Appendix 3

HILLINGDON
LONDON

Mr Mark McDermott
Licensing Officer
The Licensing Service
London Borough of Hillingdon
Civic Centre
High Street
Uxbridge
UB8 1UW

E-MAIL ONLY

Date: 13th August 2021

Dear Mr McDermott,

LICENSING ACT 2003
SPEND N SAVE, 242 YEADING LANE, HAYES, UB4 9AX

I am writing to you as the Officer duly authorised to make representations on behalf of the Licensing Authority. This representation related to the application for a Review of the above premises licence submitted by the Trading Standards Service.

Having read the review application and supporting information provided by Ms Kiran Seyan, Senior Trading Standards Officer I fully support the Trading Standards Service application for review on the grounds of the "Prevention of Crime and Disorder" licensing objective.

I carried out a licensing inspection at the premises on 10th August 2021 at approximately 11:30 hours with Mr Gurnam Singh Langani. The following matters were noted in relation to the Licensing Act 2003 and the promotion of the licensing objectives:

1. There was a CCTV system with 24 cameras present at the premises. The cameras covered the entrance, the counter, the areas where alcohol is displayed and other sections of the store. I was advised that it only retained images for a period of 3 weeks as the installation of additional cameras had affected the capacity of the system's memory. Mr Langani appeared to be familiar with the system and how to download images.
2. There was a refusal register on site with the majority of entries relating to customers being unable to provide proof of ID. The register only contained entries up to and including 2020. I was advised that refusals would be noted on a piece of paper and

Licensing Service
Residents Services
T.01895 277232
lking@hillingdon.gov.uk **www.hillingdon.gov.uk**
London Borough of Hillingdon,
3S/08, Civic Centre, High Street, Uxbridge, UB8 1UW

subsequently transferred into the register and that the owner may have the most recent ones.

3. Mr Langani advised that they operated a Challenge 25 policy at the premise and accepted a passport or driving licence (photocard) as proof of age. There was a Challenge 25 poster behind the counter but it was not displayed upright due to the positioning of a new vaping product display unit.
4. Mr Langani advised that they have 3 members of staff on site after 16:00 hours.
5. There was a folder behind the counter which contained a copy of the full premises licence and copies of personal licences, including that of Mr Langani.
6. Mr Langani was able to produce invoices for purchases of alcohol from cash and carry and other suppliers e.g. HT Drinks Ltd, Bestway, Londis and Dhamecha.
7. Only one page of the licence summary was on display.

It should be noted that issues 1 to 6 are not specific conditions of the premises licence, which is in fact silent on these matters.

Should the Licensing Sub-Committee by minded not to revoke the premises licence, I would advise that it would be appropriate for relevant conditions dealing with matters 1 to 6 above, to be attached to the premises licence. For example the following conditions could be considered:

1. A challenge 25 policy will be in force, where any person looking under the age of 25 shall be asked to prove their age when attempting to purchase alcohol and signs to this effect shall be displayed.

2. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

3. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

4. An incident log shall be kept at the premises and made available on request to an authorised officer of the Council or Police. It will record the following:

   (a) All crimes reported to the premises
   (b) Any complaints received concerning crime and disorder
   (c) Any incidents of disorder

(d) Any faults in the CCTV system
(e) Any refusal of the sale of alcohol
(f) Any visit by a relevant authority or emergency service

5. All alcohol and tobacco products will be purchased from established and bona fide VAT registered traders who will provide receipts and invoices.

6. Invoices for all stock will be kept on file for a minimum of 12 months and will be available to Police, HMRC and authorised officers upon request.

7. A minimum of 2 adult members of staff to be present on site after 16:00 hours.

If required, I am happy to be present at the hearing to verbally deliver my representation and to answer any queries from the Licensing Sub-Committee.

If you have any queries regarding this matter then please feel free to contact me.

Yours sincerely

[redacted]

Lois King
Principal Licensing Officer
Licensing Authority Representative