the premises. This list should be kept by the till so it can easily be produced if requested by an officer from the police or local authority. This list should be signed and dated by the DPS.

## **2. Premises Licence Holder**

- A Premises Licence Holder is any individual (aged at least 18) or body who carries on a business involving licensable activities on a premises.
- A Premises Licence Holder must ensure that a DPS is in place if the premises supplies alcohol.
- The Premises Licence Holder must ensure that the premises licence conditions are complied with and that the permitted licensable activities are carried out within the limitations set.

## **General Advice**

**To ensure compliance with the Licensing Act 2003, Wiltshire Police Licensing recommend the below information is understood and followed by all those involved in the premises.**

### **The Premises Licence**

- Staff know the licensed opening and activity hours attached to the premises licence.
- Staff are aware of the conditions attached to the premises licence which can be found on part A of the licence and they are designed to promote the Licensing Act 2003 objectives which are:
  - The prevention of crime and disorder
  - The protection of children from harm
  - The prevention of public nuisance
  - Public safety
- Staff are aware of whom to raise any concerns with, in relation to complying with these conditions/times.
- The DPS has day-to-day control over the sale of alcohol at the premises. It is recommended that as a personal licence holder, the DPS should carry out the training to staff relating to alcohol related sales.
- Personal Licence Holders carry their personal licence card with them so they are available for inspection by the police or local authority upon request.
- Part A of the licence is on the premises and Part B is prominently displayed at the premises.

### **Staff Training**

- New and existing staff are trained and aware of all legal requirements relating to your business. This could include sale of alcohol to underage, sale of alcohol to drunks, Challenge 25 policy, Drug policy, dealing with violence, Health and Safety and Fire procedures.

- Training should be carried out and refreshed at least every 3 months. Please check your premises licence conditions in case this is required more frequently.
- Up to date records are kept of all training carried out. These should include what training was carried out, when and for whom. It is recommended that staff sign and date that they have received the training and that you test that they have understood it.
- Training records are kept for a minimum of 12 months. Check the conditions of your premises licence in case they are required to be kept for a different length of time.
- Staff are kept up to date with products and the age restrictions that apply.

#### **Sale of age restricted products**

- Your staff should be clear about how to deal with attempted purchases by underage persons and they should be confident enough to refuse sales when necessary. You should have a clear policy such as asking for photographic identification if there is any doubt about the person's age. It is not acceptable to guess or estimate a person's age.
- Staff only accept photographic proof of age e.g. Passport, Driving Licence or Student Card with a PASS hologram logo on it.
- Staff are encouraged to take a 'No ID, No Sale' approach to age-restricted products, or use the "Think 25" Policy. The Think 25 Policy involves staff refusing to sell age restricted products to anyone who appears to be under 25 years old, and does not have an acceptable form of identification.
- Staff know the importance of looking at the face of every customer: not all children are short!
- Staff exercise their rights to refuse to sell an item if they have concerns about its use.
- You have a method of recording refused sales for example a "Refusal Book" or "diary." This should be kept at the point of sale, or recorded electronically on the till, and should be

completed following each refused sale. A record should be made of the time, date, description of the young person, the product they attempted to purchase, and the reason for the refusal.

- The Refusals Book is monitored weekly to check for patterns in the times or days the sales are refused and whether all staff are using the book. This information may be useful when organising staff rotas as more staff may be needed at certain times.
- The person monitoring the Refusals Book signs and dates the book when they check it. Notes should also be made if any action is taken following the checks. This will help to demonstrate that the book is being monitored and used properly.
- Staff do not sell age restricted products to anyone suspected of buying on behalf of an underage person.
- Staff shall not sell alcohol to anyone who appears to be drunk or to uniformed police officers.
- Posters displayed near the counter stating the age limits for different products. This may put off potential purchasers and will act as a reminder to staff. You may also wish to display notices in staff areas, perhaps with warnings about the potential legal consequences of selling alcohol to children.

### **Food and Alcohol**

- Customers must be 18 or over to legally purchase alcohol. However, if accompanied by an adult, a person aged 16 years or over may drink alcohol (wine, beer or cider only) when consuming a table meal.

