

Mr Bharat Patel
Londis
65 Lingfield Road
East Grinstead
West Sussex
RH19 2EU

8th August 2022

Dear Mr Patel,

Our Ref: E205678

Licensing Act 2003
Nicotine Inhaling Products (Age of Sale & Proxy Purchasing) Regulations 2015
Children and Families Act 2014
Consumer Rights Act 2015
Tobacco and Related Products Regulations 2016
Tobacco Products & Nicotine Inhaling Products (Amendment) (EU Exit) Regulations 2020

I'm writing to you following my visit on the 5th August 2022 regarding a complaint that has been received by West Sussex Trading Standards, alleging Londis, 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EU has sold an age restricted product to a child under the age of 18.

Under Section 146 of the Licensing Act 2003 it is a criminal offence to sell alcohol to a person who is under the age of 18 years old.

Section 7 Children and Young Persons Act 1933 makes it an offence to sell any tobacco product or cigarette papers to a person under 18.

Regulation 3 of the Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2015 prohibits the sale of nicotine inhaling products to persons under the age of 18. Section 92(2) of the Children and Families Act 2014 makes it a criminal offence for a person to sell a nicotine inhaling product to a person under the age of 18.

As well as prosecution, the Acts allow for an application to be made to the licensing authority for an alcohol licence to be reviewed if it can be shown age restricted products are being sold to children. Such a review could lead to your licence being suspended or revoked ¹.

You don't necessarily have to sell alcohol to a child to lose your licence, the sale of other age restricted products could also result in prosecution and can also lead to your alcohol licence being suspended or revoked if you or your business sell to an underage person.

¹ *West Sussex Trading Standards has a zero tolerance to the sale of alcohol to children. Unless there are exceptional circumstances, where there is sufficient evidence to show an underage sale of alcohol has taken place, we will seek a review of the premises alcohol licence with the aim of having the licence suspended or revoked. The seller and business will also be subject to enforcement action in line with our published enforcement policy.*
www.westsussex.gov.uk/business-and-consumers/trading-standards-advice-for-businesses/

In order for you and your staff to be compliant with the law, you should always ask young people to produce proof of their age. For example, a driving licence photocard or passport. If a person cannot prove they are over 18, the sale should be refused.

In addition, there are also a number of best practice checks that you and your staff can implement to help prevent the sale of any age restricted products.

'Challenge 25' system:

If a person attempts to purchase an age restricted product and they appear to be under the age of 25, you should ask them to produce proof of their age. If they're unable to prove their age, a sale should then be refused.

Staff training:

You should ensure your staff are fully trained to ensure they're aware which products are age restricted, what the age restriction is, and the action they should take if they believe a person is underage when they attempt to purchase such products. It is important you can prove your staff have understood what is required of them by the law. This can be done by keeping a record of the training and asking members of staff to sign to say that they understand it.

These records should then be checked and signed on a regular basis by the manager or owner of the business.

Maintain a refusals log:

All refusals should be recorded (date, time, incident, product and description of the potential buyer). Maintaining a refusals log will help to demonstrate you and your staff actively refuse sales and have an effective system in place. Refusal logs should be checked by the manager or owner to ensure all members of staff are using them.

Till prompts:

If your system allows it may be possible to use your till to remind staff of age restrictions via a reminder prompt when the barcode of an age restricted product is scanned.

Alternatively, by way of a staff reminder, stickers could be used to cover certain product barcodes.

Signage:

Displaying posters showing age limits for certain products and a statement regarding the refusal of such sales if the person appears to be underage. This may help deter potential purchasers and act as a reminder to staff.

CCTV:

A CCTV system may help act as a deterrent and reduce underage sales. It will also help you to monitor 'blind spots' within your store if it's not possible to change the layout or relocate age restricted products behind, or closer to, the counter.

Please note the above advice is best practice and is not a legal requirement. However, the legislation states if you are charged with an offence of selling an age restricted product to a person under the age of 18, it is a defence if you're able to prove you took all reasonable steps to determine the purchaser's age and that you reasonably believed that the purchaser was not under the age of 18.

Therefore, by carrying out the above best practice checks, it will help show you and your staff are able to satisfy this legal defence and it will help reduce the sale of age restricted products to persons under the age of 18.

