

Agenda

Licensing Sub-Committee Meeting

Date: Monday, 22 April 2024

Time 10.00 am

Venue: Council Chamber, Swale House, East Street, Sittingbourne, ME10 3HT*

Membership:

Councillors Derek Carnell, Carole Jackson and Chris Palmer.

Quorum = 3

Pages

Information about this meeting

*Members of the press and public can listen to this meeting live. Details of how to join the meeting will be added to the website by Friday 19 April 2024.

Recording and Privacy Notice

Swale Borough Council is committed to protecting the security of your personal information. As data controller we process data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.

This meeting may be recorded. The recording will be retained in accordance with the Council's data retention policy and may be published on the Council's website. By entering the chamber and by speaking at a meeting, whether in person or online, you are consenting to being recorded and to the recording being published.

When joining a meeting online, your username will be visible to others in attendance. In joining the meeting you are consenting to us processing your username. You may use a pseudonym as your username but the use of an inappropriate name may lead to removal from the meeting.

If you have any questions about how we look after your personal information or your rights under the legislation, please email dataprotectionofficer@swale.gov.uk.

1. Emergency Evacuation Procedure

Visitors and members of the public who are unfamiliar with the building and procedures are advised that:

- (a) The fire alarm is a continuous loud ringing. In the event that a fire drill is planned during the meeting, the Chair will advise of this.
- (b) Exit routes from the chamber are located on each side of the room, one directly to a fire escape, the other to the stairs opposite the

lifts.

- (c) In the event of the alarm sounding, leave the building via the nearest safe exit and gather at the assembly point on the far side of the car park. Do not leave the assembly point or re-enter the building until advised to do so. Do not use the lifts.
- (d) Anyone unable to use the stairs should make themselves known during this agenda item.

- 2. Apologies for Absence
- 3. Notification of Chair and Outline of Procedure
- 4. Declarations of Interest

Councillors should not act or take decisions in order to gain financial or other material benefits for themselves, their families or friends.

The Chair will ask Members if they have any disclosable pecuniary interests (DPIs) or disclosable non-pecuniary interests (DNPIs) to declare in respect of items on the agenda. Members with a DPI in an item must leave the room for that item and may not participate in the debate or vote.

Aside from disclosable interests, where a fair-minded and informed observer would think there was a real possibility that a Member might be biased or predetermined on an item, the Member should declare this and leave the room while that item is considered.

Members who are in any doubt about interests, bias or predetermination should contact the monitoring officer for advice prior to the meeting.

- 5. Consideration of an application for the grant of a new premises licence under the Licensing Act 2003 3 - 34

Issued on Wednesday, 10 April 2024

The reports included in Part I of this agenda can be made available in alternative formats. For further information about this service, or to arrange for special facilities to be provided at the meeting, please contact **DEMOCRATIC SERVICES** at democraticservices@swale.gov.uk. To find out more about the work of this meeting, please visit www.swale.gov.uk

**Chief Executive, Swale Borough Council,
Swale House, East Street, Sittingbourne, Kent, ME10 3HT**

Licensing Sub-Committee	
Meeting Date	22 nd April 2024
Report Title	Consideration of an application for the grant of a new premises licence under the Licensing Act 2003
Premises	Co-op, Stones Farm, Units A & B, Blossom Street, Bapchild, Sittingbourne, Kent ME10 4GA
Lead Officer	Johanna Thomas, Licensing Officer
Classification	Open
Recommendations	1. Members are requested to determine the application on its merits

1 Purpose of Report and Executive Summary

- 1.1 The report advises Members of an application for a premises licence to be granted under the Licensing Act 2003 in respect of which representations have been made by one (1) interested party.

2 Background

- 2.1 The Licensing Sub-Committee is asked to determine an application for the grant of a new premises licence under the Licensing Act 2003 in respect of premises at Co-op, Stones Farm, Units A & B, Blossom Street, Bapchild, Sittingbourne, Kent ME10 4GA.
- 2.2 The premises is a new building, on a new housing estate. The address given by the applicant at the time of application, Co-op, Stones Farm, Bapchild, Sittingbourne, Kent ME9 9AB was incorrect. Co-operative Group Food Limited has since confirmed that the correct address is Unit A & B Blossom Street, Bapchild, Sittingbourne, Kent ME10 4GA
- 2.3 The Licensing Act 2003 (the 2003 Act) requires the Council (as licensing authority) to carry out its various functions so as to promote the following four licensing objectives:
- the prevention of crime and disorder
 - the protection of public safety
 - the prevention of public nuisance
 - the protection of children from harm
- 2.4 The 2003 Act requires the council to publish a 'Statement of Licensing Policy' that sets out the policies the council will generally apply to promote the licensing objectives when making decisions on applications made under the Act. The council first adopted its Statement of Licensing Policy in 2004 and it has been

regularly reviewed in line with legislative requirements ever since. The latest policy was adopted on 1 April 2021. The Policy will be available at the meeting for reference purposes.

- 2.5 Under the 2003 Act, licensing authorities must, in carrying out their functions, have regard to guidance issued by the Secretary of State under section 182. The Guidance cannot anticipate every possible scenario or set of circumstances that may arise. Provided that the licensing authority has properly understood and considered the Guidance, it may depart from it when it has reason to do so. However, as the licensing authority is under a duty to have regard to the Guidance, it will need to give full reasons for any departure from it. This would be a key consideration for the courts should departure from the Guidance result in a determination which gives right to an appeal or judicial review. The Guidance will be available at the meeting for reference purposes.
- 2.6 A copy of the council's approved procedure for hearings of the Licensing Sub-Committee in relation to an application, along with a copy of the Hearings Regulations has been circulated to all parties prior to the meeting.
- 2.7 The Licensing Authority must, under the Act, refer any application for hearing to the Licensing Sub-Committee where relevant representations are made by a responsible authority or an interested party.
- 2.8 The Licensing Sub-Committee is reminded that the Human Rights Act 1998 guarantees the right to a fair hearing for all parties in the determination of their civil rights. The Act also provides for the protection of property which may include licences in existence and the protection of private and family life.

3 The Application

- 3.1 On 31st January 2024 an application was received from Co-operative Group Food Limited for the grant of a premises licence under section 17 of the Licensing Act 2003.
- 3.2 The application is for:

Sale of alcohol by retail – off the premises only and opening hours
Monday – Sunday between the hours of 06:00 – 23:00
- 3.3 Part M of the statutory application form asks applicants to describe the steps they intend to take to promote the four licensing objectives. Where an application has been properly made and no responsible authority or other person has made a relevant representations, or where representations are made and subsequently withdrawn, these proposals are 'converted' in the form of clear and enforceable

licence conditions which, together with the Mandatory Conditions, make up the premises licence.

- 3.4 A copy of the application is shown as **Appendix I**. A copy of the plan for the premises are shown at **Appendix II**.

4 Representations

- 4.1 There is a statutory consultation period of 28 days which ran until 28th February 2024. At any stage during the 28-day consultation period a responsible authority, a Councillor or an interested party, may make representations provided that the grounds are relevant to the licensing objectives and are not deemed to be vexatious, frivolous or repetitive.

- 4.2 Representations from responsible authorities:

- Kent and Medway Fire and Rescue Service – No representations.
- Kent County Council Trading Standards – No representations
- Kent County Council Services Children and Families – No representations
- Kent County Council Public Health – No representations
- Environmental Health, Swale BC – No representations
- Swale Borough Council Planning Area Team – No representations
- Kent Police – No representations

- 4.3 There has been one (1) representation received from a member of the public. The representation is made on the basis of the licensing objectives of prevention of crime and disorder and prevention of public nuisance. This is shown at **Appendix III**.

- 4.4 The applicant has responded to the representation, submitting documents to support their application. These can be seen at **Appendix IV** a training document provided to Co-op staff. **Appendix V** and **Appendix VI** documents showing the premises location.

5 Policy considerations

The following provisions of the Secretary of State's Guidance apply to this application:

Chapter 2 – The licensing objectives

Chapter 8 – Applications for premises licences

Chapter 9 – Determining applications

Chapter 10 – Conditions attached to Premises Licences

The following paragraphs of the Council’s Statement of Licensing Policy apply to this application:

Sections 3.1 to 3.14.4 – These sections set out the Council’s approach with regard to licensing and details other mechanisms to deal with potential problems.

Section 2.1 to 2.8 – These sections set out the four licensing objectives and identifies matters that may be relevant to the promotion of each licensing objective.

Section 8 relating to new premises licence applications

Section 17 relating to conditions

6 Determining the application – Options of the Sub-Committee

5.1 Members are asked to determine which of the following options they deem appropriate:

- (i) grant a licence as applied for
- (i) grant a licence subject to conditions consistent with the Operating Schedule modified to such an extent as considered appropriate for the promotion of the licensing objectives and any mandatory conditions
- (ii) grant a licence but excluding any of the licensable activities applied for
- (iii) grant a licence but refusing to specify a designated premises supervisor
- (iv) reject the application

5.2 Members of the Licensing Sub-Committee are reminded of their duty under Section 17 of the Crime and Disorder Act 1998 to consider the crime and disorder implications of their decisions and the Licensing Authority’s responsibility to so-operate in the reduction of crime and disorder in the Borough.

6 Implications

Issue	Implications
Corporate Plan	There are direct links to Priority 3 – 3.4 Ensure that the council plays a proactive role in reducing crime and antisocial behaviour.....

Financial, Resource and Property	None unless there is an appeal to Magistrates' Court which proves to be successful, and which could therefore result in costs being awarded against the Council.
Legal, Statutory and Procurement	<p>The Licensing Sub-Committee must carry out its functions with a view to promoting the four licensing objectives.</p> <p>The procedure for dealing with new premises licence applications is set out in the Licensing Act 2003.</p> <p>Schedule 5 of the Licensing Act 2003 deals with appeals. Any party to the application has the right to appeal the decision of the Licensing Sub Committee. Such appeal must be made to a Magistrates' Court within 21 days of the Appellant being notified of the decision.</p>
Crime and Disorder	<p>The council has a duty under section 17 of the Crime and Disorder Act 1998 to consider the crime and disorder implications of their decisions and the Licensing Authority's responsibility to co-operate in the reduction of crime and disorder in the Borough.</p> <p>Section 17 of the Crime and Disorder Act 1998 states "Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area"</p>
Environment and Climate/Ecological Emergency	No implications
Health and Wellbeing	No implications
Safeguarding of Children, Young People and Vulnerable Adults	Premises Licence Holders must be 'fit and proper' to operate licensed premises responsibly and uphold the licensing objectives which include 'protection of children from harm'
Risk Management and Health and Safety	Departure from the Guidance and Statement of Licensing Policy could lead to an increased risk of appeal. Similarly, if any decision made is not evidence based and proportionate
Equality and Diversity	No implications
Privacy and Data Protection	Normal privacy and data protection rules apply.

6 Appendices

6.1 The following documents are to be published with this report and form part of the report:

- **Appendix I:** Application form
- **Appendix II:** Plan of premises
- **Appendix III:** Representation against the application
- **Appendix IV:** Co-op - Sales Restricted Products Training Pack
- **Appendix V:** Google Street View of the location
- **Appendix VI:** Grid references for the location

7 **Background Papers**

The Licensing Act 2003

Guidance issued under Section 182 of the Licensing Act 2003 (as amended)

Swale BC Statement of Licensing Policy



Swale
Application for a premises licence
Licensing Act 2003

For help contact
licensing@swale.gov.uk
 Telephone: 1795417364

* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference

Not Currently In Use

This is the unique reference for this application generated by the system.