### **Test Purchases**

- Staff should be aware that underage volunteers carry out regular test purchases of age restricted products, on behalf of Trading Standards and sales can lead to prosecutions, large fines, a criminal record and a review of the premises licence. Volunteers may lie about their age.

### **Please note:**

If an underage sale is made, it is worth noting that if you are not the actual seller, and you have done all you reasonably can in an attempt to prevent underage sales from your premises, you may be able to raise a due diligence defence\* and avoid action being taken against you and a possible criminal conviction. Giving this training to all staff/helpers as an induction and regular refresher training will contribute to establishing a defence.

If you suspect any premises of making illegal sales of age restricted goods, or of being in breach of their premises licence e.g. trading outside of their licensed hours, please inform Wiltshire Police by calling 101

**\*Definition of due diligence defence: "The accused took all reasonable and practical steps to avoid committing the offence."**

## **Legal Requirements Summary**

### **Alcohol**

- It is a criminal offence to sell alcohol to a person under the age of 18, even if they look older.
- Staff under the age of 18 must not sell alcohol without the consent of an employee over 18. Consent is required each time a sale is made.
- Selling alcohol to a person under 18 puts the premises licence at risk of review, which could result in the licence being amended, suspended or revoked and/or the DPS being removed from the licence.
- Underage sales can result in a number of people in the business committing an offence. The seller, a personal licence holder, the premises licence holder, the DPS and the owner of the business may all face prosecution.
- The maximum fine for selling alcohol to someone under 18 is a £5,000 per offence and/or up to 6 months imprisonment. The court can also order that the personal licence is taken away from any personal licence holders involved. For the offence of persistently selling to children which is 2 sales within 3 months can result in a £20,000 fine and the premises can also be prevented from selling alcohol for up to 2 weeks.
- Alcohol is defined under the Licensing Act 2003 as being strength of 0.5% alcohol by volume (ABV) or above, and therefore the 18 age restriction applies to all products containing this ABV.
- It is a mandatory condition of the Licensing Act 2003, that where the supply of alcohol is one of the licensable activities, there must be a DPS named on the licence.
- Every supply of alcohol must be made or authorised by a person who holds a personal licence. It is recommended that the DPS gives written authorisation to all staff who sell alcohol.
- If the DPS informs the premises licence holder and Swindon Borough Council Licensing Team in writing that they are no longer the DPS for the premises, the premises cannot sell alcohol until a vary DPS application has been submitted.

## **Additional Information for Licensed Premises**

### **Temporary Event Notices**

- A temporary event notice (TEN) is a way of regulating 'one-off' events where the sale or supply of alcohol, the provision of regulated entertainment or the provision of late night refreshment shall take place. They can be used in two ways:
  1. To organise a small 'one-off' event, at any premises (where the premises is not already licensed), For example, a TEN could cover a disco in an unlicensed hall, function room, or any premises (including places in the open air) or
  2. To cover a small-scale event at a premises (which already has a premises licence or a club premises certificate), either to extend the hours already permitted, or to cater for additional activities (not covered by the existing premises licence or club premises certificate). For example, if a qualifying club would like to stage an event where members of the public can attend and benefit from the facilities; then, if a TEN is given, the public would be able to be admitted to the club premises on this occasion.
- Only the Police and the local authority exercising environmental health functions can object to a TEN.
- Objections must relate to one of more of the 4 licensing objectives:
  - Prevention of Crime and Disorder
  - Prevention of Public Nuisance
  - Public Safety
  - Protection of Children from Harm
- There are strict limitations which apply to TENs:
  - There may not be more than 499 people attending the event at any one time (including performers and staff)
  - The event may not last any longer than 168 hours or 7 days
  - There may only be 12 such events per year at any one premises
  - the total number of days (aggregate maximum period of time), per year covered by TENs at any one premises, is 21 days, irrespective of the number of events
  - if an event begins before midnight and continues into the next day, two