Further advice and guidance on age restricted products can be found on the Business Companion website: www.businesscompanion.info/

If you have any queries or require further information, please don't hesitate to contact me.

Yours Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Nadia Begdouri
Trainee Trading Standards Officer
Trading Standards Service



Trading Standards Service
 Parkside
 Chart Way
 Horsham
 RH12 1XH
 Tel: [REDACTED]
 trading.standards@westsussex.gov.uk

No. 3393

Officer's Contact Details:

Tel: 0330 222 [REDACTED]

Email: [REDACTED]@westsussex.gov.uk

Proprietor: AEM Patel
 Trading Name: Landis
 Address: 65 Lingfield Road,
East Grinstead
 Tel: _____ Postcode: RH19 2EU

Registered Office: _____
 Mobile: _____
 Email: [REDACTED]
 Website: _____
 Type of Business: Convenience store

- | | | |
|--|--|--|
| <input type="checkbox"/> Animal Health Act 1981 | <input type="checkbox"/> Consumer Protection from Unfair Trading Regulations 2008 | <input type="checkbox"/> Explosives Regulations 2014 |
| <input type="checkbox"/> Consumer Protection Act 1987 | <input type="checkbox"/> Dangerous Substances & Explosive Atmospheres Regulations 2002 | <input type="checkbox"/> Animal Feed (Hygiene, Sampling etc. & Enforcement) (England) Regulations 2015 |
| <input checked="" type="checkbox"/> Consumer Rights Act 2015 | <input type="checkbox"/> General Product Safety Regulations 2005 | <input type="checkbox"/> Other (specify) |
| <input type="checkbox"/> Trade Marks Act 1994 | <input type="checkbox"/> Health & Safety at Work etc. Act 1974 | |
| <input type="checkbox"/> Weights & Measures Act 1985 | <input type="checkbox"/> Petroleum (Consolidation) Regulations 2014 | |

This report covers a summary of the inspection and does not indicate full compliance with any legislation. In case of dispute, contact the Service address above.

FOOD STANDARDS INSPECTION REPORT

Food Safety Act 1990 | Food Safety & Hygiene (England) Regulations 2013 | Food Information Regulations 2014

- | | | | | |
|---------------------------------------|---|---|---|---|
| <input type="checkbox"/> Records | <input type="checkbox"/> Specifications | <input type="checkbox"/> Production Process | <input type="checkbox"/> Composition, Labelling, Presentation | <input type="checkbox"/> Product Design & Recipe |
| <input type="checkbox"/> Traceability | <input type="checkbox"/> Stock Rotation | <input type="checkbox"/> Completed Product | <input type="checkbox"/> Quality / Management Systems | <input type="checkbox"/> Recall / Relabelling Systems |

Corrective actions & timescales (legal requirements)

- spoke to Mr Patel who is the owner of the shop re alleged underage sale of vape.
- Mr Patel has owned the shop for 14 years
- 5 people work in the shop in total
- Alcohol licence could be revoked if test purchase failure.

Failure to comply with legal requirements may constitute an offence and may lead to enforcement action.

Comments and recommendations

- Training verbally when new staff start, I have provided Mr Patel with business companion advice and advised to refrain from this once a month.
- Refusal log is on the till epos system, from 31.7.22 114 sales refused
- Till prompt present on till epos system
- CCTV present and faces outside
- Statutory tobacco sign not present so I have provided one of ours to display
- Challenge JS posters present

Actions to be taken by Officer

Guidance to follow

TEST purchase to be undertaken in due course

Issued by: NADIA BEGDOURI

Person seen (print name in capitals): _____

Signed: _____ (Authorised Officer)

Signed: _____ BHARAT PATEL

Date: 5 / 8 / 20 22 Time: 11:30

Position: PARTNER

STATEMENT OF WITNESS

*(Criminal Procedure Rules 2015, Rule 16.2,
Criminal Justice Act 1967, s. 9, Magistrates' Courts Act 1980, s.5B)*

STATEMENT OF: Laura Rachel Derby

Age of Witness: Over 18

Occupation of Witness: Senior Trading Standards Officer



This statement (consisting of 3 page(s) 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: 27th February 2023

Signed



I am a Senior Trading Standards Officer employed by West Sussex County Council.

