

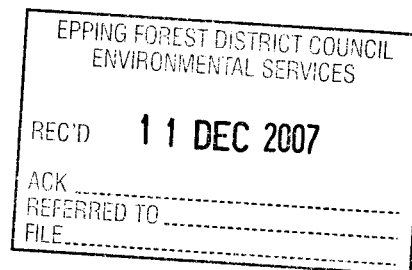
Essex County Council  
**Trading Standards**  
2 Beaufort Road  
Chelmsford  
CM2 6PS



Essex County Council

Mrs K Tuckey  
Licensing Unit  
Epping Forest District Council  
High Street  
Epping  
Essex  
CM16 4BZ

Date: 29 November 2007



Dear Mrs Tuckey

### **APPLICATION TO REVIEW PREMISE LICENCE**

Please find enclosed an Application for the Review of the Premise Licence in respect of;

Co-op Welcome, 54 High Road, North Weald, CM16 6BY.

Should you require any further information in respect of this application please do not hesitate to contact me.

Yours sincerely

**Peter Stratton**  
**Trading Standards Operational Manager**

#### **Please reply to Peter Stratton**

Telephone: 01245 341981

Fax: 01245 341986

Internet: [www.essexcc.gov.uk](http://www.essexcc.gov.uk)

Email: [peter.stratton@essexcc.gov.uk](mailto:peter.stratton@essexcc.gov.uk)

cc: Simon Fisher, Licensing Officer, Epping Police Station  
Community Commander, Essex Fire & Rescue Service, Harlow & Epping  
Community Command  
David Baker, Planning Services, Civic Offices, High Street, Epping  
Head of Child Protection, Licensing Applications, Essex County Council  
Steve Harcher, Health & Safety Unit, Civic Offices, High Street, Epping



INVESTOR IN PEOPLE



2007-2008  
Emergency Planning

# Licensing Act 2003

## 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 Peter Stratton *insert name(s) of applicant*

apply for a review of a premises licence under section 51/apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in part 1 below

### Part 1 Premises or Club Premises Details

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

Address	54 High Road
	North Weald
Post Town	Epping
Postcode	CM16 6BY

Name of premises licence holder or club holding club premises certificate (if known)  
Co-operative Group

Number of premises licence or club premises certificate (if known)

### 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	<input type="checkbox"/>
b) a body representing persons living in the vicinity of the premises	<input type="checkbox"/>
c) a person involved in business in the vicinity of the premises	<input type="checkbox"/>
d) a body representing persons involved in business in the vicinity of the premises	<input type="checkbox"/>

- (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)**

Title (Please mark with an X)

Mr  Mrs  Miss  Ms  Other (please state)

Surname   
 Forenames

I am 18 years old or over. (Please mark with an X) Yes

Current postal address if different from the premises address

Address   
  
  
 Post Town   
 Postcode

Contact Telephone Number

Daytime

Email  (optional)

**(B) Details of Other Applicant**

Surname   
 Forenames   
 Address   
  
  
 Post Town   
 Postcode   
 Telephone  Email

### (C) Details of Responsible Authority Applicant

Surname	Stratton		
Forenames	Peter		
Address	Essex County Council Trading Standards		
	Dukes Park Industrial Estate		
Post Town	Chelmsford		
Postcode	CM2 6PS		
Telephone	01245 341981	Email	Peter.stratton@essexcc.gov.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 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 checked="" type="checkbox"/> |

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

#### Premise History

6/12/2006

This department has recorded an intelligence report from the Police licensing officer for the Epping District. Simon Fisher, in respect of underage sales in the area of these premises.

2/1/2007

Derek Lee from the Trading Standards Department visited and advised this premise in respect of information received. At that time advice notes and posters were issued to the shop manger. Statement from Derek Lee attached.

12/4/2007

A test purchase of alcohol resulted in a sale being made to 16 year old boy.

25/4/2007

A warning letter was sent to the premise license holder. In this letter the business was informed that a further inspection would take place, a copy of this letter is attached.

29/5/2007 An acknowledgment in respect of the receipt of this letter was received.

29/9/2007 A second test purchase resulted in a sale of alcohol being made to another 16 year old boy.

4/10/2007 A letter was sent to the premise license holder requesting them to attend a formal interview. The purpose of such an interview is to give the opportunity for the premise license holder to raise any statutory defence.