Your reference

CXS.COO238.900

You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

Yes No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

Co-operative Group Food Limited

* Family name

Co-operative Group Food Limited

* E-mail

cheryl.scott@wardhadaway.com

Main telephone number

0330 137 3264

Include country code.

Other telephone number

Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

- Applying as a business or organisation, including as a sole trader
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House?

Yes No

Note: completing the Applicant Business section is optional in this form.

Registration number

26715R

Business name

Co-operative Group Food Limited

If the applicant's business is registered, use its registered name.

VAT number

GB 403314604

Put "none" if the applicant is not registered for VAT.

Legal status

Public Limited Company

Continued from previous page...

Applicant's position in the business

Home country

The country where the applicant's headquarters are.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Agent Details

* First name

* Family name

* E-mail

Main telephone number

Include country code.

Other telephone number

Indicate here if you would prefer not to be contacted by telephone

Are you:

- An agent that is a business or organisation, including a sole trader
- A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

Agent Business

Is your business registered in the UK with Companies House? Yes No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Agent Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 21

PREMISES DETAILS

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

- Address OS map reference Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Further Details

Telephone number

Non-domestic rateable value of premises (£)

Section 3 of 21**APPLICATION DETAILS**

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales

Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of His Majesty's prerogative

Section 4 of 21**NON INDIVIDUAL APPLICANTS**

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

Non Individual Applicant's Name

Name

Details

Registered number (where applicable)

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

PLC

Address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Contact Details

E-mail

Telephone number

Other telephone number

* Date of birth / /
dd mm yyyy

* Nationality [Documents that demonstrate entitlement to work in the UK](#)

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start? / /
dd mm yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end / /
dd mm yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off- supplies you must include a description of where the place will be and its proximity to the premises.

Convenience store open seven days a week selling groceries, sundry items and alcohol for consumption off the premises.

Continued from previous page...

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Section 6 of 21

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

- Yes No

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

- Yes No

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

- Yes No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

- Yes No

Section 10 of 21

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

- Yes No

Section 11 of 21

PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

- Yes No

Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

Continued from previous page...

Section 13 of 21

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

- Yes No

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

- Yes No

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

- Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

Continued from previous page...

SUNDAY

Start

End

Start

End

Will the sale of alcohol be for consumption:

- On the premises Off the premises Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

Name

First name

Family name

Date of birth / /
 dd mm yyyy

Continued from previous page...

Enter the contact's address

Building number or name	<input type="text"/>
Street	<input type="text"/>
District	<input type="text"/>
City or town	<input type="text"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>
Personal Licence number (if known)	<input type="text"/>
Issuing licensing authority (if known)	<input type="text"/>

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Section 16 of 21

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

NONE

Section 17 of 21

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

TUESDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

WEDNESDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

Continued from previous page...

List here steps you will take to promote all four licensing objectives together.

The applicant has given thought to the potential impact of the grant of this application on the four licensing objectives and, having regard to the locality, considers that the following conditions are proportionate and appropriate.

b) The prevention of crime and disorder

CCTV

1. CCTV shall be installed and maintained at the premises and shall be capable of providing clear images in all lighting conditions.
2. CCTV cameras shall record all entrances and exits to which the public have access and all areas in which the sale and supply of alcohol occurs.
3. The CCTV system must be maintained in good working order with recordings correctly noting time and date.
4. The Premises Licence Holder shall ensure that at all times a member of staff is on duty when the premises are open and who is capable of providing footage in an easily downloadable format to the Police or authorised officers of the Council upon request.

Training

5. All relevant members of staff shall be trained in their responsibilities under the Licensing Act 2003.
6. Such training shall be successfully completed before a member of staff is permitted to sell alcohol.
7. Training records shall be retained and shall be available for inspection by the Police or an authorised officer of the Council upon request.
8. Refresher training shall be given at intervals of no more than 6 months.

Incident and Refusals Register

9. An Incident and Refusal Register shall be maintained at the premises (whether kept in a written or electronic form) and made available on request to the Police or authorised officers of the Council.
10. Incidents to be recorded must be entered in the record within 24 hours of occurrence and shall include:
 - 10.1. All crimes reported to staff at the premises;
 - 10.2. Any refusal to sell alcohol;
 - 10.3. Any faults in the CCTV systems;
 - 10.4. Any visit to the premises by a Responsible Authority in respect of the sale of alcohol.
11. The premises shall operate a proof of age scheme, such as a Challenge 25, whereby the only forms of acceptable identification shall be either a photographic driving licence, a valid passport, military identification or any other recognised form of photographic identification incorporating the PASS logo, or any other form of identification from time to time approved by the secretary of the state.
12. The premises will be fitted with a burglar alarm system
13. The premises will be fitted with a panic button system for staff to utilise in the case of an emergency.

c) Public safety

The premises licence holder shall ensure that the appropriate fire safety, and health and safety regulations are applied at the premises.

d) The prevention of public nuisance

A complaints procedure will be maintained, details of which will be made available in store and upon request.

e) The protection of children from harm

1. All staff will receive comprehensive training in relation to age restricted products and in particular the sale of alcohol. No

Continued from previous page...

member of staff will be permitted to sell age restricted products until such time as they have successfully completed the aforementioned training.

2. An age till prompt system will be utilised at the premises in respect of age restricted products.

3. A refusals register (whether kept and written or electronic form) will be maintained at the premises and will be made available for inspection upon request by an authorised Officer of the Police or the Local Authority

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Continued from previous page...

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
 - evidence of the applicant's own identity – such as a passport,
 - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
 - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
 - (i) working e.g. employment contract, wage slips, letter from the employer,
 - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
 - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
 - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

Original documents must not be sent to licensing authorities. If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

Continued from previous page...

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

Home Office online right to work checking service

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

Section 20 of 21

NOTES ON REGULATED ENTERTAINMENT

Continued from previous page...

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
 - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

Section 21 of 21

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at http://www.voa.gov.uk/business_rates/index.htm

Band A - No RV to £4300	£100.00
Band B - £4301 to £33000	£190.00
Band C - £33001 to £8700	£315.00
Band D - £87001 to £12500	£450.00*
Band E - £125001 and over	£635.00*

*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then you are required to pay a higher fee

Band D - £87001 to £12500	£900.00
Band E - £125001 and over	£1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999	£1,000.00
Capacity 10000 -14999	£2,000.00
Capacity 15000-19999	£4,000.00
Capacity 20000-29999	£8,000.00
Capacity 30000-39000	£16,000.00
Capacity 40000-49999	£24,000.00
Capacity 50000-59999	£32,000.00
Capacity 60000-69999	£40,000.00
Capacity 70000-79999	£48,000.00

Continued from previous page...

Capacity 80000-89999 £56,000.00
Capacity 90000 and over £64,000.00

* Fee amount (£)

DECLARATION

* I/we understand 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.

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

* Capacity

* Date / /
dd mm yyyy

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/swale/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

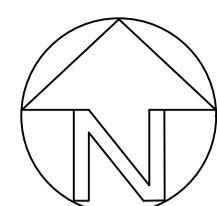
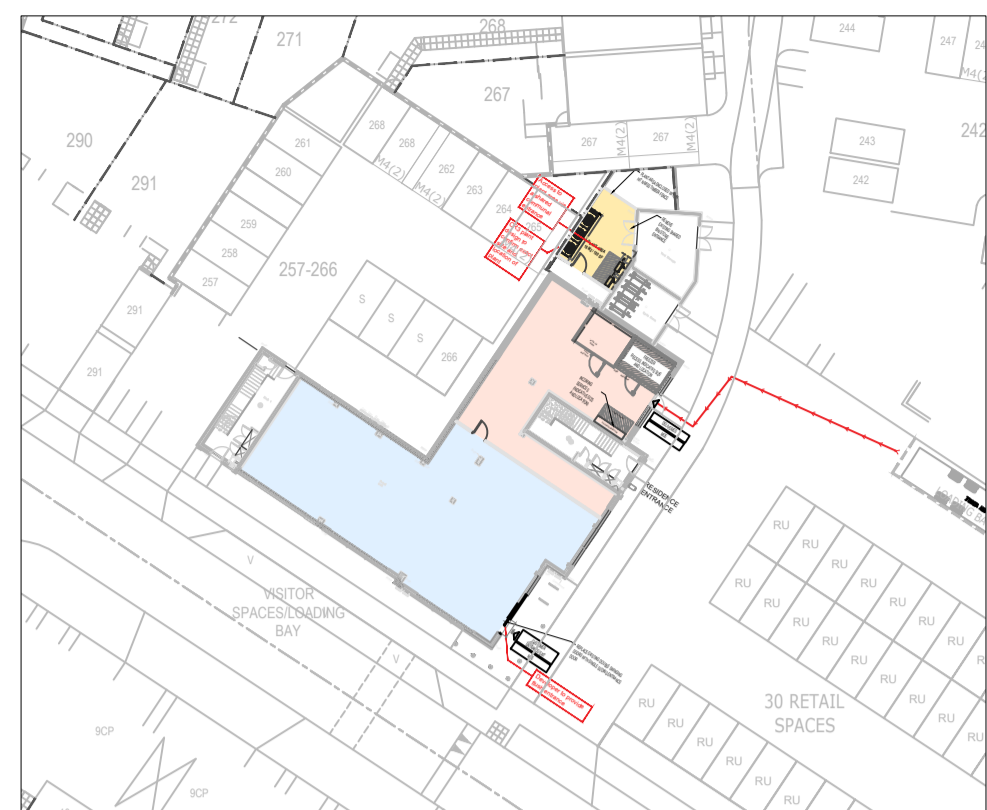
IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED

OFFICE USE ONLY

Applicant reference number	<input type="text" value="CXS.COO238.900"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>