On 8th February 2023, I participated in an underage sales operation accompanied by my two colleagues: Natasha Ali (Trainee Trading Standards Officer) and Christina Cairns (Trainee Trading Standards Officer). A 17-year-old () () female volunteer was also working under the instruction and supervision of Trading Standards. The purpose of the operation was to ensure West Sussex businesses were compliant in that they were not selling age restricted products to children under the age of 18.

The volunteer was assigned the unique code 'NZA1' to protect her identity.

At approximately 1439 hours, as part of the operation, I entered Londis, 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EV. A few moments later, I browsed around the shop acting as a normal customer would until a few moments later, when the volunteer entered the shop and picked up a bottle of blue WKD (700ml) and took it to the till queue. At this point, I positioned myself behind the volunteer in the queue. The shop was busy at the time. I witnessed the volunteer put a bottle of WKD alcoholic drink onto the till counter and I heard the male working behind the counter

ask the volunteer for £4.99. I saw the volunteer hand the male some money and I then witnessed her exit the shop with the bottle of blue WKD. I then purchased my products and exited the shop. During the transaction, the male didn't ask the volunteer for any age identification or even ask her how old she was. I returned to the support vehicle, and I sealed the alcoholic drink in an evidence bag and completed the information on the evidence bag and gave it the following reference which I now produce as exhibit:

LD/65LR/01 – 1 x WKD Cocktails – seal no. LC00030904

At approximately 1450 hours, Natasha Ali and I returned to Londis, 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EV and she introduced us both to the male working behind the till counter and explained the reason for the visit. She advised the male that I had just witnessed him sell alcohol to a 17 year old and advised him that she would need to ask him some questions in relation to the incident. She suggested that we should go somewhere more private to speak and we went into the back area. Natasha Ali asked the male for his name and date of birth and he advised us that his name was Mr Bharat CHATUREHAI (dob [REDACTED]) and he was living [REDACTED]. Natasha Ali cautioned him at 1451 hours and explained the caution to him which he advised he understood. Natasha Ali asked Mr Bharat CHATUREHAI a series of questions in relation to the sale and the answers were recorded in my pocket notebook.

In response to the questions, Mr Bharat CHATUREHAI informed us that the business was a partnership and he was an owner, together with his wife and auntie.

When Mr Bharat CHATUREHAI was asked how old he believed the volunteer had been, he said that he thought the female volunteer was 19 or 20 years old. He said that he usually asks for age identification but he had been distracted by an £8,000 energy bill that he had just received. Natasha Ali asked Mr Bharat CHATUREHAI if he had till prompts on his till and he said that he had so Natasha Ali queried why they hadn't prompted him to ask for any age identification but again, he said that his

sole focus at that time was on the £8,000 energy bill. Natasha Ali asked him if he had a refusals log and he said he had but that it was electronically recorded on the system. We all returned to the till area and Mr Bharat CHATUREHAI attempted to print the refusals record off from the till but he couldn't get it to print. However, he showed Natasha Ali the last entry that had been made on 5th February 2023. Natasha Ali checked that the till prompts were working and then Natasha Ali and I left the premises together at approximately 1500 hours.



STATEMENT OF WITNESS

*(Criminal Procedure Rules 2020, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF: MISS NATASHA ZARA ALI

Age of witness (if over 18, enter "over 18"): OVER 18

Occupation of Witness: TRAINEE TRADING STANDARDS OFFICER

This statement (consisting of 3 page(s) 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 17th day of July 2023

Signed



I am currently employed as a Trainee Trading Standards Officer within West Sussex County Council Trading Standards Service.

On the 5th August 2022, Miss Nadia BEGDOURI (Trading Standards Officer) and I visited Londis, Anish's, 65 Lingfield Road, East Grinstead, RH19 2EU, for underage sales advice. We spoke to Mr Bharat PATEL who is the owner of the store. I heard Miss BEGDOURI explain about restricted age products and best practises. Mr PATEL signed the visit report, and a copy was given to him.

On the 8th February 2023, I participated in an underage sales test purchase day, with two colleagues, Laura DERBY (Senior Trading Standards Officer) and Christina CAIRINS (Trainee Trading Standards Officer). A volunteer who is a 17-year-olds participated in the Underage sales test purchase day, under the instruction and supervision of WSCC Trading Standards. The purpose of this operation is to make sure that that West Sussex businesses are compliant with the procedures set out for age restricted products to children under the age of 18.