12/11/2007 A letter was received from the Premise License Holder, declining to attend an interview and requesting the matter be dealt with by means of correspondence. Attached to this correspondence was the documentation and training packages use by the premise license holder. There were no documents attached in respect of the training in respect of the particular cashier or any records showing management auditing the system

29/11/2007 A letter was sent requesting any specific information in respect of the cashier or auditing records.

**Additional Information.**

This premise has only be test purchased on two occasions, both resulting in a sale of alcohol to children  
The premise license holder has asked questions, in respect of the volunteer used for the tests on the 29/9/2007. This departments records show that we have used this same volunteer to test a total of 44 premises and from these test a total of 9 premises have sold alcohol to him.

The grounds for review are solely in respect of the protection of children from harm in that the premise license holder is selling alcohol to children.

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

Attached to this application;

- 1 Statement of Police Licensing Officer Simon Fisher.
- 2 Statement of Derek Lee from Trading Standards, relating to advisory visit..
- 3 Statement of Jenny Tremlett from Trading Standards, relating to sale made on 12<sup>th</sup> April 2007.
- 4 Warning letter of 25/4/2007 to premise license holder.
- 5 Acknowledgement of warning letter from premise license holder.
- 6 Statement of Dean Velati from Trading Standards, relating to sale made on the 29<sup>th</sup> September 2007.
- 7 Response from premise license holder following sale of the 29<sup>th</sup> September.

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
<input type="text"/>	<input type="text"/>	<input type="text"/>

**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.

Signed:  Date:

Capacity:

For joint applications signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent. (See guidance note 4). If signing on behalf of the applicant please state in what capacity.

Signed:  Date:

Capacity:

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

Mr  Mrs  Miss  Ms  Other (please state)

Surname

Forenames

Address

Post Town  Postcode

Telephone N<sup>o</sup>. (if any)

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

**RESTRICTED (when complete)**

**Witness Statement**

(CJ Act 1967, s.9, MC Act 1980, ss.5A(3)(a) and 5B;', MC Rules 1981, r.70)

URN 

--	--	--	--

Statement of **Simon FISHER**

Age if under 18    Over 18                      (if over 18 insert "over 18")    Occupation    Licensing Officer.

This statement (consisting of 1 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

*Simon Fisher*

Signature: Simon FISHER 6905

Date: 28.11.07.

Tick if witness evidence is visually recorded  (supply witness details on rear)

I am employed as a civilian licensing officer by Essex Police Authority and have been in post since 1999.

Part of my duties is to monitor all licensed premises particularly focusing on irregularities.

All licensing (Police) officers in Essex County work in partnership with Essex County Council Trading Standards officers who take the lead in Test Purchasing.

From time to time I receive information from various sources, police members of the public and parents of teenagers and where premises can be pin pointed as selling alcohol to under age persons test purchases are carried out.

I received information in that the Co-Op Welcome 54-56 High Road, North Weald, Epping, Essex CM16 6BY was selling alcohol to under age persons on a regular basis. On 6<sup>th</sup> December 2006 I passed that information to Trading Standards at Essex County Council in Chelmsford. To my knowledge two test purchases were made at this store on separate occasions and on each occasion alcohol was sold to a person under 18 years of age.

Signature

*Simon Fisher*

Signature witnessed by

*[Signature]*



**ESSEX COUNTY COUNCIL  
TRADING STANDARDS SERVICE  
2 BEAUFORT ROAD, CHELMSFORD, CM2 6PS**

(Criminal Procedure Rules r 27.1 (1); CJ Act 1967, S9; MC Act 1980, S5B)

**STATEMENT OF:** Jenny Anne Tremlett

**Age of Witness:** Over 18  
(if over 18 enter "over 18")

**Occupation of Witness:** Trading Standards Officer

This statement, consisting of \_\_\_\_\_ pages each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