days of the 21 days limitation have been used

- There must be a minimum of 24 hours between each event
  - the 'premises user' may give 50 TENs in any one calendar year if s/he holds a personal licence, and 5 in any one year if s/he doesn't hold a personal licence.
- There are two types of TEN:
    1. Standard TENs involve at least 10 working day's notice being given. If an objection is received then a hearing will be held unless all parties agree that this is not necessary. The applicant may decide to withdraw or amend the TEN prior to a committee decision being made at a hearing. A hearing may result in the TEN being refused or granted with conditions. Only premises that already have licences can have conditions added to a TEN and the conditions can only be attached if they are already on the normal licence.
    2. Late TEN's involve 5-9 days' notice being given. However these should only be given in exceptional circumstances. If Environmental Health and or the Police object to a late TEN a counter notice will be issued without any opportunity for a hearing. This means that the event cannot take place. Conditions cannot be added to a late TEN.
  - It is, however, recommended that you give your notice two to three months before the event.
  - It is also recommended that during the course of a TEN, you adhere to the conditions of the premises licence (where the conditions are still applicable), and you include this intention on the TEN application form.
  - If you require a TEN application form, please contact the Swindon Borough Council Licensing Team [licensing@swindon.gov.uk](mailto:licensing@swindon.gov.uk)

## **Suspension of Licence** **Non Payment of Annual Fees**

Annual fees must be paid promptly when due. As of 25<sup>th</sup> April 2012 if annual fees are not paid, the licence is suspended 21 days after the payment due date. The licence remains suspended until the fee is paid. Trading while a licence is suspended is an offence and can lead to prosecution.

## **Mandatory Conditions**

You must ensure that the operation of the premises complies with all the conditions set out in the licence/certificate document as well as the mandatory conditions. These conditions are detailed below.

### **Supply of Alcohol**

1. No supply of alcohol may be made under the premises licence:
  - (a) At a time when there is no designated premises supervisor in respect of the premises licence, or
  - (b) At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

### **Exhibition of Films**

(this applies only if films is one of the licensable activities permitted on your premises licence)

1. The admission of children to the exhibition of any film shall be restricted according to the recommendations of the British Board of Film Classification (BBFC), or other film classification body, as follows:
  - a) U – Universal. Suitable for audiences aged four years and over
  - b) PG – Parental Guidance. Some scenes may be unsuitable for young children.
  - c) 12A – Passed only for viewing by persons aged 12 years or older or persons younger than 12 when accompanied by an adult.
  - d) 15 – Passed only for viewing by persons aged 15 years and over.
  - e) 18 – Passed only for viewing by persons aged 18 years and over.
  - f) Where a programme includes a film recommended by the BBFC as falling into the 12A, 15 or 18 category, no person appearing to be under the age of 12 and unaccompanied, or under 15 or 18 as appropriate, shall be admitted to any part of the programme; and the licence holder shall display in a conspicuous position a notice in the following terms:

**PERSONS UNDER THE AGE OF [INSERT APPROPRIATE AGE]  
CANNOT BE ADMITTED TO ANY PART OF THE PROGRAMME**

Where films of different categories form part of the same programme, the notice shall refer to the oldest age restriction. This condition does not apply to members of staff under the relevant age while on-duty provided that the prior written consent of the person's parent or legal guardian has first been obtained.

**Door Supervision**

(This applies only if employing door supervisors is a condition of your premises licence)

1. All individuals required to carry out any security activity at specified times at the premises, must be licensed by the Security Industry Authority. This does not apply to the following:
  - A. any premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c.12) (premises with premises licences authorising plays or films), or
  - b. any premises in relation to:
    - i. any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
    - ii. any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).

**Club Premises Certificate –  
Supply of Alcohol for Consumption off the Premises**

1. Any supply of alcohol for consumption off the premises must be made at a time when the premises are open for the purposes of supplying alcohol, in accordance with the club premises certificate, to members of the club for consumption on the premises [73(3)].
2. Any alcohol supplied for consumption off the premises must be in a sealed container [73(4)].
3. Any supply of alcohol for consumption off the premises must be made to a member of the club in person [73(5)].

**Club Premises Certificate – Exhibition of Films**

1. The admission of children to the exhibition of any film to be restricted in accordance with any recommendation made by the British Board of Film Classification (BBFC), or other film classification body [74].