Prior to visiting the businesses, we briefed the volunteer and took photographs of their appearance that day. The volunteer is assigned a unique code "NZA1" to protect their identity.

Approximately at 1439 hours I witnessed Mrs DERBY enter Londis, Anishs, 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EU. I saw the volunteer follow shortly after. I saw the volunteer exit Londis Anishs with a Blue WKD alcohol bottle. I took the Blue WKD bottle of alcohol from the volunteer and we went back to the operational car. Mrs DERBY followed behind. I handed the Blue WKD alcohol bottle to Mrs DERBY.

Approximately at 1450 hours Mrs DERBY and I entered Londis, Anish's, 65 Lingfield Road, East Grinstead, RH19 2EU. I introduced myself and Mrs DERBY to the shop owner, whose name is Mr Bharat CHATURBHAI (REDACTED). I explained about the underage volunteer that came in and bought an age restricted product, which was blue WKD alcohol and was witnessed by Mrs DERBY.

At approximately 14:51 hours I cautioned Mr Bharat CHATURBHAI and asked him a set of questions that are recorded in my pocket notebook. I heard Mr CHATURBHAI explain that he had another shop and that he works full time at Londis, Anishs. Mr CHATURBHAI explained that the business was running as a partnership between himself, Ms Pinky PATEL his wife and an aunty called aunty Manjula.

I asked Mr CHATURBHAI whether he knew what an age restricted product was, his reply was alcohol, cigarettes, lighters, lottery, and super glue. I heard Mr CHATURBHAI explain that his focus was on a £8,000 bill he just received. Mr CHATURBHAI said the volunteer looked like she was 19 or 20 years old and that he had a quick glance. I asked Mr CHATURBHAI if he operated an Under 25 policy, which he explained that if someone looks under 25 then to ask for ID. I located the Under 25 posters in the premise. There was till prompts present which were checked by scanning an age restricted product. I questioned Mr CHATURBHAI about the till prompts and why he was not prompted about checking ID. Mr CHATURBHAI explained that his main attention was on the bill he received.

I asked about any training that has taken place to Mr CHATURBHAI, and he explained that he was the Designated Premise Supervisor and that he had no recent

training but does read articles regarding underage sales. Mr CHATURBHAI said he trained everyone in his shops. I asked Mr CHATURBAI to see Londis, Anish's refusal log. I witnessed Mr CHATURBHAI explain and show that it was on the till as there was no printed version available. I recorded the last entry that I have in my notebook as 05/02/2023, which I viewed on the till. I explained to Mr CHATURBHAI that we will be in touch accordingly.

At approximately 15:00 hours, Mrs DERBY and I exited the premise.



STATEMENT OF WITNESS

*(Criminal Procedure Rules 2020, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF: Nadia Begdouri

Age of witness (if over 18, enter "over 18"): Over 18


Occupation of Witness: Trading Standards Officer

This statement (consisting of 2 page(s) 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 27th day of March 2023

Signed



I am employed by West Sussex County Council Trading Standards Service as a Trading Standards Officer. On the 5th August at approximately 1130 hours, I entered Londis, 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EU along with Trainee Trading Standards Officer Natasha Ali. I introduced myself to a male behind the counter named Mr Bharat PATEL who was the owner of the shop and explained the reason for my visit. I began filling in the visit paperwork (reference number 3393), which Mr Bharat PATEL later signed. I am producing this form as exhibit NB/L/1. No statutory tobacco notice was present so I provided Mr Bharat PATEL with one of ours and informed him that this must be displayed. I asked to see the shop's refusal log, which was present on the till's EPOS system. From June 2022 to the 31st July 2022, 14 refusals had been made. A till prompt was also present on this till system. I asked about CCTV and this was present, operational and faced outside the shop. The shop had a challenge 25 policy in place and posters were displayed in the shop. I asked Mr Bharat PATEL how training on age restricted products is conducted with staff. I was told that new employees are given training by him. I provided him with some business companion documents on age restricted sales and advised Mr Bharat PATEL to retrain his staff on this every month. I then advised Mr Bharat PATEL that we would be attempting a test purchase with one of our underage volunteers in the near future. I also made him aware that a failure of our 

upcoming test purchase attempt could result in an alcohol revocation. This was written on the visit form and also reiterated in the follow up letter that I emailed over to Mr Bharat PATEL on the 8th August 2022, which I am producing as exhibit NB/L/2.