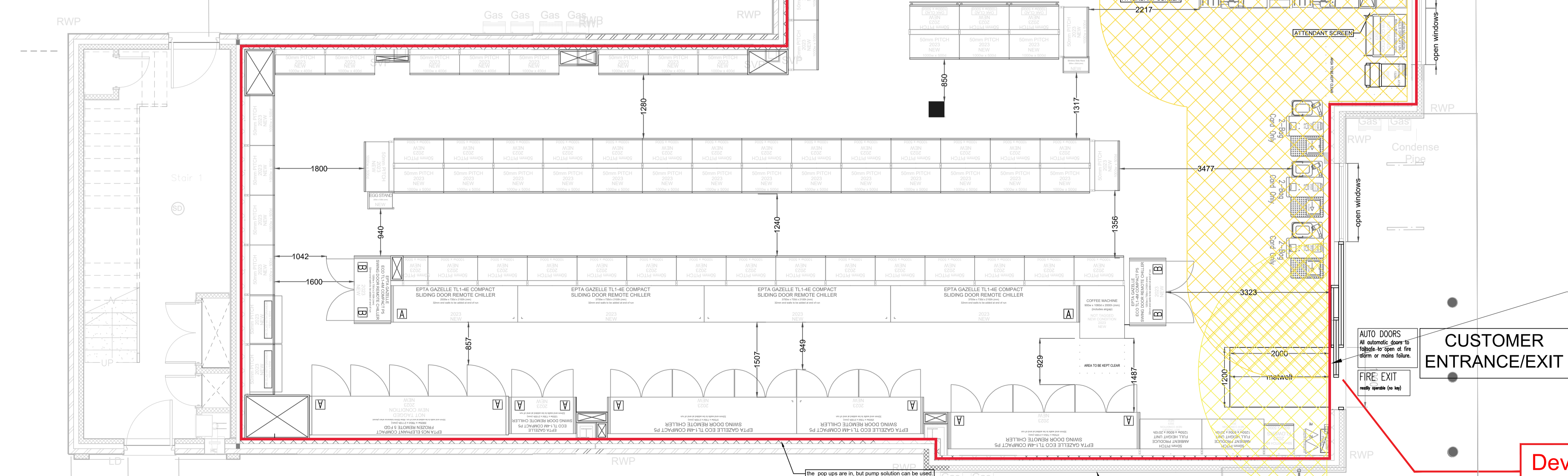
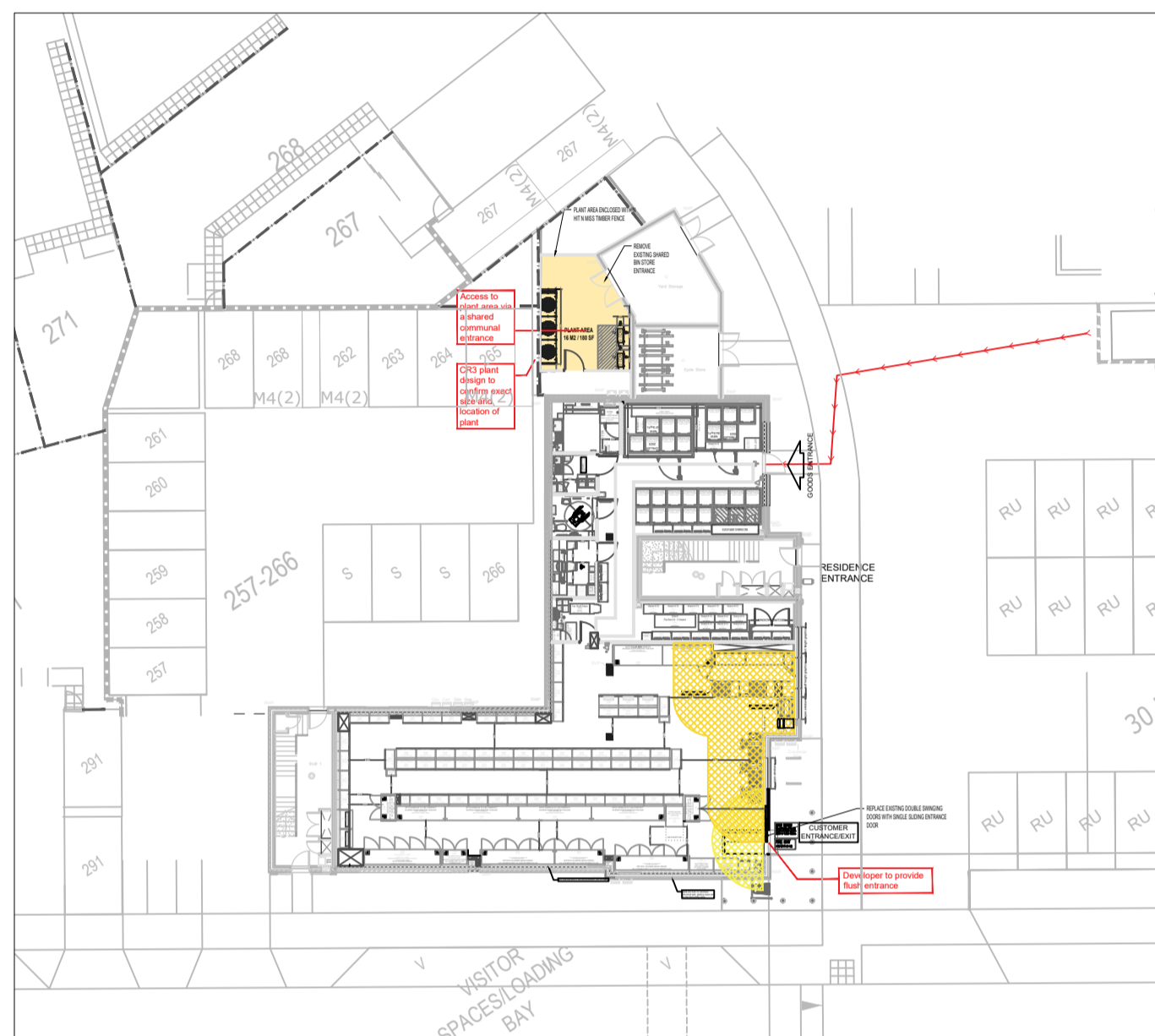
[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [21](#) [Next >](#)

SITE MAP (NTS)



CR3 plant design to confirm exact size and location of plant

OVERALL SITE (NTS)



SHOP FLOOR & BACK OF HOUSE @ 1:50

GOODS ENTRANCE

RESIDENCE ENTRANCE

CUSTOMER ENTRANCE/EXIT

Developer to provide flush entrance

Description of Amends
 21.02.20 / P1F1M0 / EW ASSET PLAN

08.04.21 / P1F2M0 / HR Overlay, entrance door moved, 1 x internal entrance blocked up, atm moved Shop and BOH redrawn

14.04.21 / P1F3M0 / HR DG amends

- amazon shown externally subject to demise
- cycle racks rotated
- 1 AST removed
- BWS reconfigured
- 1 door frozen reduced
- 1 chilled produce added
- 2.5 combined chilled added
- coffee machine added

01.06.21 / P1F4M0 / HR Overlay (internal plant door blocked up) freezer reduced slightly to accommodate both door ATM rotated tbc feasibility (see rev cloud) column to be relocated TBC with PM (see rev cloud) boxout near chilled beer tbc to be reduced (see rev cloud) 1/2 bay ambient lost due to overlay

29.06.21 / P1F5M0 / HR

- BWS chillers pushed back to avoid clash
- ambient gondola moved to allow 850mm pinch point
- entrance door flipped to avoid AST clash

15.03.23 / P1F6M0 / AJ New shell amends(minor) doors to cases, remote frozen, ATM internal due to planning.

01.12.23 / P1F7M0 / APW

- New shell overlay, redesign of shop floor required.

06.12.23 / P1F8M0 / APW

- Relocate the ice cream unit.
- Relocate the attendants to the other end of kiosk.
- Amb BWS bays to go in the gondola.
- Add two bays to the last gondola, remove the end bay.
- Add a chilled bay to the end of the first gondola, move the gondola towards the door.
- Reduce box outs near columns to allow offshelf to be added.

EXCEPTIONS
 Any areas of the proposal that are not in-line with the current model should be detailed here along with the reason and thinking behind it. To also include any by-laws or covenants.

Notes
 All dimensions to be checked on site before starting work.

Key

Chiller End Panels
 [A] Mirrored
 [B] Glazed

Fire Equipment
 Fire Exit Sign
 Extinguisher
 Fire Call Point
 Fire Escape Route

Additional Equipment

VND	#
Magazines	#
Cards	#
Crisps Impulse	-
Pizza Space	#
BWS Prom	#
Grocery Prom	#
Roll Cages BOH	#
Promo Plinths	#

Basket & Trolley Matrix

Type	No. Stacks
Standard Basket	#
Wheeled Basket	#
Small Trolley	#
Large Trolley	#
Wheelchair Trolley	#
Top Shelves:	Yes

LICENSED AREA

General Areas	Existing	Proposed
Gross Building Area (GBA)	- Sq.Ft.	3533 Sq.Ft.
Gross Sales Area (GSA)	- Sq.Ft.	2323 Sq.Ft.
Net Sales Area (NSA)	- Sq.Ft.	Sq.Ft.

Back of House Areas

Back Of House	- Sq.Ft.	1210 Sq.Ft.
Back Up Chilled	- Sq.Ft.	97 Sq.Ft.
Back Up Frozen	- Sq.Ft.	85 Sq.Ft.

Programme: 2023 Acquisition
 Format: EC Main
 Risk Rating: 6
 Bay Count: 106

Proposal Number: Fixture Revision: Merchandising:
 P1 F8 M0
 andrew.wignall@coop.co.uk

Survey Status TBC
 Drawing Status Draft

BAPCHILD
 Stones Farm
 Bapchild
 Kent
 Postcode

Hub Number: #
 Store Phone: TBC

Only scaled on A1
 The Co-Op, 1 Angel Square, Manchester, M80 9AG

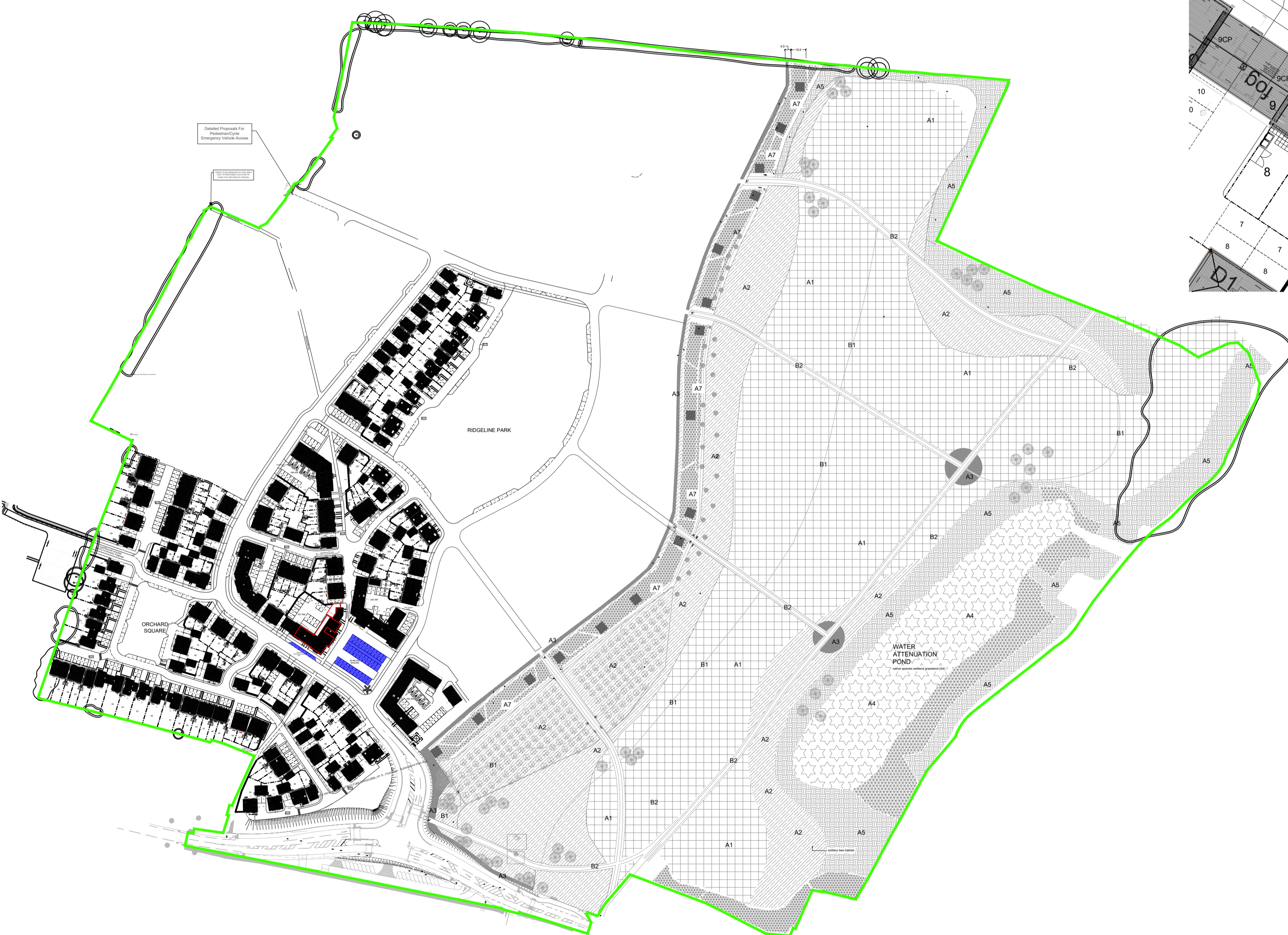
REPLACE EXISTING DOORS WITH SINGLE DOOR

AUTO DOORS
 All external doors to follow to open on fire alarm or mains failure.