**The following conditions took effect on 1<sup>st</sup> October 2014:**

You must ensure that the operation of the premises, under the licence / certificate, also complies with these Mandatory Conditions, even though they are not printed on your licence/certificate document.

**Condition 1 & 2 Irresponsible drinks promotion**

(1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children –

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to –

- (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
- (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on –

- (i) the outcome of a race, competition or other event or process, or
- (ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to

refer to the effects of drunkenness in any favourable manner.

2. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

## **Guidance**

### **Drinking Games**

Irresponsible promotions can include activities, whether drinking games or not, which may require or encourage individuals to drink a quantity of alcohol within a time limit, or drink as much alcohol as possible within a time limit or otherwise. For example, this may include organised 'drink downing' competitions. This would not prevent the responsible person from requiring all drinks to be consumed or abandoned at, or before, the closing time of the premises. Nor does it necessarily prohibit 'happy hours' as long as these are not designed to encourage individuals to drink excessively or rapidly.

### **Large quantities for free or fixed price**

Irresponsible promotions can include the provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted price. This includes alcohol provided to the public or to a group defined by a particular characteristic, for example, a promotion which offers women free drinks before a certain time or "all you can drink for £10". This condition does not apply to a promotion or discount on alcohol for consumption with a table meal. Promotions can be designed with a particular group in mind (for example, over 65s). A common sense approach is encouraged, which may include specifying the quantity of alcohol included in it or not targeting a group which could become more vulnerable or present a greater risk of crime and disorder as a result of excessive alcohol consumption.

### **Prize or rewards**

The sale, supply or provision of free or discounted alcohol or any other item as a prize to encourage or reward the purchase and consumption of alcohol can be within the definition of an irresponsible promotion. This may include promotions under which free or discounted alcohol is offered as a part of the sale of alcohol, for example, "Buy one and get two free" and "Buy one cocktail and get a second

cocktail for 25p". This includes promotions which involve the provision of free or discounted alcohol within the same 24 hour period.

### **Sporting Events**

Irresponsible promotions can include the provision of alcohol for free or for a discounted price in relation to a sporting event shown on the premises, where the sale, supply or provision of alcohol depends on the outcome of a race, match or other event. For example, this may include offering unlimited drinks based on the outcome of a sporting competition. It also applies to events which are unpredictable, such as offering free double shots for every foul committed in a football match, or heavily reduced drinks for five minutes after a try is scored in a rugby match.

### **Posters and Flyers**

Irresponsible promotions can also include the sale or supply of alcohol in association with promotional materials on display in or around the premises, which can either be reasonably considered to condone, encourage or glamorise anti-social behavior or refer to the effects of drunkenness in any favourable manner.

### **Dispensing alcohol directly into the mouth of another person**

The responsible person must ensure that no alcohol is dispensed directly by one person into the mouth of another person. For example, this may include drinking games such as the 'dentist's chair' where a drink is poured continuously into the mouth of another individual and may also prevent a premises from allowing another body to promote its products by employing someone to dispense alcohol directly into customers' mouths. An exception to this condition would be when an individual is unable to drink without assistance due to a disability.

### **Condition 3 – free tap water**

The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

### **Guidance**

Drinking water or potable water is water safe enough to be consumed by humans or used with low risk of immediate or long term harm. In most developed countries, the water supplied to households, commerce and industry

meets drinking water standards, even though only a very small proportion is actually consumed or used in food preparation.

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available on the premises. What is meant by reasonably available is a question of fact; for example, it would not be reasonable to expect free tap water to be available in premises for which the water supply had temporarily been lost because of a broken mains water supply. However, it may be reasonable to expect bottled water to be provided in such circumstances.

#### **Condition 4 – Age verification policy**

4. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) 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 a holographic mark.

#### **Guidance**

It is acceptable, and indeed encouraged, for premises to have an age verification policy which requires individuals who appear to the responsible person to be under an age greater than 18 to produce such identification on request. For example, if premises have a policy that requires any individual that appears to be under the age of 21 to produce identification that meets the criteria listed above.

Licence holders should consider carefully what steps they are required to take to comply with the age verification requirements under the 2003 Act in relation to sales of alcohol made remotely. These include sales made online, by telephone and mail order sales, and alcohol delivery services. Each of these sales must comply with the requirements of the 2003 Act.