**Dated the 16th day of April**

**2007**

**Signature**

*J. Tremlett*

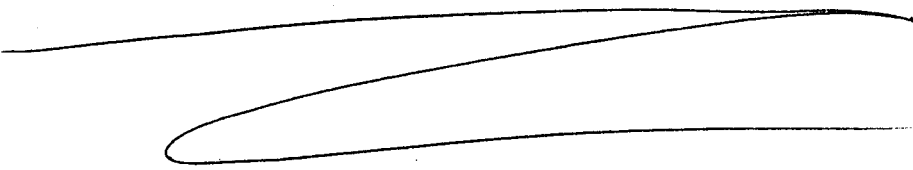
---

I am employed by Essex County Council's Trading Standards Service as a Specialist Trading Standards Assistant. I am authorised for the purposes of the Licensing Act 2003. On 12<sup>th</sup> April 2007 I was accompanied by colleagues Sophia Day and Lindsay Gaskin to the home of Gregory Wedge a 16 year old school boy volunteer, who was assisting Trading Standards in making test purchases of alcohol from selected retailers. I informed Gregory as to the structure of the day and read to him a document entitled 'Notes for the volunteer'. These notes outline to the volunteer the procedures for the test purchasing operation and for their care and welfare. I produce a copy of the notes for the volunteer identified as **JTR/1**. I took two Polaroid photographs of Gregory dressed in the clothing that he was to be wearing during the attempted test purchases. I produce the two photographs of Gregory one head and shoulders photograph identified as **JTR/2** and the second a full length photograph identified as **JTR/3**. I measured and recorded Gregory's height at 1.87 metres, this measurement was made whilst wearing shoes. It was at this time that I confirmed with Gregory that he was neither carrying any money or alcohol on him. At approximately 15.40hrs on the 12<sup>th</sup> April 2007 I accompanied Sophia Day, Lindsay Gaskin, Gregory Wedge, Police

*J. Tremlett* Signature



Constable Alan Shelly 1297 and Police Licensing Officer Simon Fisher to the area of Co-op Welcome, 54 High Road, North Weald, Epping, CM16 6BY. I confirmed with Gregory that he was happy to continue with the test purchase from this premise. I handed Gregory £7 to cover the potential purchase. At approximately 15.44hrs I entered the premises of Co-op Welcome with Sophia Day. A short while later I witnessed Gregory enter the premise and go to the alcohol display area and select four cans of Guinness. Gregory then walked to the till. I followed him and formed a queue at the till. I witnessed the seller who I now know to be a lady called Wendy Robertson scan the alcohol and then place it in a bag. Gregory then paid and left. I had a clear and unobstructed view of the sale and at no time was Gregory asked for his age or for any form of identification. I then purchased some confectionery and followed Gregory out of the premise. I walked back to the vehicle where I was assisted by Sophia Day in filling out the documentation including my notebook. I completed the details of the purchase in a sample book with sample number 00576 I produce the sample book entry identified as **JTR/4**. The four cans of Guinness with an alcohol content of 4.1% was placed in an inverted plastic evidence bag and sealed with security tag number A152238. I produce the four cans of Guinness sample reference number JTR/CO/00576 as evidence identified as **JTR/5**. At approximately 16.00hrs I returned to Co-op Welcome accompanied by, Police Constable Alan Shelly 1297 and Sophia Day. I introduced myself, Sophia Day and Police Constable Shelly to Wendy Robertson who was the seller, there was no manager on duty at that time. PC Shelly issued Wendy Robertson with an £80 Fixed Penalty Notice, she informed us that she is also a personal license holder. I told Wendy that we would be in touch with the Premise License Holder. Shortly after at about 16.10hrs we left the premises. Of the four shops that Gregory attempted to buy alcohol from that day, this was one of three that sold to him. On returning to the office I placed the bottle sample reference number 00576 into the Services Secure store at Beaufort Road, Chelmsford.



Jenny Anne Tremlett

Signature

### Notes for the Volunteer - Alcohol

Your safety, security and comfort is of paramount importance.

If at any time you do not want to continue simply tell an officer in the team and the visits will be suspended. This is not a problem at all.

If you know the shop where you are going to go, tell an officer. You will not have to go in there.

A member of the team will be with you or very close to you at all times.

If you want a break, drink, food, etc. simply tell a member of the team.

Wear your ordinary clothes, and please do not wear make up.

On the first day you will be measured.

Each day 2 photographs will be taken of you. These will be used by the officers if a sale is made, you will not have to go back to the shop.

A sale is neither a success nor failure.

Please ensure that you do not have any alcohol on you. If you have any of your own money ask an officer to keep it somewhere safe. It is important that you do not have alcohol or money before each visit.

#### Instructions

Alcohol test purchasing in Essex is carried out in Essex by working in conjunction with Essex Police. The test purchase team consists of 2 Trading Standards Staff and at least one Police Officer.

You will be accompanied to the shop by a Police Officer in plain clothes.

Walk straight into the shop after leaving the officer.

Select a product (cans of beer, alco-pops,) etc. or approach the counter and ask for a drink of your choice. (If you want to pick up a chocolate bar and buy that at the same time – or instead – please do so).