FIRE EXIT
 refer to schedule (in loc)

walls are built, no windows structural wall, glazing areas are on the front of the store.

the pop ups are in, but pump solution can be used



'Stones Farm Development' Site
NTS

— Site Boundary

— Co-op demise
 Shared facilities



Co-op demise & Shared facilities
NTS

Consultant
 the master's house, college road,
 maidstone, kent, ME15 6YF
 t: 01622 766670 e: info@gdmarchitects.co.uk
 w: gdmarchitects.co.uk

Disclaimer
 This drawing is to be read in conjunction with all other relevant drawings and specifications.
 Do not scale off this drawing. Use figured dimensions only. All levels and dimensions to be checked on site. All levels and dimensional discrepancies are to be brought to the immediate attention of Chartway Group.
 Responsibility cannot be accepted for alteration and/or deviation from this design without prior acknowledgment of Chartway Group.
 Copyright reserved. This drawing may only be used for the client and location specified in the title block. It may not be copied or disclosed to any other third party without prior written consent from Chartway Group.
 Prior to any works commencing on site, The Engineer is to be contacted regarding the current status, revision or regulatory approval of this drawing.
 All work to be to the entire satisfaction of the PREMIER/NHBC or Local Authority Building Control not withstanding anything shown or indicated on these drawings.
 All workmanship and materials to be the best of their respective kind and at least equivalent of the appropriate British Standard Code of Practice. All relevant dimensions and levels to be ascertained or checked and verified on site before specific areas of work are commenced.
 This drawing to be read in conjunction with clients specification/employers requirements and structural engineers design details. Do not scale off this drawing. Use figured dimensions only. All dimensional discrepancies to be brought to the immediate attention of Chartway Group.
 WARNING TO HOUSE PURCHASERS-PROPERTY MISDESCRIPTIONS ACT 1991
 Buyers are warned that this is a working drawing and is not intended to be treated as descriptive material describing, in relation to any particular property or development, any of the specified matters prescribed by any order made under the above act. The contents of this drawing may be subject to change at any time and alterations and variations can occur during the process of works without revision of the drawing. Consequently the layout, form, content and dimensions of the finished construction may differ materially from those shown. Nor do the contents of this drawing constitute a contract, part of any contract or warranty.
 This drawing is the copyright of gdm architects and shall not be copied or reproduced without permission.
 This drawing shall be read in conjunction with gdm architects Health and Safety risk assessments and all works shall be carried out in a safe manner, by competent persons.
 Drawing produced by gdm architects ltd trading as gdm architects.

...
Rev	Description	Drawn	Date

CHARTWAY
CONSTRUCTION

project:
Stones Farm

drawing:
Co-op estate plan

scale:	CAD File:
date: Aug 2021	Drawn: GDM
drawing number CON594-0151	revision *

21.02.2024

REF: TQ 92618 63357

Co-op Stones Farm Barchild ME9 9AB

Dear Sirs

I wish to object to the application from Co-op for the sale of alcohol from 06.00 - 23.00 hrs daily.

My objection is based on my concern that this new licence may increase the possibilities of public nuisance for the many dwellings nearby including my own.

This is a newly built housing estate and we are already experiencing anti-social behaviour. The extended opening hours are aimed at pulling custom on to the estate encouraging many more vehicles on to an area that already is experiencing lack of parking.

Very near residents are going to suffer noise nuisance from 17 hrs a day car parking from non-residents.

Thank you.

This page is intentionally left blank















START COURSE

Welcome to sales restricted products level 1.

This course is here to help you to protect your community, your Co-op, and yourself.

Please note this module includes audio so please turn your sound on.

-  Introduction
-  Keeping our promises
-  How can you help
-  The challenge
-  Check it out
-  Challenge 25
-  Who's it for?
-  Consequences
-  Test purchases
-  Working the tills
-  Good things to say
-  Summary



REVIEW

FEEDBACK

^
Home



Section 1 of 12

Introduction

We sell a big range of products in our stores. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, lottery products and high-caffeine drinks. It's important you know how to process these sales restricted products as you're responsible for following the law, our policy and looking after your community.

- 1. Introduction
- 2. Who we sell to
- 3. Who we don't sell to
- 4. How we sell
- 5. How we don't sell
- 6. How we sell to
- 7. How we don't sell to
- 8. How we sell to
- 9. How we don't sell to

Introduction

We sell a big range of products to our clients. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, illegal products and high-value items. It's important you know how to promote these items responsibly and you're responsible for following the law, our policy and looking after your community.

The course is divided into sections to help you think about who you can and can't sell to and what to do if you're not sure.

It covers the following topics:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

- 1 Introduction
- 2 Ready or not?
- 3 How can you help?
- 4 The challenge
- 5 Check back
- 6 Challenge 10
- 7 What's next?
- 8 Consequences
- 9 Test purchases
- 10 Working the tills and ASTs
- 11 Good things to say and saying no
- 12 Summary

Section 1 of 12

Introduction

We sell a big range of products in our stores. We're happy to sell to our customers, but there are some products we have to be a bit more careful about. These are things like alcohol, tobacco, lottery products and high caffeine drinks. It's important you know how to process these sales, restricted products so you're responsible for following the law, our policy and looking after your community.

The course is divided into sections to help you think about who you can and can't sell to and what to do if you're not sure.

It covers the following topics:

Our promise and our community

o

How you can help and how we help you

o

Restricted products and the challenge

o

Confirming ID and spotting a fake

o

Who's it for? (the proxy sale)

o

Consequences

o

Test purchases

o

Working the tills and ASTs

o

Good things to say and saying no

o



REVIEW

FEEDBACK



Section 1 - Introduction



Section 2 of 12

Keeping our promises

When we open a store, we make a promise to be a responsible retailer. We uphold the law and always do the right thing for our customers, colleagues and members. As part of this promise, we only sell restricted products to the right people and we have processes and policies in place to protect our colleagues.



When we're given a licence to sell alcohol we agree to support the licensing objectives, these are:

- public safety
- prevention of public nuisance
- protection of children from harm
- prevention of crime and disorder
- protecting and improving public health (in Scotland)

Read on



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK



- prevention of crime and disorder
- protecting and improving public health (in Scotland)

Community is important to us and selling the right products to the right people is at the heart of what we do. It's what we've done for hundreds of years in the communities that we serve.

Select 'START' to hear their thoughts.

START



Complete the content above before moving on.



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK



00:15



Ana, Member Pioneer

"I don't like seeing kids hanging around the park drinking and causing trouble. I'd be disappointed if I saw they'd got alcohol from my Co-op. As a member, I trust the Co-op to do the right thing as a responsible retailer."

1 2 3 4

Complete the content above before moving on.



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK


⋮



Jane, Customer

"I saw a bunch of children, probably no older than 14, on the village green and some were smoking. It made me wonder who sold them the cigarettes. Surely not the Co-op?"

1 2 3 4

 Complete the content above before moving on.



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK

⋮



Rishi, Colleague

“It’s not easy to say ‘no’ to customers. It might get their backs up if they’re asked for ID. But I’d rather risk that as it’s the law and I know I’m protecting myself, my team and our store, and that’s what matters most.”

- 1
- 2
- 3
- 4

 Complete the content above before moving on.



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK

...



Martin, Customer

"We're a close-knit community. The staff in my local store are good, decent and hard-working people. I want them to say 'no' to selling some products if it's the right thing to do - I know I would."

- 1
- 2
- 3
- 4

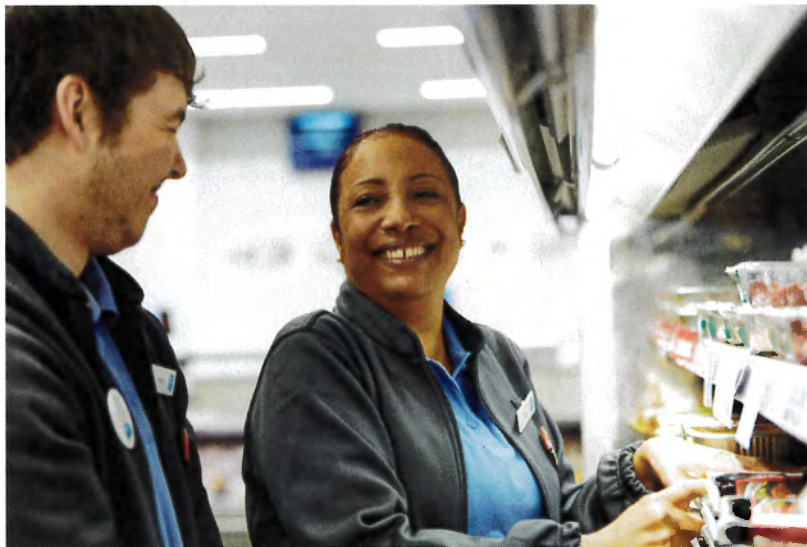
Read on

Section 2 - Keeping our promises

Section 3 of 12

How can you help

1



So what's your role in this?

Your job is to make sure that you only sell restricted products to people who are allowed to buy them. That's what being a responsible retailer is all about. We look out for our communities, we show we care.

1 2 3



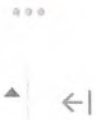
Sign In

REVIEW

FEEDBACK



2



Follow the rules

It's as simple as making sure you know what the rules are and then following them. This course will help you do that, and you can come back to it at any time.

You need to commit to challenging customers when necessary and supporting your colleagues to do the same.

1 **2** 3



Sales Restricted Products Level 1 v.02

Current Version ▾

Sign In

REVIEW

FEEDBACK



3



Protect our communities

Regulations and restrictions exist to protect young and vulnerable people. In some cases, we go above the law to protect the communities that we serve and the people who live there.

1 2 **3**



Sales Restricted Products Level 1

Section 4 of 12

The challenge

25% COMPLETE

- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

What are the restricted products?

You might be surprised by the number of restricted products in your store. For some products, there isn't a legal minimum age, but to keep our communities safe we've agreed to apply a restriction. These products are marked with an *.

Note, medicines vary depending on the product there are age restrictions of 12, 16, or 18 years old. The till shows you a prompt.

18 years old

Tobacco

Cigarette papers

Nicotine products

E-cigarettes and e-liquids

National lottery

Gas cylinders

Alcohol

Acids

16 years old

CBD drinks

High caffeine drinks*

Matches and lighters*

Hair dye*

Healthcare lottery

Petrol

Medicines



SOLVENTS

HAIR DYE

DVDS AND GAMES

Many household items, such as glue and aerosols, contain solvents that can be used to get a high regardless of age. Watch out for anyone purchasing these products on a regular basis. Due to the number of products containing solvents the till won't offer a prompt. It is illegal to sell solvents to customers, regardless of age, if you know or think they are being bought to be inhaled for the purpose of 'getting high'.

What's the age restriction?

So if they look over 18, then it's okay to make the sale? It's not quite that simple. It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

It's also hard to judge the age of someone from a different ethnic background to your own and anyone who's wearing a face covering.

In short, it's really difficult to guess correctly. This is why we have Challenge 25. If someone looks under 25, then ask for ID, a genuine customer really won't mind.

Read on



The law requires us to monitor the sale or theft of hair dye as it contains a chemical that could be used for making explosive devices. You need to keep a lookout for any suspicious behaviour for example:

- customers looking nervous and avoiding eye contact
- buying large quantities of hair dye
- paying with a lot of cash

If this happens carry on with the sale and then report it to the management team immediately.