██████████

Statement obtained by (print name): NADIA BEGDOURI

Witness details

Address:

Email address:

Mobile number:

Other number(s):

Date and place of birth:

Maiden name:

Dates to be avoided. Delete dates of non-availability of witness:

Month of : June							Month of : July							Month of : September							
1	2	3	4	5	6	7	1	2	3	4	5			1	2	3	4				
8	9	10	11	12	13	14															
15	16	17	18						17	18	19	20	21				18	19	20	21	
							22	23	24	25	26	27	28	22	23	24	25	26	27	28	
29	30	31					29	30	31					29	30	31					
Month of :							Month of :							Month of :							
1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7	
8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14	
15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21	
22	23	24	25	26	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
29	30	31					29	30	31					29	30	31					

Contact details if different from above

Address:

Email address:

Mobile number:

Other number(s):

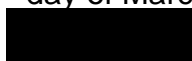
CRIMINAL PROCEDURE AND INVESTIGATIONS ACT 1996

Record below anything that may affect the credibility of the person making this statement, e.g.; previous convictions, relationship to defendant. If there is nothing state 'none' below.

None

Dated the 27th day of March 2023

Signed



W
K
D[®]

COCKTAILS

ALCOHOLIC MIX
5.5%
Alc.Vol.

**BLUE
LAGOON**

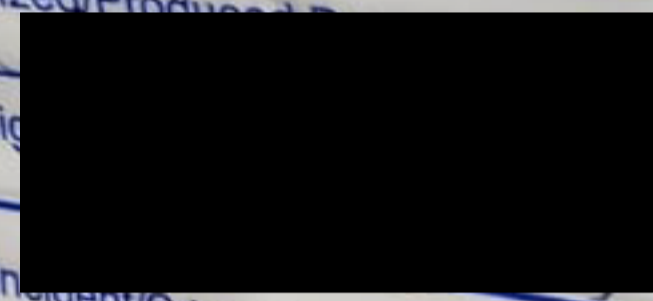
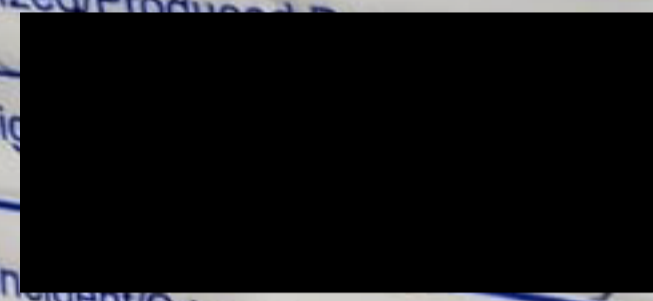
WKD BLUE
blended with citrus, berry
and vodka flavours

VE OF CRIM...LTD
www.wkd.com

05030007
00000000

Police force W/65LR/01
Identifying Mark ~~W/65LR/01~~
Court Exhibit No. ~~W/65LR/01~~
Date Seized/Produced 05/02/27
Description 1/AS FR - UKD
cocktails

Where Seized/Produced
London, 65 Longfield Road
RH19 2EU

Seized/Produced by 
Signature 
Incident/Crime No. _____
Major Incident Exhibit No. _____
Laboratory ref. _____

PLEASE REMOVE LABELS BEFORE RECYCLING THE BOTTLE



24993 732033

700ml





DO NOT DRINK
 IF YOU ARE
 DRIVING
 OR OPERATING
 MACHINERY
 OR VEHICLES
 AFTER DRINKING
 THIS BEVERAGE

EVIDENCE POLICE EVIDENCE POLICE EVIDENCE POLICE

14.99

DKW

COCKTAILS

5.5%
ALC/VOL

BLUE LAGOON

WINE BLUE

Contains 100% natural, berry and vanilla flavors

Barcode and other information on a label to the right of the bottle.

