



Hampshire Constabulary
Chief Constable Alex Marshall

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11th September 2012

Dear Sir,

This letter is with regard to the objection to the Aldermoor Road Premier Stores.

Since submitting the objection paperwork my attention has been drawn to the applicants other premises, High Firs Stores and Post Office, the applicant is joint premise licence holder there. On the 17th July 2012 one of the other premises licence holders and DPS to that premises failed a test purchase conducted by the local beat team.

In a follow up meeting conducted by a colleague on the licensing team it was established that the premises did not follow the recommended Challenge 25 policy and could not, at the meeting, provide staff training records.

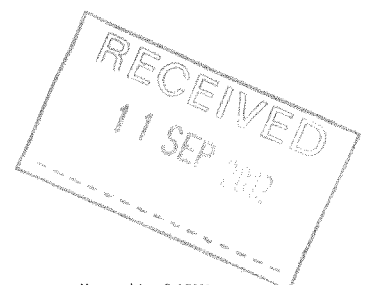
Given the conditions and strong application that the applicant has proposed for Aldermoor Stores I am concerned that he has not put these policies and procedures in place at his other premises.

Submitted for additional evidence is the meeting record and subsequent letter sent to the premises licence holder and DPS for the applicants other premises regarding the test purchase failure.

Yours faithfully,

PC 20920 PRIOR
Violent Crime Reduction & Licensing Team
Southampton Central Police Station

www.hampshire.police.uk



Working Sheet

Hampshire Constabulary

Printed: 16/08/2012 16:01 by 20920

Occurrence: **44090025807 Z Prem Licence (Management Occurrence)**

Author: #24288 HARRIS, J.

Report time: 17/07/2012 14:14

Entered by: #24288 HARRIS, J.

Entered time: 17/07/2012 14:14

Remarks: Meeting with DPS following t/p failure

Met with DPS who was the one who failed the t/p. He was still very upset and disappointed with himself and showed me an entry in his incident book. In it he explains that he was watching football and not paying full attention to the customer and so he made a very regrettable mistake.

He has taken it very seriously and as a result of the failing, he has put up prompts on the till asking that he and his staff focus 100% on the customer. The till also prompts to request for id. He has a refusals log in place and has taken a number of posters to promote challenge 25. He was challenge 21 but agreed that C25 was now the way forward.

I also advised on due diligence training and gave the dps a copy of the due diligence links letter. I explained it all in detail and advised he should look to produce his own training package with 6 monthly refreshers.

Letter to be sent to confirm.

PC 24288 HARRIS



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19th July 2012

Dear Sir

This letter is in reference to our meeting on the 17th July 2012 at Premier High Firs Store where we discussed a recent test purchase failure at the premises. I explained that if there were to be a second test purchase failure within 3 months, the police could stipulate for the premises to be closed for 48 hours and then take the premises licence for review.

As you are aware, Southampton Police are committed to working with the licensees in supporting the four licensing objectives i.e. –

- The prevention of crime & disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

During the meeting it was evident that you took the failure of the test purchase very seriously and had taken a number of measures prior to my visit to prevent this from happening again. You had placed handwritten prompts on the till advising all staff that they should pay 100% attention to the customer at all times. You had a refusals log being maintained and your till will electronically prompt staff to ask for identification. You had made an entry in your diarised incident book, clearly outlining the incident and expressed how disappointed you were that it had happened.

During our meeting we discussed due diligence training. Although you advised you had training documents, you had nothing with you for me to look at. I provided you with a letter at the time which explained the importance of due diligence and how it assists you in promoting the licensing objectives. Even if you have training records, I recommend that you compare what you have with what is now available on the internet, replacing or updating your training package as is necessary.