What's the age restriction?

So if they look over 18, then it's okay to make the sale? It's not quite that simple. It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

It's also hard to judge the age of someone from a different ethnic background to your own and anyone who's wearing a face covering.

In short, it's really difficult to guess correctly. This is why we have Challenge 25. If someone looks under 25, then ask for ID, a genuine customer really won't mind.

Read on



Acids



SOLVENTS

HAIR DYE

DVDS AND GAMES

If your store sells DVDs and games these are title-specific and the age restriction is shown on the case: DVDs 12, 15, or 18 and Games 12, 16, or 18.

What's the age restriction?

So if they look over 18, then it's okay to make the sale? It's not quite that simple. It can be hard to judge people's ages correctly. Research has shown that it's really difficult for someone to guess the ages of people who aren't in their own peer group.

It's also hard to judge the age of someone from a different ethnic background to your own and anyone who's wearing a face covering.

In short, it's really difficult to guess correctly. This is why we have Challenge 25. If someone looks under 25, then ask for ID, a genuine customer really won't mind.



Sales Restricted Products Level 1

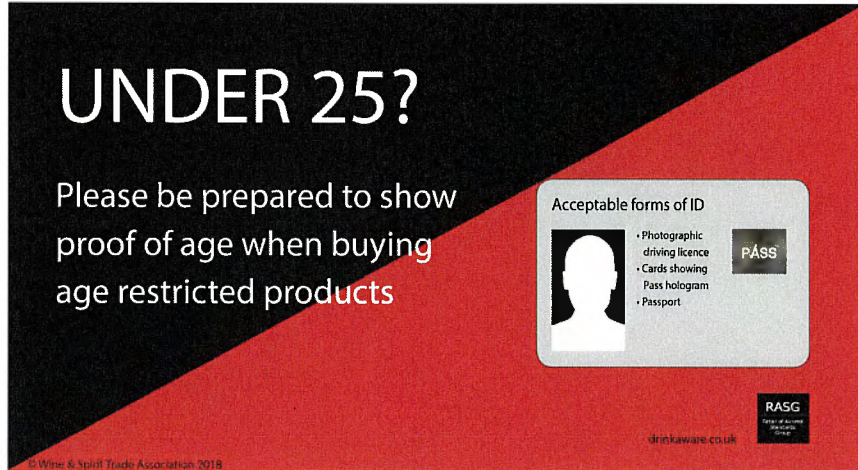
25% COMPLETE

- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

customer ready work environment.

Challenge 25

If you look around the store, you'll see lots of things that can help you with the challenge of selling restricted products.



Till prompts +

Our tills prompt you to follow the Challenge 25 procedure when you scan a restricted product, just follow the screen instructions (more on this later).

Badges +

Store colleagues wear badges that indicate our policy around selling restricted products. This acts as a reminder to customers and colleagues.

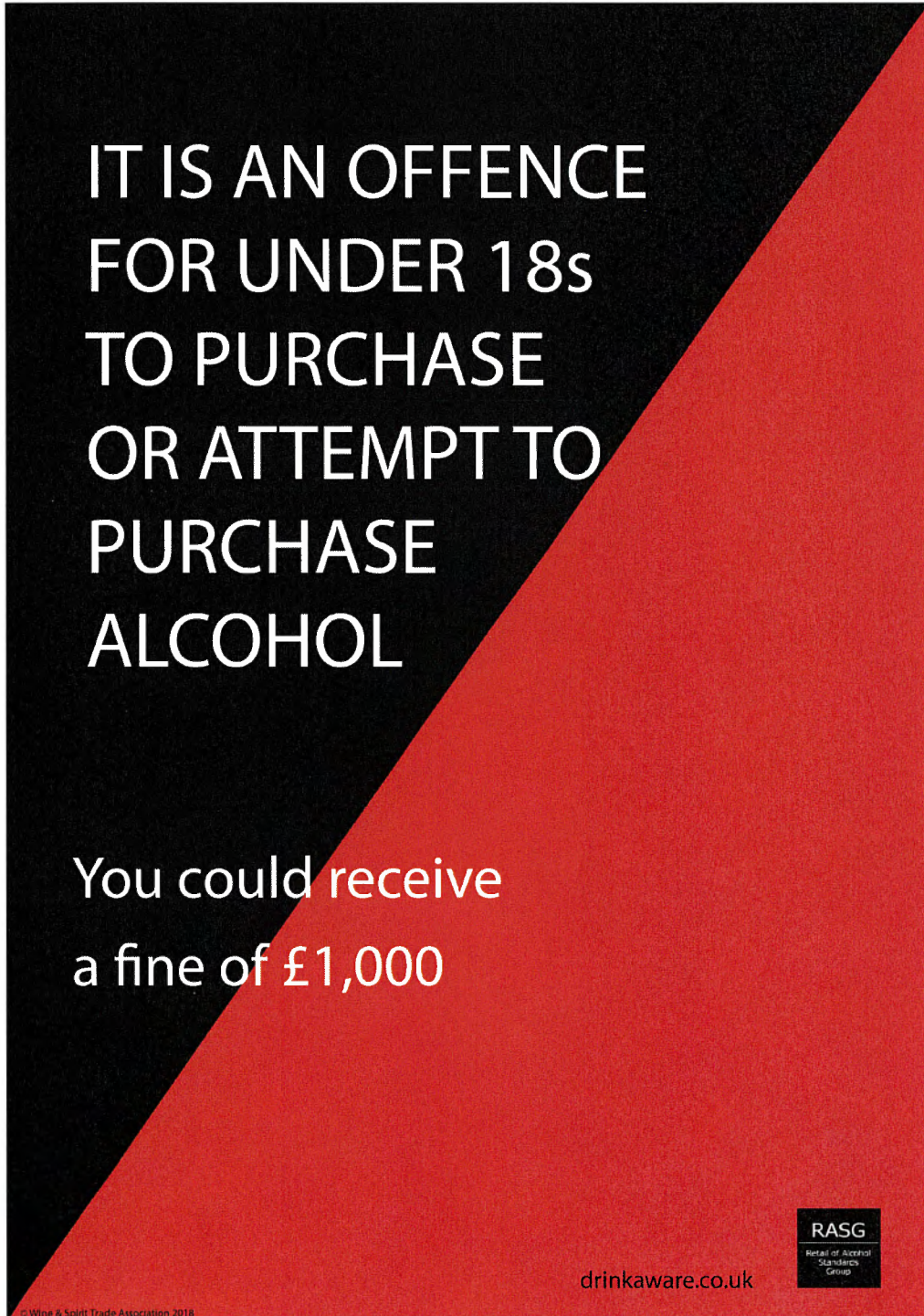
Shelf signage +

The shelves often have signage that tells the customer there's an age restriction. There are also product-specific signs like the tobacco notices or the alcohol permitted hours notices. Take a look at the signage in your own store and use it to help avoid conflict - you're just doing your job.



Challenging and refusing

Challenge 25 helps us to ask customers for ID to make sure that they're old enough to buy the restricted products. Genuine customers really won't mind being asked for ID. Challenging helps us to protect our communities.





If a customer doesn't have any ID and they look under 25, you'll have to refuse the sale. Other times when you must refuse include:

UNDERAGE

UNDER THE INFLUENCE

If someone has ID but they're not old enough to buy the restricted product. For example, someone under 16 cannot buy a high caffeine drink.



Read on



If a customer doesn't have any ID and they look under 25, you'll have to refuse the sale.

Other times when you must refuse include:

UNDERAGE

UNDER THE INFLUENCE

If someone is under the influence of alcohol, drugs, or solvents we have a legal and moral responsibility to restrict the sale. If you think that selling a product could increase the risk of harm to that person, you should refuse. Be careful as occasionally someone may look drunk but could have a disability or illness.



Section 4 - The challenge

Section 5 of 12

Check it out

You must ask the customer for a photographic ID if they're buying a restricted product and look under 25. When you look at the ID you're checking to see if they're old enough to buy the product, for example, 16 or 18, they don't have to be 25 to buy the product.

You can only accept certain forms of photographic ID. *Flip the cards for more information about each type of ID.*

We do not accept any form of digital ID, this includes the Yoti app or photographs of genuine ID.





Check it out

You must ask the customer for a photographic ID if they're buying a restricted product and look under 25. When you look at the ID you're checking to see if they're old enough to buy the product, for example, 16 or 18, they don't have to be 25 to buy the product.

You can only accept certain forms of photographic ID. *Flip the cards for more information about each type of ID.*

We do not accept any form of digital ID, this includes the Yoti app or photographs of genuine ID.



Section 4 - The challenge

Section 5 of 12

Check it out

You must ask the customer for a photographic ID if they're buying a restricted product and look under 25. When you look at the ID you're checking to see if they're old enough to buy the product, for example, 16 or 18, they don't have to be 25 to buy the product.

You can only accept certain forms of photographic ID. *Flip the cards for more information about each type of ID.*

We do not accept any form of digital ID, this includes the Yoti app or photographs of genuine ID.

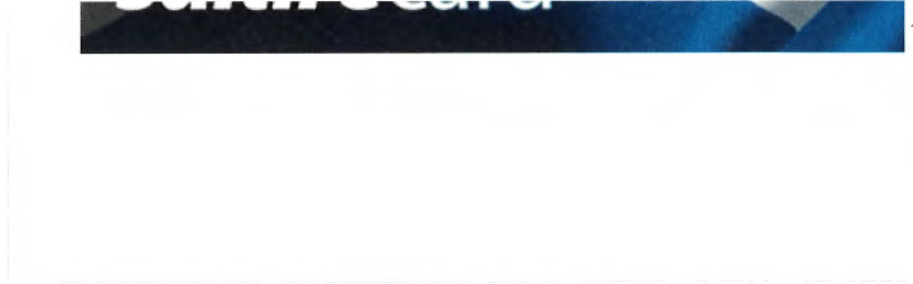




REVIEW

FEEDBACK

⋮

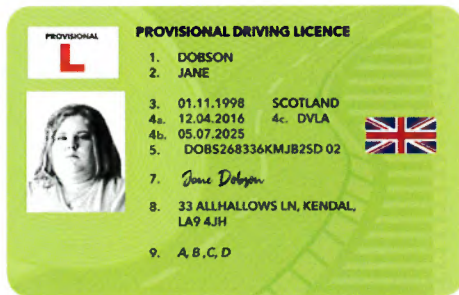


4 of 4

Is it real?

At the moment we can only accept physical ID as digital ID isn't yet legal. However, you still have to be careful as novelty cards are quite easily obtained. Could you spot one?

Select the card that you think is fake.



Submit



Is it real?

At the moment we can only accept physical ID as digital ID isn't yet legal. However, you still have to be careful as novelty cards are quite easily obtained. Could you spot one?

Select

Oh no, that's incorrect.

Fake ID will usually include words that don't seem right. For example, international driving permit or driving card. If you sell to someone using fake ID then you're still breaking the law.



Select the checkbox once you have selected the card that you think is fake.

Read on

Page 58



Select the checkbox once you have selected the card that you think is fake.

Here's how to spot a fake

- Compare the customer to the ID. Do they look like the picture?
- Are they wearing the same outfit? That could mean it was created that day and is a fake.
- Look for facial differences. Particularly the levels of the eyes and the ears in relation to the mouth. Could it be a family member's ID?
- A lot of fake IDs are stolen or borrowed - ask the customer for additional ID if you're not sure.
- Look for signs of anxiety. If the customer is avoiding eye contact or acting nervously, be suspicious.
- If you're still not sure, smile and say 'I just need to check this with my manager'. Genuine customers won't mind at all, but if it's a fake they'll immediately want it back.