Use the money given to you to pay.

If you are asked your age – tell the truth.

If you are asked who the alcohol is for, reply "me".

If you are asked for identification or ID – say you don't have any.

Leave the shop immediately after the refusal/sale.

ESSEX COUNTY COUNCIL, TRADING STANDARDS SERVICE  
2 BEAUFORT ROAD, DUKES PARK INDUSTRIAL ESTATE  
CHELMSFORD, CM2 6PS



Essex County Council  
Trading Standards

Sample Ref **00576**

Officer **JR**

Date **15/10/11**

Time **15:30**

Legislation **Labelling Act 2005**

Sample Description **1/2 x 1/2 Glass 1/2 1/2 1/2**

Sample Codes **JTR/CO/00576**

Sample Taken From **CO-OP**

Address **14 High Rd. North Weald,**

**Epping, Essex SSG1**

**15.39**

Tag Number **A152238**

Manufacturer Details

**As per SS16 to laboratory website  
to grid school boy Vol 1 street.**

By **J. J. Day**

Tel 01245 3419

COUNCIL, TRADING STANDARDS  
LAKES PARK INDUSTRIAL  
ESTATES

76

Trading Act 2003  
K & Guinness

2/00/00576

Co-op  
High Rd Norm Wood  
Ormeau CoBY



Essex County Council  
**Trading Standards**  
New Dukes Way Office  
2 Beaufort Road  
Dukes Park Industrial Estate  
Chelmsford  
CM2 6PS

Co-operative Group Plc  
New Century House  
Manchester  
M60 4ES

Our ref: PJS/JTR  
Date: 25<sup>th</sup> April 2007

Dear Sir or Madam

I have reviewed a file presented by one of the officers of this department concerning the sale of alcohol to a young person under the age of eighteen years. The sale took place from the premises of Co-op Welcome, 54 High Road, North Weald, CM16 6BY on 12<sup>th</sup> April 2007.

You will be fully aware that it is an offence to sell alcohol to persons under the age of eighteen. It is your responsibility as Premise Licence Holder to ensure that no such sale takes place from these premises. I understand that a licensee of this particular premises has been previously advised of the licensee's obligations relating to such matters.

In the light of the circumstances surrounding this incident it is not proposed to proceed further with this matter but I would advise you that this formal letter of warning will be retained on file as evidence that you have been warned by this Service. It will be brought forward should any further contravention be found and a decision taken to institute legal proceedings. It is the intention that a further inspection of your premises is carried out in the near future. A copy of this letter will be sent to the Police Licensing Section at Epping Police Station.

I would be pleased to receive your written acknowledgement of receipt of this letter within the next 14 days. If you require any further help or advice please contact my colleague Jenny Tremlett on 01245 341993.

Yours sincerely

**Peter Stratton**  
**Operational Manager**  
**Please reply to Peter Stratton**  
Telephone: 01245 341981  
Fax: 01245 341986  
Internet: [www.essexcc.gov.uk](http://www.essexcc.gov.uk)  
Email: [peter.stratton@essexcc.gov.uk](mailto:peter.stratton@essexcc.gov.uk)



**ESSEX COUNTY COUNCIL  
TRADING STANDARDS SERVICE  
NEW DUKES WAY OFFICE,  
2 BEAUFORT ROAD**

**DUKES PARK INDUSTRIAL ESTATE, CHELMSFORD CM2 6PS**

(C.J. Act 1967, S.9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

**STATEMENT OF: Dean Velati**

**Age of Witness: OVER 18**  
(if over 18 enter "over 18")

**Occupation of Witness: Trading Standards Officer**

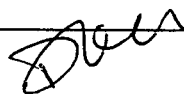
This statement, consisting of 2 pages each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

**Dated the 01 day of October 2007      Signature**

I am employed by Essex County Council's Trading Standards Service as a Trading Standards Officer. I am authorised for the purposes of the Licensing Act 2003. On the 29 September 2007 I was accompanied by a colleague Julie Peckston to Epping Police Station. We arrived at about 11.30 and we were joined by Zachary Simpson, our 16 year old volunteer, who was assisting Trading Standards in making test purchases of alcohol from selected retailers. He was accompanied by fellow Trading Standards colleagues Jenny Tremlett and Sophie Mckenna. Jenny Tremlett informed Zachary Simpson as to the structure of the day and read to him a document entitled 'Notes for the Volunteer'. These notes outline to the volunteer the procedures for the test purchasing operation and for their care and welfare. Jenny Tremlett measured and recorded Zachary Simpson's height at 1.66m. This measurement was made whilst wearing shoes. Jenny Tremlett also took two Polaroid photographs of Zachary Simpson dressed in the clothing that he was to be wearing during the attempted test purchases. It was at this time that I witnessed Jenny Tremlett confirm with Zachary Simpson that he was neither carrying any money or alcohol on him. PC250 Gary Harrington accompanied us for the duration of our test purchases. At approximately 14:55 I accompanied Zachary Simpson to the area of Co-Op Welcome, 54