Natasha Ali
Trainee Trading Standards Officer
[REDACTED]
[REDACTED]@westsussex.gov.uk
www.westsussex.gov.uk/tradingstandards

Trading Standards
Parkside
Chart Way
Horsham
RH12 1XH
(01243) 642124



Mr Chaturbhas & Ms Patel
Londis, Anishs Mini Supermarket
65 Lingfield Road
East Grinstead
West Sussex
RH19 2EU

19th May 2023

Dear Mr Chaturbhas,

Our Ref: PR202303-6633

I am writing to you following the test purchase operation, where on 8th February 2023, alcohol was sold to an individual under the age of 18, contrary to the Licensing Act 2003

Due to the potential contraventions of the above legislation, I now request a formal interview in accordance with the **Police and Criminal Evidence Act 1984**. I need to formally put some questions to a representative of the company about the alleged offences. For convenience, I propose that this interview takes place in writing and enclosed questions below. If, however you would prefer for the interview to take place face to face then please let me know.

The reason for the interview is that at approximately 14:39 on the 8th February 2023, a volunteer under the age of 18, was under the instruction and supervision of Trading Standards Officers from West Sussex County Council, and entered Londis, Anishs Mini Supermarket, 65 Lingfield Rod, East Grinstead, West Sussex, RH19 2EU. The volunteer was sold alcohol, namely one bottle of Blue WKD (700 ml), by a male working in the premise under the name of Mr Bharat CHATURBHAS. It was witnessed that the male, Mr CHATURBHAS did not ask the volunteer for their age or ask them for any identification.

It is therefore alleged that offences have been committed under the Licensing Act 2003 in which a person commits an offence if he sells alcohol to an individual aged under 18.

Please return your response to these questions together with any documentation that you wish to rely on by the 31st May 2023 by email to [REDACTED]@westsussex.gov.uk

Please note that dependant on your answers I may need to ask supplementary questions. Please feel free to seek appropriate legal advice or representation in connection with this matter as you see fit.

If you or your legal representative wish to discuss this matter further, please do not hesitate to contact me. Please remember that you are under caution and that:

You do not have to say anything. But it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence.

Kind Regards,



Natasha Ali
Trainee Trading Standards Officer

PACE Questions

CAUTION:

"You do not have to say anything, but it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence."

Do you understand the caution?

Please Sign below to confirm understanding of the caution

Sign.....

1. Please state the company name, company address and confirm if you are a sole trader, a partnership, or a limited company?

Name: Londis, Anish's Mini Supermarket

Address: 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EU

Company status: Partnership

2. If the business is a partnership, please provide names and addresses of the other partners. If the business is a limited company, please provide the Registered company address and registered company number.

Partnership names:

Manjulaben Ambarish Patel

Ambarish Ambalal Patel

Bharat Chaturbhai Patel

Pinky Bharat Patel

Address: 65 Lingfield Road, East Grinstead, West Sussex, RH19 2EU

3. Please state your full name and date of birth.

Full name: Bharat Chaturbhai Patel

DOB: [REDACTED]

4. Please state your position within the company and briefly explain what your role entails.

Position in company: Partner

Role description: I am a partner in this business and run the day to day of this business.

5. Please confirm that you are authorised to answer these questions on behalf of the company. (Please can you provide written confirmation from the Company?)

Yes I am authorized to answer these question on behalf of the company as I am a partner so no evidence required

6. Do you run any other businesses? (Please state address of other businesses)

Yes, details below:

Anish's Londis

5/6 The Parade, London Road, Felbridge, East Grinstead, RH10 1QL

7. What is your annual turnover for Londis, Anishs Mini Supermarket?
Annual turnover: £900,000

8. What is the annual turnover of Londis, Anishs Mini Supermarket in relation to the sale of alcohol?
Annual turn over in relation to alcohol: 10% of the annual turnover

9. Please confirm the name of the licence holder at the time when the unlawful sale of alcohol was made
Name of licence holder at time: Manjulaben Ambarish Patel

10. On the 8th February 2023, West Sussex County Council Trading Standards carried out a test purchase of alcohol by a person under the age of 18 years old. The volunteer under our direction purchased one alcohol bottle of Blue

WKD (700ML) from Londis, Anishs Mini Supermarket, 65 Lingfield Rod, East Grinstead, West Sussex, RH19 2EU. (See Picture 1 and Picture 2) Can you explain how a minor was able to purchase alcohol from your business?