Section 5 - Check it out



Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Section 5 - Check it out



Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.





Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



The image shows three game cards on the left: a green 'SALE ✓' card, a dark red 'REFUSE ✗' card, and a brown 'CHALLENGE' card with a person icon and a list icon. To the right is a white text box with the following content:

Challenge accepted

Welcome to the **Challenge 25 Game**.

Your task is to successfully serve the next **21 customers** with a variety of products.

Use the **Sale**, **Refuse** and **Challenge** cards to successfully work your way through the game.

- **Correct answers** = (Plus) 200 points
- **“Not Quite” answers** = (Minus) 50 points
- **Incorrect answers** = (Minus) 200 points

Note – If you fail to challenge *or* confirm the ID of anyone who looks under the age of 25 then you will lose a life!

You have **5 lives** to attempt this or it's game over!

Good luck!

At the bottom right of the image, there is a dark grey button with the word **NEXT** in white capital letters, set against a background of repeating 'CHALLENGE 25' text.



Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

Lives ●●●●●

1 of 21

Score 200

VIJAY

TOILET ROLL

Correct!

This item is not restricted.

Select the **Next card** to continue.

TOILET ROLL

Page 63



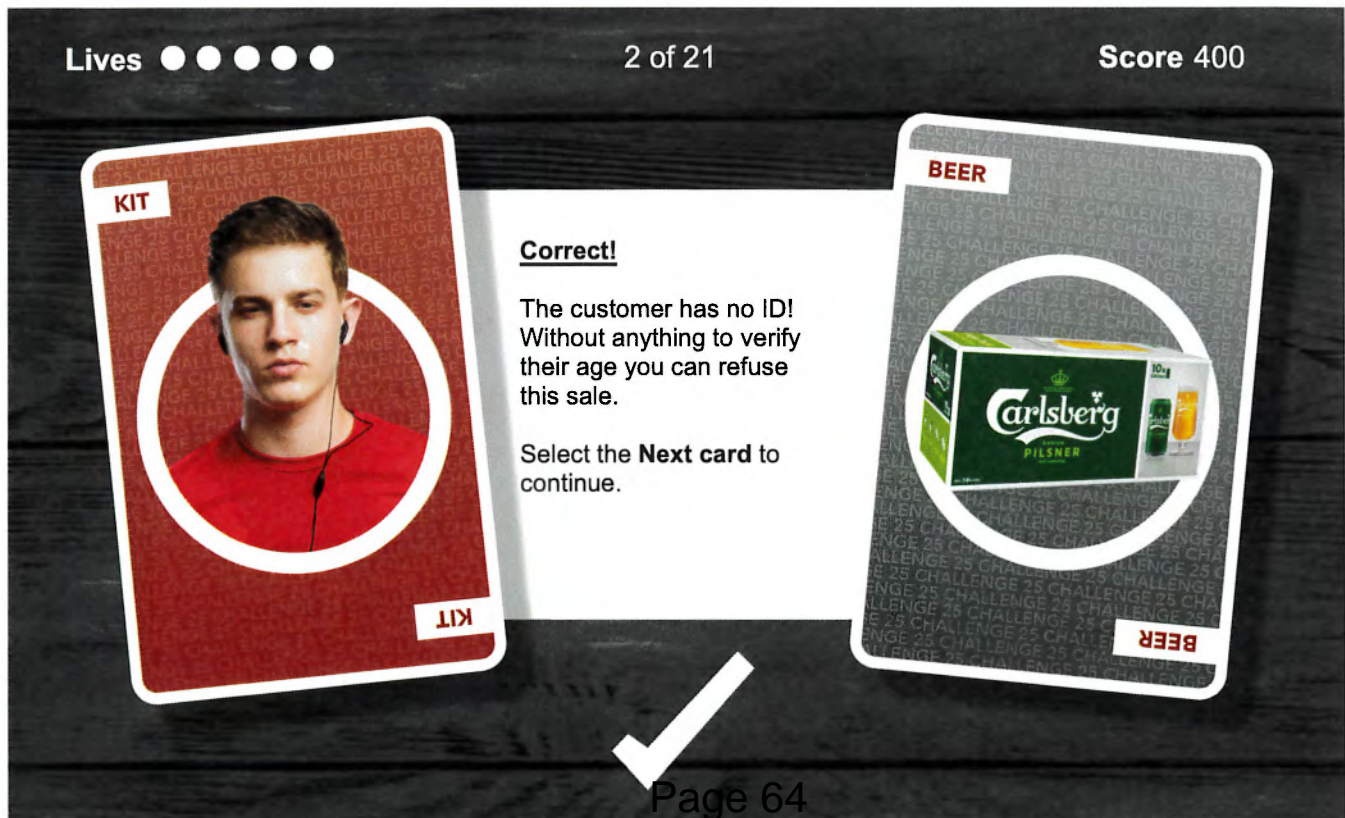
Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.





Challenge 25



Sales Restricted Products Level 1

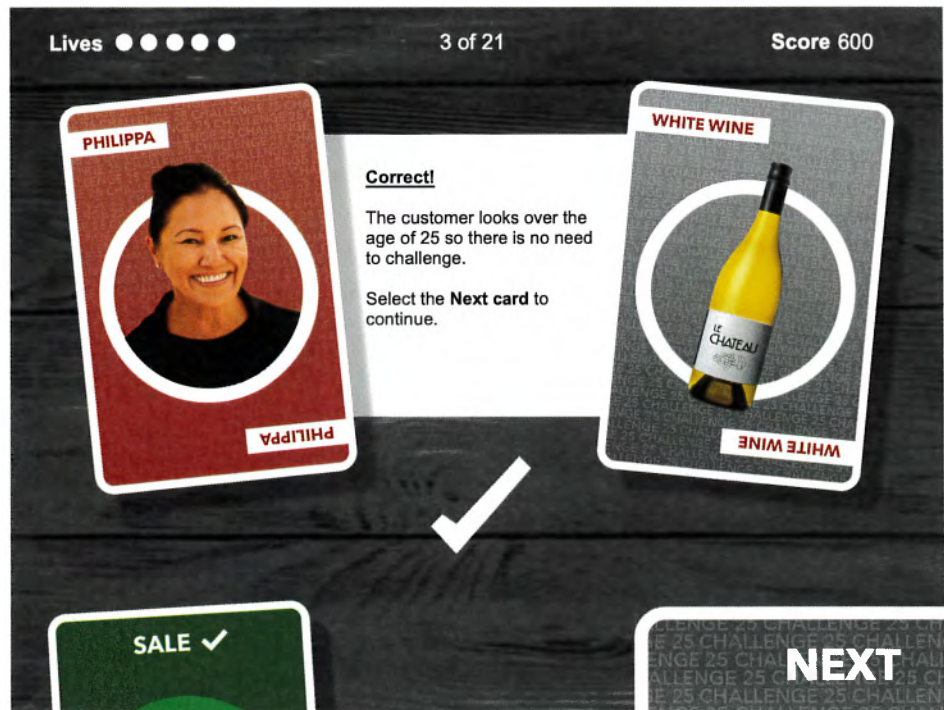
12% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

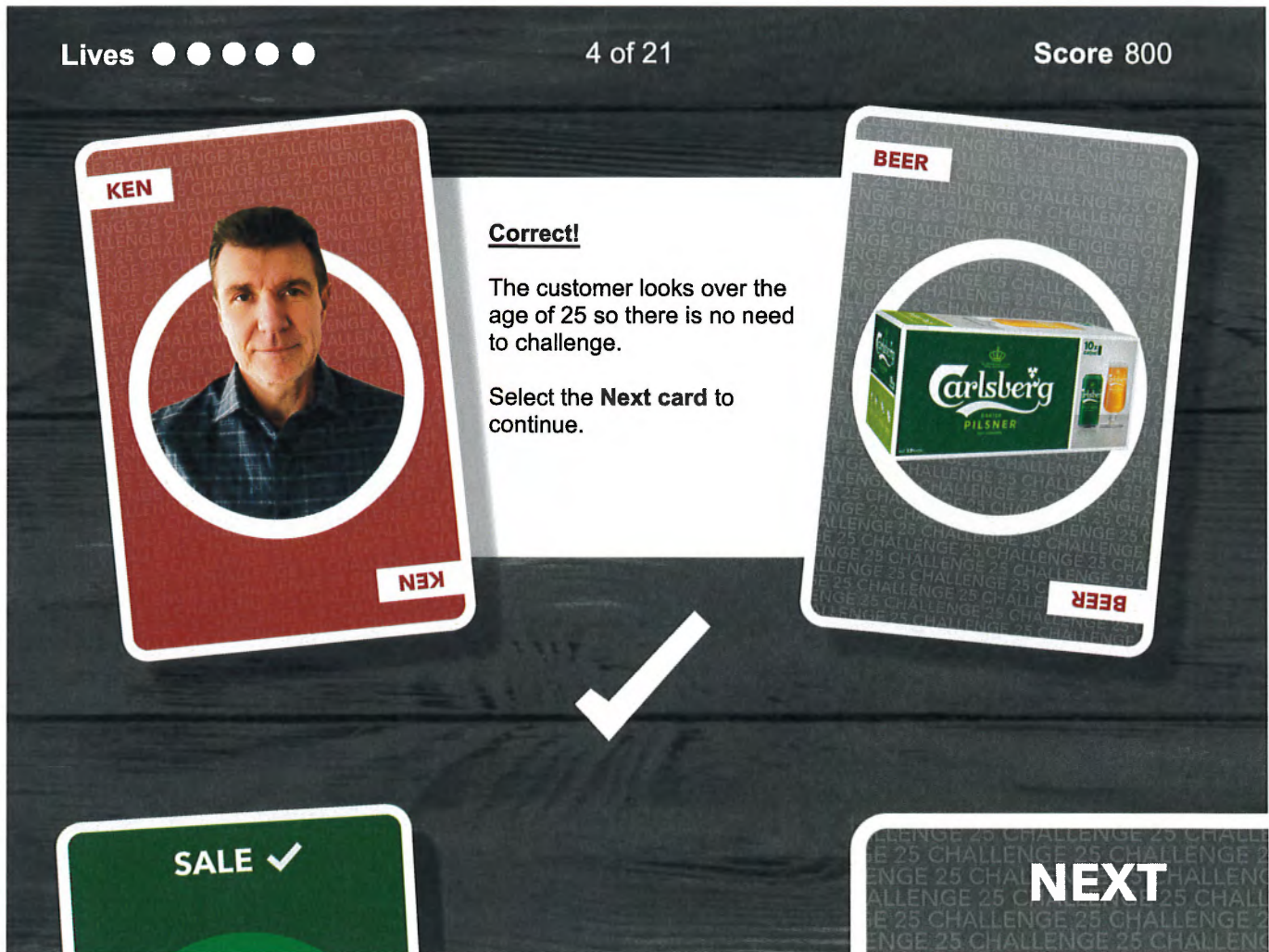


Select the checkbox once you have completed the Challenge 25 Game.