The mandatory condition requires that age verification takes place before a person is served alcohol. Where alcohol is sold remotely (for example, online) or through a telephone transaction, the sale is made at this point but the alcohol is not actually served until it is delivered to the customer. Age verification measures (for example, online age verification) should be used to ensure that alcohol is not sold to any person under the age of 18. However, licence holders should also consider carefully what steps are appropriate to ensure that age

verification takes place before the alcohol is served (i.e. physically delivered) to the customer to be satisfied that the customer is aged 18 or over

## **Condition 5 – Drink Measures**

5. The responsible person shall ensure that–

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures–

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml; and

(b) customers are made aware of the availability of these measures.

### **Guidance**

This can include making the availability of measures clear on menus and price lists, and ensuring that these are displayed in a prominent and conspicuous place in the relevant premises (for example, at the bar). Moreover, staff must make customers aware of the availability of small measures when customers do not request that they be sold alcohol in a particular measure.

This condition does not apply if the drinks in question are sold or supplied having been made up in advance ready for sale or supply in a securely closed container. For example, if beer is only available in pre-sealed bottles the requirement to make it available in ½ pint does not apply.

You must comply with Weights and Measures legislation where you should be displaying a minimum of 30 items on your menu with prices and measures.

This does not prevent you from serving larger sizes as well as the measures listed, such as 250ml wine, pints or doubles although all measures offered must comply with Weights and Measures legislation.



## **Change of Address Details on a Premises Licence**

If a Premises Licence Holder or DPS has changed their name or home address then the premises licence holder legally must inform the Licensing Team of this information in writing.

The letter must include the following:

- Name and address of the premises
- Licence number
- Which information has changed and what the new details are
- Enclose the licence that needs updating or state in the letter why you cannot do so.

Failure to comply is an offence under Section 33 of the Licensing Act 2003 which carries a maximum fine of £500.

## **Change of Address Details on a Personal Licence**

If a Personal Licence Holder has changed their name or home address then the personal licence holder legally must inform the Licensing Team of this information in writing.

The letter must include the following:

- Name and address of the individual
- Licence number
- Which information has changed and what the new details are

The letter should be sent to the Licensing Team of the borough that issued the Personal Licence.

Failure to comply is an offence under Section 127 of the Licensing Act 2003 which carries a maximum fine of £500.

### **You may also wish to train staff in:**

- Fire Safety, including evacuation procedures
- Health & Safety at Work Act
- Health & Safety Policies
- How to avoid trips and slips
- How to lift heavy objects
- Electrical safety
- How to report an incident
- How to report an accident
- How to identify counterfeit goods/bank notes
- Weights & Measures
- Pricing
- Dealing with violence/Anti-social behaviour
- Drugs Policies
- Basic food hygiene
- Food dates

**If you require further information or have any queries please contact  
Wiltshire Police Licensing officers**

**Sian Kalynka – [sian.kalynka@wiltshire.pnn.police.uk](mailto:sian.kalynka@wiltshire.pnn.police.uk) 01380 861554 or  
mobile 07586496104**

**PC Diffin - [michael.diffin@wiltshire.pnn.police.uk](mailto:michael.diffin@wiltshire.pnn.police.uk) 01380 861630 or  
mobile- 07471029445**

## **APPENDIX A: Licensing/Age Restricted Sales Training Test**

**Name:**.....**Position:**.....

1. Between what times can alcohol be sold at these premises?

.....  
.....

2. What is the minimum age a customer has to be to:

Buy alcohol? ..... Buy cigarettes? .....

3. What is the "Challenge 25" Policy?

.....  
.....

4. What should you do if you suspect a customer is under age?

.....  
.....

5. What forms of ID are accepted as proof of age?

.....  
.....

6. What action must you take if a customer cannot prove that they are old enough to purchase the goods?

.....  
.....

7. Apart from those under age, who else can you not sell alcohol to?

.....  
.....  
.....

9. Are there any restrictions on the times children are permitted on the premises? If so, what are they?

.....  
.....

10. What are the four licensing objectives?

.....  
.....  
.....  
.....