On the day of the incident, it was me on the counter serving the customer. As I mention to you and your colleague, I was distracted by a very high energy bill that was opened just before the customer approached. This was a human error and has not happened previously.

11. What procedures do you have in place to prevent selling age restricted products to children? (Please provide copies of any written procedures.)

No written procedure, we have a refusal log in place, everyone is trained when they start the job. Thereafter, every 6 months verbal training.

12. Who was responsible for drawing up these procedures? (Please state their role within the company.)

I am Mr Bharat Chaturbhai Patel

13. What training was provided to this person?

I put in place the training with the guidance from the local authority and what they advised.

14. On the 5th August 2022, myself and my colleague Nadia Begdouri visited Londis, Anishs Mini Supermarket, 65 Lingfield Rod, East Grinstead, West Sussex, RH19 2EU and provided advice in relation to selling age restricted products. I followed up the visit by sending an advice letter by email (see Letter 1) Can you confirm that you did receive this letter?

Yes, this was received via email

15. Did you take any actions or make any changes after having this advice visit or receiving this letter?

Yes these actions were taken and re training was given to all staff members

16. The alcohol was sold to the minor by Mr CHATURBHAS, has Mr CHATURBHAS had any training on age restricted products?

Yes, as mentioned above I have guidance was from the local authority. Also, please can the name be amended as it is incorrect for the question below. The name should read Mr Baharat Chaturbhai Patel

17. How long has Mr Bharat CHATURBHAS been working at Londis, Anishs Mini Supermarket?

5 years

18. What is Mr Bharat CHATURBHAS role at Londis, Anishs, Mini Supermarket?

Partner

19. What training have you provided to Mr CHATURBHAS relating to the prevention of Underage Sales? Please provide copies of any training records.

Training provided is the guidance that has given from local authority

20. How many employees work at Londis, Anishs Supermarket?
6 staff including myself

21. Do you have a refusal log/register to keep a record of attempted age restricted products at your shop? Please provide a copy of pages that cover January and March 2023.

Yes, we have a refusal log for these dates. this has been attached to the same email that I have sent this PACE interview back to.

22. Do all your employees use the refusal log/register and understand how to use it?

All employees understand how to use the refusal log and all of them use it.

23. Do you monitor the refusal log/register to ensure that all staff are using it and updating it? If so, please provide evidence.

I check the till register monthly

24. Is Mr CHATURBHAS trained to use the refusal log/register?

Yes

25. Do you have a challenge 25 policy in place?

Yes

26. If so, please can you explain your understanding of this.

Challenge 25 policy is to ask for ID to anyone that is buying age restricted products and they look under the age of 25. Even if you know someone is 18, ID should be requested and shown.

27. Are your staff trained and understand the challenge 25 policy? If so, please provide evidence.

They are trained but I do not have evidence they are taught this when they first start their jobs and the refresher given every 6 months.

28. Since the visit on 8th February 2023, when the sale of alcohol to an underage volunteer took place, what actions or changes have you made to your business to prevent the sale of age restricted products to minors?

All things were in place and have since retrained staff again and myself

29. Who instigated these changes?

I instigated these changes

30. Does the store have CCTV, and if so, do you review the CCTV to ensure that age restricted products are not being sold to minors? If so, how often is it monitored?

Yes the store has CCTV, we do not monitor the CCTV for age restricted products as we have a till prompt and register

31. Do you have till prompts to remind staff to ask for ID when selling age restricted product?

Yes, we have till prompts in place

32. What, if anything, do you feel Londis, Anishs Mini Supermarket could have done to prevent the sale of alcohol on the 8th February 2023?

Paid more attention and been vigilant. Also, should not have been distracted.

33. Do you accept that Londis, Anishs Mini Supermarket sold alcohol to an individual under the age of 18, contrary to Licensing Act 2003.

We accept that this happened since then, we have had a council official and the police visit. They have been made aware of the situation and understood that this was a human error and mistake

34. Do you wish to add or make any further other comments?

No

Please ensure that you answer all the questions or indicate no comment.

Please sign and return along with any supporting documents.

Name: BHARAT CHATURBHAI PATEL

Position: PARTNER

Signature: 

Date: 31/05/23

Picture 1



Picture 2