  
**Signature**

High Road, North Weald, Epping, CM16 6BY. Sophie Mckenna confirmed with Zachary Simpson that he was happy to continue with the test purchase from this premise. Sophie Mckenna handed Zachary Simpson money to cover the potential purchase. At approximately 15:00 I entered Co-op Welcome with my colleague, Julie Peckston. A short while later I witnessed Zachary Simpson enter the premise and go to the alcohol display area and select four cans of Export Ale 5% ABV. I formed a queue with my colleague, Julie Peckston, behind Zachary Simpson. Two cashiers were working at the time and I witnessed Zachary Simpson approach one with the cans of alcohol. The cashier scanned the item and then asked her colleague a question. I presumed that a till prompt had required the cashier to enter a code to authorise the sale. The other cashier indicated that the sale needed to be authorised by the first cashier as she was unable to. At 15:10 Zachary Simpson paid for the products and left the shop at 15:11. I had a clear and unobstructed view of the sale and at no time was Zachary Simpson asked for his age or for any form of identification. I purchased some confectionery and we followed Zachary Simpson out of the premise at 15:12. We walked back to the vehicle where I was assisted by Julie Peckston in filling out the documentation including my notebook. I completed the details of the purchase in a sample book with sample number 01002. I produce the sample book entry identified as DV/CO1/01002. The cans of alcohol were placed in an inverted plastic evidence bag and sealed with security tag number A148558. Photocopies of the bottle of alcohol are identified as DV1. At approximately 15:30 I returned to the premises with Julie Peckston and PC250 Gary Harrington. The seller was Miss Samira Ahmed and was issued a fixed penalty notice number 42/A80243738 by PC250 Gary Harrington. I took the details of the Designated Premise Supervisor as being Mahmed Hosein Banhally who was present at the time of re-entry. On returning to the office I placed the sample into the Services Secure store at 2 Beaufort Road, Dukes Park Industrial Estate, Chelmsford. On this day seven premises were tested and three sold alcohol to our volunteer.



..... Signature

Our Ref: North Weald  
Your Ref: DV/CO-OP/A

Direct Line: 0161 827 5693

Tel 0161 834 1212  
website [www.co-op.co.uk](http://www.co-op.co.uk)

30<sup>th</sup> October 2007

Mr Dean Velati  
Trading Standards Officer  
Essex County Council  
Trading Standards  
2 Beaufort Road  
Dukes Park Industrial Estate  
Chelmsford  
Essex CM2 6PS

Dear Mr Velati,

## Co-op North Weald

I refer to your letter of 04<sup>th</sup> October 2007 regarding the above store, and apologise for the delay in responding.

I am presently investigating the matters with Store and Regional personnel, and once my enquiries are completed I will be able to write to you further.

You will appreciate that an organisation operating a number of businesses throughout the UK, and employing more than 50,000 staff, cannot advise any or all of those people to submit to interview under formal caution without first seeking legal advice.

Further, experience has shown that it is usually very difficult for any one person to meaningfully address all the questions that may arise at such an interview, particularly where systems and procedures that involve more than one person are at issue.

Accordingly we have found that points of concern are best addressed in writing, and I would request that any questions that you wish to put to the Society are dealt with in this way so that appropriate legal advice can be sought.

This method of investigation has been recognised by LACORS, and our approach to interviews has been notified to our Home Authority.

In order to assist my on-going investigations, I would be grateful if you would detail what evidence is available to support the allegations and whether a prosecution of



any store staff or the Society is contemplated. I would also be grateful if you could supply me with some further details of your test purchaser. In particular, I would be grateful if you would provide the following:

- The age and date of birth of the test purchaser concerned.
- The height of the test purchaser concerned.
- A photograph showing the test purchaser as they appeared at the time of the purchase.
- Details of any previous test purchases at this store.
- Details of other test purchases carried out by the test purchaser used in this store, particularly the number of sales made and sales refused.