[Read on](#)

☰ or each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



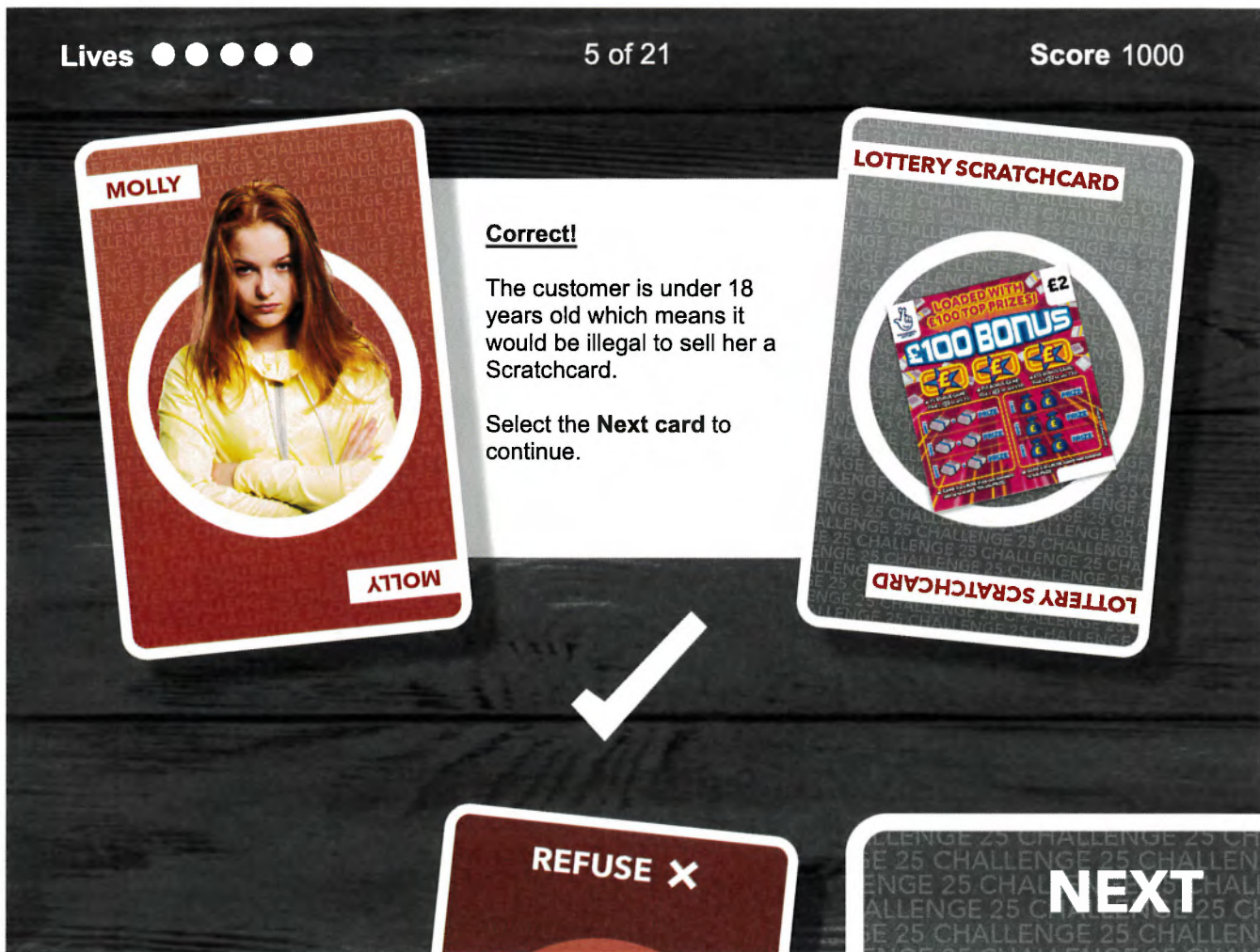
Select the checkbox once you have completed the Challenge 25 Game.

Read on

REVIEW

FEEDBACK

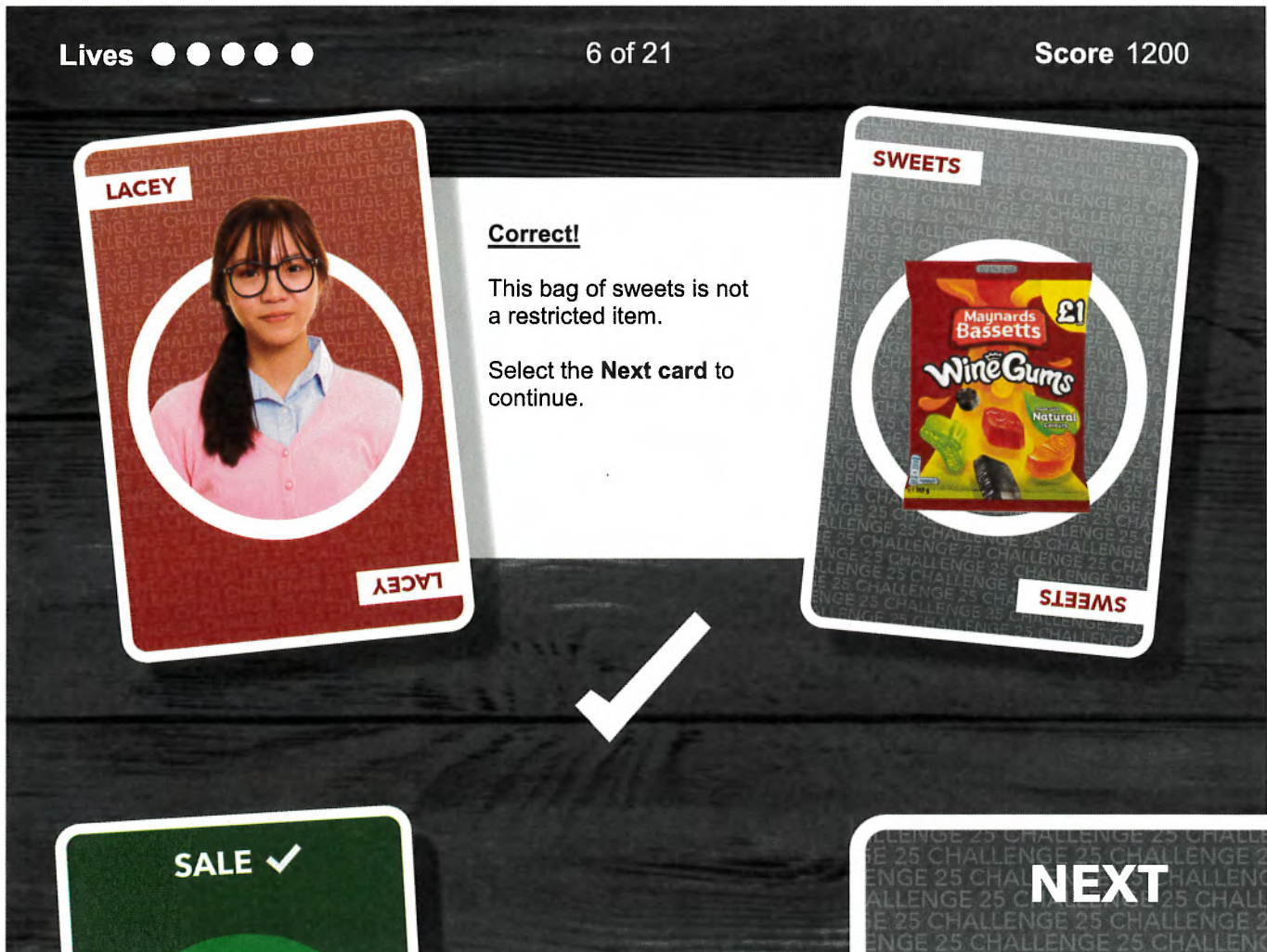
☰ You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

Read on

☰ You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



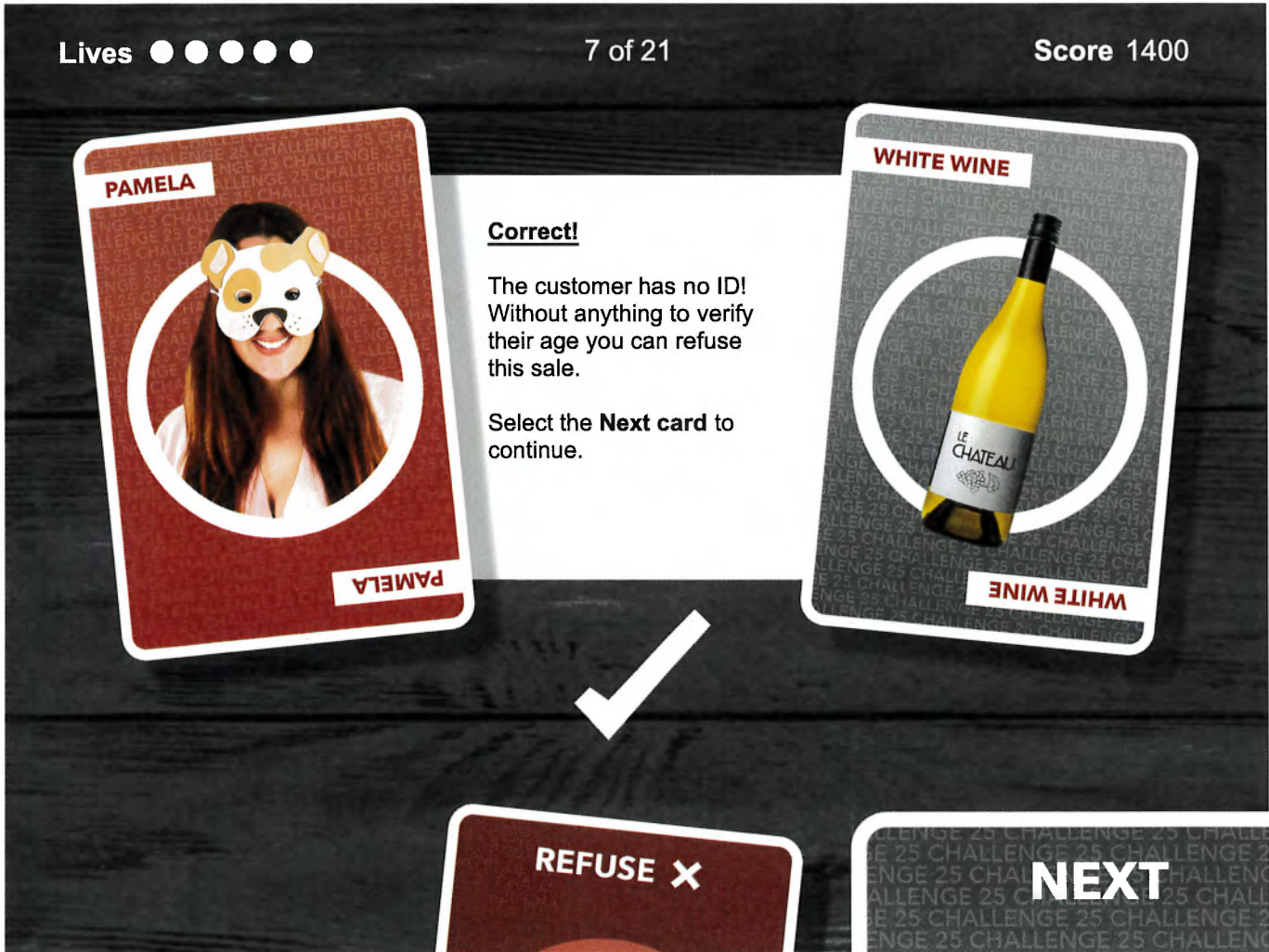
Select the checkbox once you have completed the Challenge 25 Game.