**Mark:** ...../10      **Date:**.....

**Staff Signature:**.....

**Trainer Name:**..... **Trainer Position:**.....

**Trainer Signature:**.....

### **Licensing/Age Restricted Sales Training Answers**

- 1. Between what times can alcohol be sold from these premises?**  
Check premises licence
- 2. What is the minimum age a customer has to be to:**  
Buy alcohol? 18                      Buy cigarettes? 18
- 3. What is the Challenge 25 Policy?**  
"Challenge 25" means that if a customer looks under 25 years of age, they must be asked for ID to prove that they are at least 18. If they do not have ID, the sale must be refused.
- 4. What should you do if you suspect a customer to be under age?**  
Apply the "Think 25" Policy. If no ID, refuse sale and complete refusal book.
- 5. What forms of ID are accepted as proof of age?**  
Driving licence, Passport, or a card with the PASS hologram on it.
- 6. What action must you take if a customer cannot prove that they are old enough to purchase the goods?**  
Refuse the sale. Make an entry in the refusals book: including date, time of attempt, description of young person, the product attempted to purchase, and the reason for refusal.
- 7. Apart from those under age, who else can you not sell alcohol to?**  
Anyone who appears to be drunk, uniformed police officers, or anyone you suspect of buying on behalf of a person under 18.
- 9. Are there any restrictions on the times children are permitted on the premises? If so, what are they?**  
Check premises licence conditions.
- 10. What are the four licensing objectives?**  
Prevention of crime and disorder, public safety, prevention of public nuisance and protection of children from harm.

#### **Sources:**

Licensing Act 2003 (LA03), Gambling Act 2005 (GA05), LACORS, Poppleston & Allen, Guidance issued under Section 182 of the LA03, Guidance issued to Licensing Authorities – Gambling Commission

| Trut name      | DATE     | TIME  | PERSON           | TRAINING  |
|----------------|----------|-------|------------------|-----------|
| Sover Dogan    | 20/3/14  | 12:11 | Alcohol sale     | Ali KAGAN |
| Kashif Saeed   | 21/10/14 | 7:30  | Alcohol sale     | Ali KAGAN |
| Alkes Ineliker | 11/10/14 | 12:15 | Alcohol training | "         |
| Sover Dogan    | 11/10/14 | 12:30 | Alcohol sale     | Ali KAGAN |
| Derja Dogan    | 11/10/14 | 12:45 | Alcohol from     | Ali KAGAN |
| Sover Dogan    | 8/3/15   | 8:10  | Alcohol from     | Ali KAGAN |
| Kashif Saeed   | 8/3/15   | 8:20  | Alcohol training | Ali KAGAN |
| Derja Dogan    | 8/3/15   | 8:20  | Alcohol training | Ali KAGAN |
| Huseyin Arslan | 20/8/15  | 11:25 | Alcohol training | Ali KAGAN |
| Sover Dogan    | 20/8/15  | 11:45 | Alcohol training | Ali KAGAN |
| Huseyin Arslan | 27/4/15  | 12:10 | Alcohol from     | Ali KAGAN |



Please record all contacts on this log after each

ENTER PAGE NO.

| No. | Date     | Product     | Time  | Name of person or description | Observations | Staff member |
|-----|----------|-------------|-------|-------------------------------|--------------|--------------|
| 17  | 19/4/16  | Cigarette   | 15:21 | Tall skin female              | No id        | Sam          |
| 18  | 19/4/16  | E-cigarette | 15:15 | Red ft boy                    | No id        | Sam          |
| 19  | 02/05/16 | Cigarette   | 12:10 | Tall female                   | No id        | Sam          |
| 20  | 03/05/16 | Cigarette   | 13:34 | all female                    | No id        | Prognostic   |
| 21  | 3/5/16   | Lighter     | 15:14 | Tall skin red top             | No id        | Sam          |
| 22  | 4/5/16   | Cigarette   | 18:03 | black female                  | No id        | Sam          |
| 23  | 5/5/16   | Cigarette   | 10:05 | all female                    | No id        | Sam          |
| 24  | 4/5/16   | Cigarette   | 13:04 | Short black female            | No id        | Sam          |

Manager's Signature

1