As a Society we take the issue of Age Restricted Sales extremely seriously and our systems, procedures and training are designed to prevent such incidents from arising. Detailed below are the Society systems and procedures in relation to the sale of age-restricted products:

The Co-operative Group provides instructions; training and guidance for all store staff in relation to the sale of age restricted products. These form the standard working practices for all stores and are introduced through general training and familiarisation. Regular up dates to training are carried out on a periodic basis, as and when required.

Please find enclosed the following documents:

The Co-operative Group provides instructions; training and guidance for all store staff in relation to the sale of age restricted products. These form the standard working practices for all stores and are introduced through general training and familiarisation. Regular up dates to training are carried out on a periodic basis, as and when required.

Please find enclosed the following documents:

- **Document 1** is a copy of the relevant pages from the Team Scheme Day One Essentials that each new starter undertakes.
- **Document 2** is a copy of the 'Think 21 Preventing Under Age Sales' booklet that forms part of the age-restricted sales video briefing conducted during the Day One Essentials training.
- **Document 3** is a copy of the relevant pages from the Team Scheme Induction training booklet that each new starter undertakes.

The written procedures covering the sale of alcohol and other age-restricted products are contained within the Correct Operating Practices (COPS). The COPS system has been rolled out across all stores, following the acquisitions and mergers of other businesses, in an effort to standardise instructions across the whole estate.

Please find enclosed the following:

- **Document 4** is the briefing document that explains the COPS procedures in place.
- **Document 5** is the most recent update of the Correct Operating Practices (COPS) 5, relating to Age-Restricted Sales.

Store Managers are responsible for ensuring that all new starters undergo Induction Training and further refresher training as appropriate. The induction training will be carried out either by the Retail Training Officer, the Store Manager or, in some instances, the in-store trainer who attends an additional 'train-the-trainer' course prior to taking on the training responsibility.

Naturally, with a diverse portfolio of stores, and the geographical spread, it is not always possible for new starters to attend the regional training store; therefore, the training is provided in-house at store. However, all records of training are forwarded to the Retail Training Officer at the training store and are placed in the personal folder for each member of staff.

The day-to-day responsibilities for in-store operations, including the sale of alcohol, rest with the Store Manager. In the absence of the Store Manager, the other Licensees will assume responsibility for alcohol sales.

Regular reminders of the legal implications of the sale of Age Restricted Products are provided to all stores via the Co-operative Group retail Food News and, more recently, via the Retail Communications system. In 2004 reminders were sent out in February, May, July and November, in 2005 reminders were sent out in March, May, June, July, September, October, November and at Christmas. Please find enclosed copies of the latest of these periodic reminders:

- **Document 6** Easter 2006
- **Document 7** Dated 28.07.06
- **Document 8** Dated 20.10.6
- **Document 9** Dated 07.02.7
- **Document 10** Easter 2007

In addition, briefings are sent to regional management to cascade to store staff.

- **Document 11** Operations Manager communication dated 28.9.6

All stores operate an Age Related Register of Refused Sales that is to be completed each time a sale of an age-restricted product is refused. The Register should be reviewed regularly by both Store and Area Manager as well as field based staff such as Food Safety Officers and also External Auditors.

- **Document 12** is a copy of instructions for the completion of the Age Related Register of Refused Sales

The store management checks of the Age Related Register of Refused Sales and statutory signage are recorded in the Summary Daily Legal Checklist contained within the Store Trading Diary. Please find enclosed the following:

- **Document 13** a copy of the instructions for completing the checks.

All checkouts at store operate a Customer Age Restriction prompt for all age-restricted products. For the sale of such a product to proceed, the checkout operator must respond to and manually override this prompt. Please find enclosed the following:

- **Document 14** contains an explanation of the till prompts, as seen by the Checkout Operator.

Our instructions to staff clearly state that any potential purchaser who appears to be under the age of 21 years should be asked to provide proof of age. If none can be provided then the sale must be refused.

Information and instruction provided for store staff details the acceptable types of proof of age; these include any official form of identification containing a photograph and the date of birth/ age. Acceptable forms of identification include a passport, new style driver's license, and a Citizen's Card/ Portman Group Card/ Local Authority Proof Of Age.

In addition, Point of Sale Information has been issued to all stores in relation to our policy of requesting Proof of Age from anyone wishing to purchase age restricted products and who appears to be under the age of 21 years.

