

## Report detailing non-compliance with licence conditions

UK Mini Market, 38 Worcester Road, Bromsgrove, Worcestershire, B61 7AE

<b>Licence condition:</b>
The CCTV system shall have sufficient hard drive storage capacity to store a minimum of 31 days.
<b>Issue(s) identified:</b>
The member of staff on duty when I visited the premises was unable to playback any footage previously recorded by the CCTV system. Therefore, it was not possible to assess whether the CCTV footage was stored for the required 31 days.
<b>Action(s) required:</b>
Ensure that CCTV system has sufficient hard drive storage capacity to store a minimum of 31 days footage.

<b>Licence condition:</b>
A CCTV log will be completed on a weekly basis to record all elements of the CCTV System is maintained in good working order and recordings date and time stamped.
<b>Issue(s) identified:</b>
Whilst a CCTV log book was present on the premises, this was entirely blank with no weekly logs having been made.
<b>Action(s) required:</b>
Ensure that a CCTV log is completed on a weekly basis to record all elements of the CCTV System is maintained in good working order and recordings date and time stamped.

**Licence condition:**

All staff shall be trained in the operation of the CCTV system to ensure rapid data retrieval & downloads of footage can be provided to the Police & the Local Authority Officer upon reasonable request in accordance with the Data Protection Act.

**Issue(s) identified:**

The member of staff on duty when I visited the premises was unable to playback any footage previously recorded by the CCTV system.

**Action(s) required:**

Ensure that all staff are trained in the operation of the CCTV system to ensure rapid data retrieval & downloads of footage can be provided to the Police & the Local Authority Officer upon reasonable request in accordance with the Data Protection Act.

**Licence condition**

CCTV shall be continually recording during licensable hours

**Issue(s) identified:**

The member of staff on duty when I visited the premises was unable to playback any footage previously recorded by the CCTV system. Therefore, it was not possible to assess whether the CCTV was recording continually.

**Action(s) required:**

Ensure that the CCTV is recording continually during licensable hours.

**Licence condition**

An incident log must be kept at the premises. Log records will be retained for a period of 12 months from the date it occurred. It will be made immediately available on request to an authorised person (as defined by section 13 of the Licensing Act 2003), an authorised trading standards officer or the police, and must record the following

- (a) All crimes reported to the premises (where relevant to the licensing objectives)
- (b) Any incidents of disorder

**Issue(s) identified:**

Whilst an incident log book was present on the premises, this was entirely blank with no entries in the log having been made. It was therefore not possible to assess whether the incident log was being used appropriately by staff to record incidents or not.

**Action(s) required:**

Ensure all staff are trained on the use of the incident log and complete it as and when incidents occur.

**Licence condition**

Prominent, clear and legible signage shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quickly and quietly.

**Issue(s) identified:**

Whilst signage was displayed at the counter, there was no such signage at the exit of the premises.

**Action required:**

Ensure a prominent, clear and legible signage is displayed at the exit from the premises requesting the public to respect the needs of local residents and to leave the premises and the area quickly and quietly

**Licence condition**

A written register of refusals will be kept including a description of the people who have been unable to provide required identification to prove their age. Such records shall be kept for a period of 12 months and will be collected by the designated premises supervisor and produced to the police or an authorised person (as defined by section 13 of the licensing act 2003) or an authorised trading standards officer of the local authority/council on demand.

**Issue(s) identified:**

Whilst a refusals register was present on the premises, this was entirely blank with no entries in the log having been made. This was despite the member of staff stating that they had previously refused to sell alcohol to some customers.

**Action(s) required:**

Ensure all staff are trained on the use of the refusals register and are completing this when a sale of alcohol or other age-restricted product has been refused.

**Licence condition**

All staff engaged in the sale of alcohol to be trained in Challenge 25. Training records shall be kept on the premises and produced to the police or an authorised person (as defined by section 13 of the licensing act 2003) or an authorised trading standards officer of the local authority/council on demand.

**Issue(s) identified:**

Whilst some training materials were present on the premises, there was no evidence that staff had undertaken any training as all the test sheets were blank.

**Action(s) required:**

Ensure all staff engaged in the sale of alcohol are appropriately trained and that the training records held on the premises demonstrate this.

<b>Licence condition</b>
Proxy signs will be on display warning adults about the law surrounding buying alcohol for children.
<b>Issue(s) identified:</b>
No such signage was displayed at the premises.
<b>Action(s) required:</b>
Ensure signage is displayed at the premises warning adults about the law surrounding buying alcohol for children.