- **Document 15** contains details of the updated point of sale that was issued to stores in June 2005 and December 2005 and is displayed at the kiosk, on checkouts and at the display for the particular age-restricted product. You will note that it contains the standard retail signage developed by the Retail of Alcohol Standards Group, and presented to the Home Secretary on 22<sup>nd</sup> November 2005. And more recently October 2007.

In addition, all the Point of Sale material that was developed by the Retail of Alcohol Group at the request of the Home Office was briefed in to stores in December 2005.

As you would expect, Licensees employed in our stores have received additional training in all aspects of the law relating to the responsibilities and duties of the holders of a Justice's Licence. This training not only deals with the sale of alcohol, but also the sale of all age-restricted products.

We also provide all staff with age-restricted sales refresher training at least once a year. Please find enclosed the following:

- **Document 16** is a copy of the 'The Usual Suspects' booklet issued to store staff.

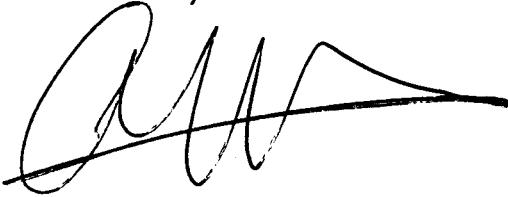
- **Document 17** is an A3 version of the store notice that was issued in conjunction with the above booklet.
- **Document 18** Age Recognition Training Pack

You will see, having reviewed the all of the above and enclosed documents, that the Co-operative Group has in place properly designed, supervised and implemented procedures in relation to the sale of Age Restricted Products.

We also have annual meetings with our Home Authority Trading Standards Department at Manchester City Council; the contact is Ms Janet Shaw, regarding all aspects of our age related sales procedures, the most recent of which was on 17<sup>th</sup> October 2007.

I look forward to hearing from you.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Adrian Hill', written in a cursive style with a long horizontal stroke extending to the right.

**Adrian Hill**  
**National Diligence Manager**



**ESSEX COUNTY COUNCIL  
TRADING STANDARDS SERVICE  
2 BEAUFORT ROAD, CHELMSFORD, CM2 6PS**

(Criminal Procedure Rules r 27.1 (1); CJ Act 1967, S9; MC Act 1980, S5B)

**STATEMENT OF:           Derek Edward LEE**

**Age of Witness:           over 18**  
(if over 18 enter "over 18")

**Occupation of Witness: Project Officer – Proof of Age Scheme**

This statement, consisting of *2* pages each signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 30th day of November   2007   Signature   D.E.Lee 

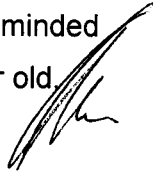
---

I am employed by Essex County Council Trading Standards as a Project Officer for the Proof of Age Scheme. Part of my duties is to visit and advise retailers on age restricted sales and to make sure they are aware of the Proof of Age Scheme that operates for over 16 year olds in Essex. I visit and advise traders when we receive a complaint regarding underage sales and I discuss the responsibilities of all members of staff and management and licence holders when dealing with alcohol sales complaints. On 2<sup>nd</sup> January 2007, as a result of a complaint of underage sales of alcohol from the police I went to the premises of Co – op Welcome, situated at 54, High Road, North Weald, Essex. I spoke to the manager and D.P.S. Deborah Shaw. I informed her of the nature of the complaint of underage sales and that we would be carrying out a test purchase using an under 18 year old. I informed her of the No ID no Sale campaign and showed her the Essex Proof of Age card, which I produce and exhibit as DEL 1 and the BITE Proof of Age card which I produce and identify as DEL 2. I handed her a BITE sticker which I produce and identify as DEL 3 and a plastic laminated till card which I produce and identify as DEL 4. I handed her our PS 27 Guidance notes on Age Restricted Goods, which I produce and identify as DEL5. I then gave her a pad of

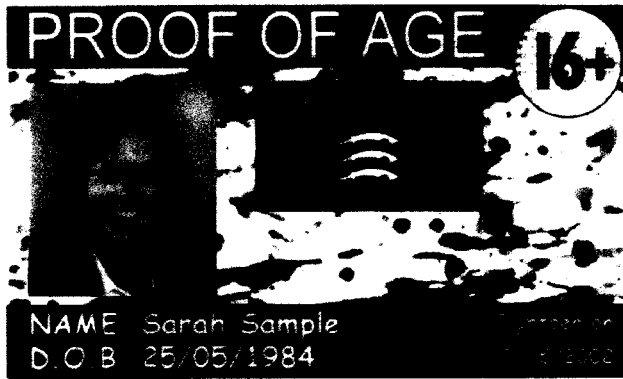
 Signature


---

approximately 50 refusal leaflets which I produce and identify as DEL 6. I handed her a STOP poster which I produce and identify as DEL 7 and a No ID no Sale poster which I produce and identify as DEL 8. There was a refusal register in use and Proof of Age material displayed. I again reminded her that we would be test purchasing alcohol using an under 18 year old.



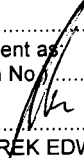
..... Signature



  
**Essex County Council**  
Essex Trading Standards, 2 Beaufort Road, Chelmsford, CM2 6PS


I identify: (Description of exhibit) Essex Proof of Age Card

Referred to in my statement as: DEL 1  
 (Identification No.)

Signed:   
DEREK EDWARD LEE

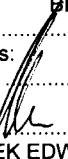
Name In Capitals



  
**Essex County Council**  
Essex Trading Standards, 2 Beaufort Road, Chelmsford, CM2 6PS

I identify: (Description of exhibit) BITE Proof of Age Card

Referred to in my statement as: DEL 2  
 (Identification No.)

Signed:   
DEREK EDWARD LEE

Name In Capitals

# Trading Standards

## Guidance Notes

### AGE-RESTRICTED GOODS A GUIDE FOR RETAILERS

Many retailers sell products which are age-restricted such as cigarettes, lottery tickets and alcohol.

This leaflet gives you brief guidance on which products are controlled by age and what steps you can take to avoid making illegal sales.

#### **Cigarettes and tobacco products** **18+**

It is illegal to sell tobacco products to anyone under the age of 18. Tobacco products include cigarettes, tobacco, oral (chewing) tobacco and cigarette papers. Matches are not included.

You must display a notice stating "It is illegal to sell tobacco products to anyone under the age of 18". This must be of a certain size. Essex trading standards can provide you with a free notice for you to display.

If you sell cigarettes from a vending machine, you must ensure that no one under the age of 18 uses the machine. You should place the machine in an area where it can be supervised. There should be a notice on the machine stating "This machine is only for the use of people aged 18 or over".

Cigarettes must be sold in their original packaging and it is an offence to split packs in order to sell cigarettes singly.

#### **Lottery tickets and scratchcards** **16+**

It is illegal to sell any lottery ticket or scratchcard to anyone under 16. It is also illegal to allow anyone under 16 to sell a lottery ticket.





- Its sale or purchase is for consumption with a meal in a part of the licensed premises which is not a bar and is set apart for the service of meals.

The following are also offences on all licensed premises:

- For any person who works in a licensed premises (paid or unpaid) to deliver alcohol to a person under 18 for consumption off the premises
- To allow anyone to deliver alcohol to a person under 18 for consumption off the premises

*Liqueur chocolates*

**16+**

**Video recordings and games**

**12, 15, 18**

This category includes any moving pictures which are stored by any device capable of storing data electronically. Examples include videos, DVDs and computer games. Where these are classified by age, it is illegal for a retailer to sell or rent to anyone who is younger than the classification.

**Knives**

**16+**

It is illegal to sell knives and similar items to anyone under 16. A special leaflet is available covering the sale of such goods.

**Petroleum on licensed premises**

**16+**

It is a breach of the licence conditions to sell petrol to anyone under the age of 16. No attendants should be under 16 and no one under the age of 18 should be left in charge of the filling station.

If you sell petroleum under conditions where you do not need a licence, it may be classified as a solvent and should not be sold to anyone under the age of 18. See the special leaflet on solvents.

In relation to sales of alcohol, Essex trading standards is working with Essex Police and will be testing retailers. Remember your licence could be at risk if the licensee or sales assistant sells or supplies alcohol to a person under 18 and you could face legal proceedings.

Please note that this leaflet is intended for guidance only. For further information or answers to specific queries please contact us at

Essex Trading Standards  
New Dukes Way Office  
2 Beaufort Road  
Dukes Park Industrial Estate  
Chelmsford  
CM2 6PS

Tel: 01245 341800

Fax: 01245 494616

Email: [trading.standards@essexcc.gov.uk](mailto:trading.standards@essexcc.gov.uk)

**The information contained in this leaflet can be made available in alternative formats: large print, Braille, audio tape and translations. For further information on alternative formats please contact the helpline on 01245 434090.**