[Read on](#)

REVIEW

FEEDBACK

☰ You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

Read on



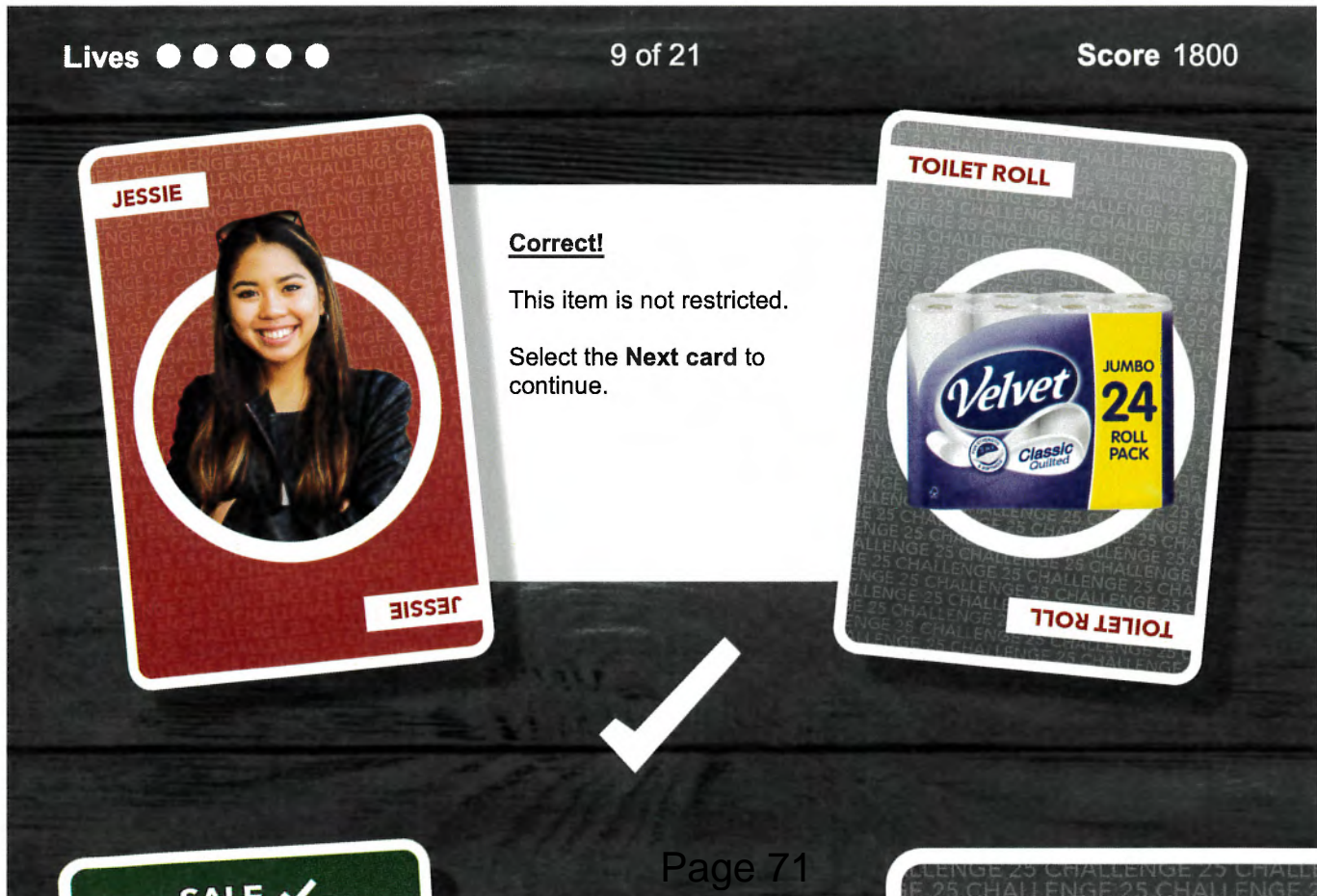
Section 6 of 12

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.





Challenge 25

Sales Restricted Products Level 1

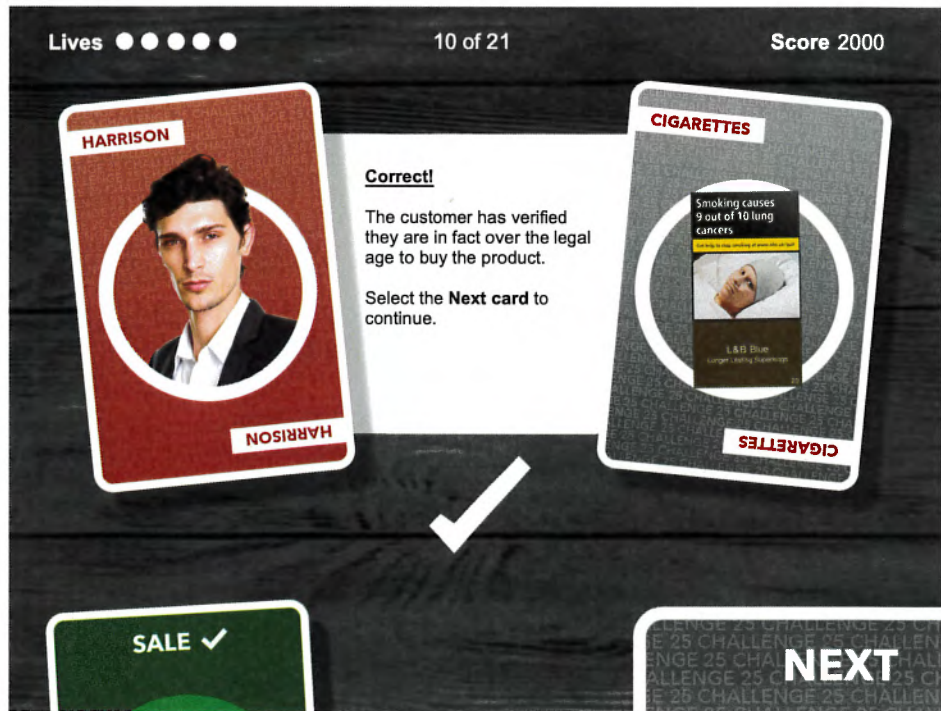
12% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

[Read on](#)

Sales Restricted
Products Level 1

12% COMPLETE

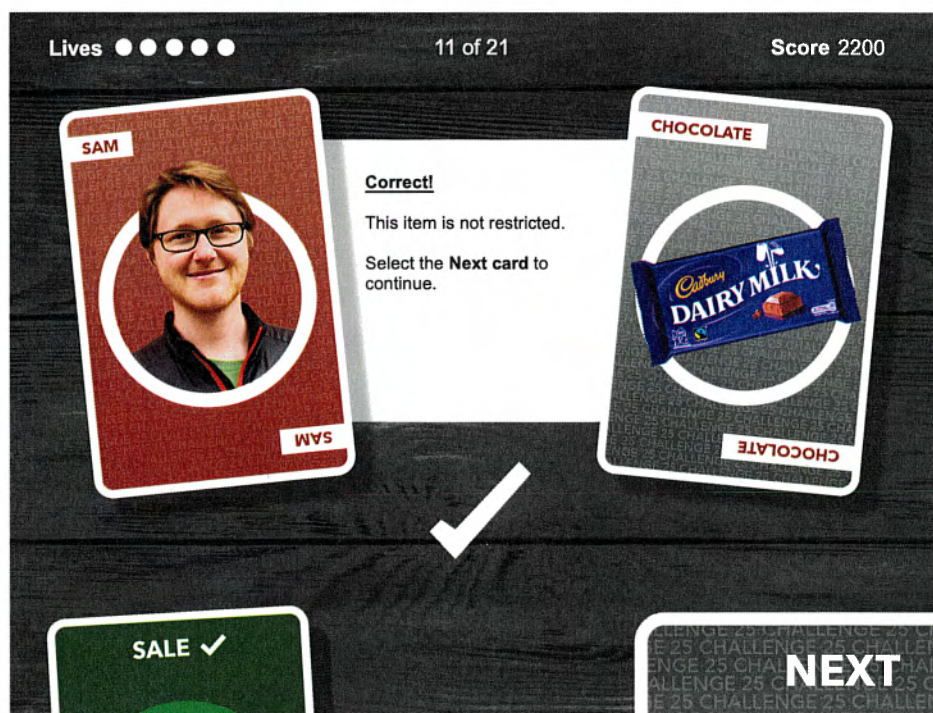
- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

Challenge 25

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

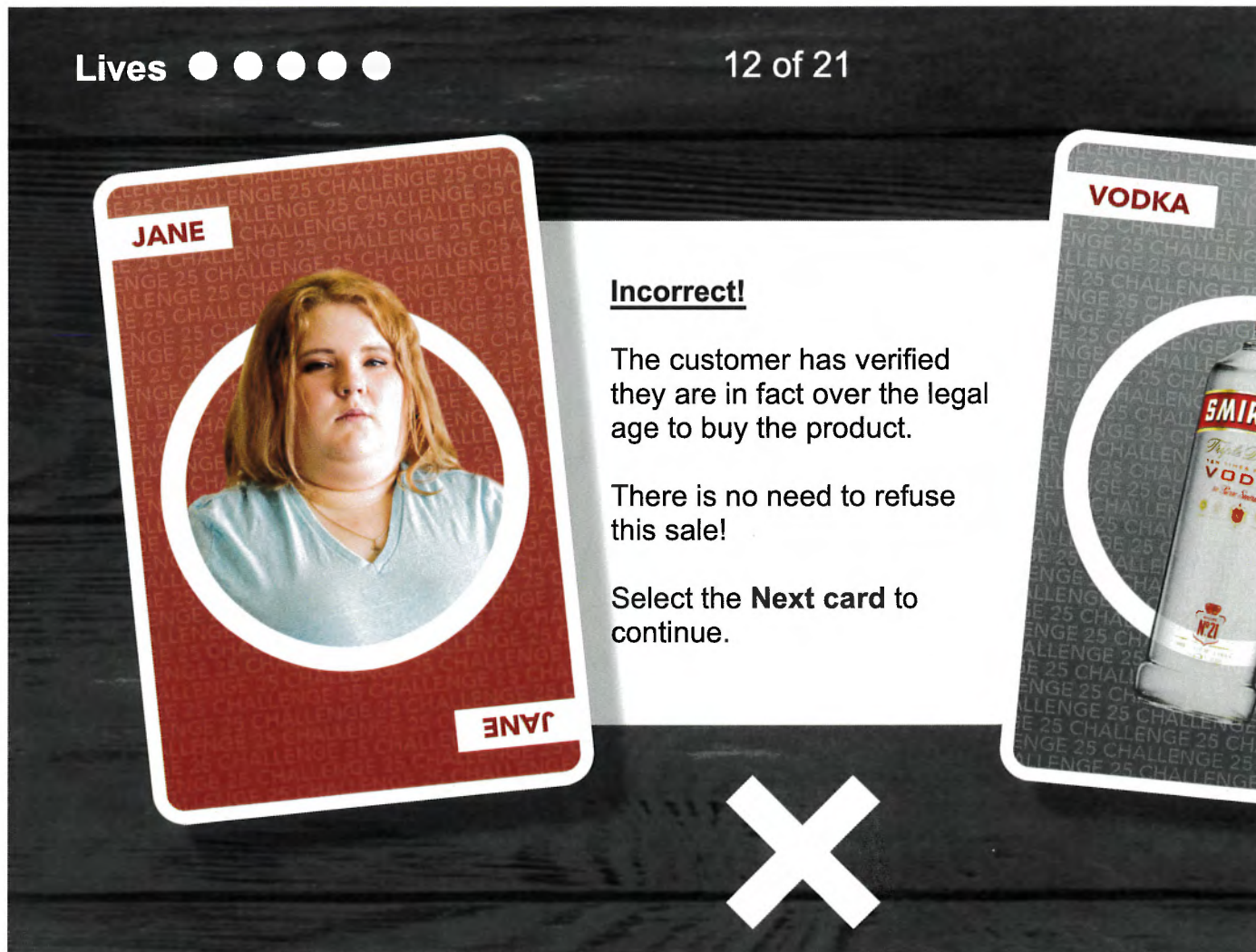


- Select the checkbox once you have completed the Challenge 25 Game.

[Read on](#)

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

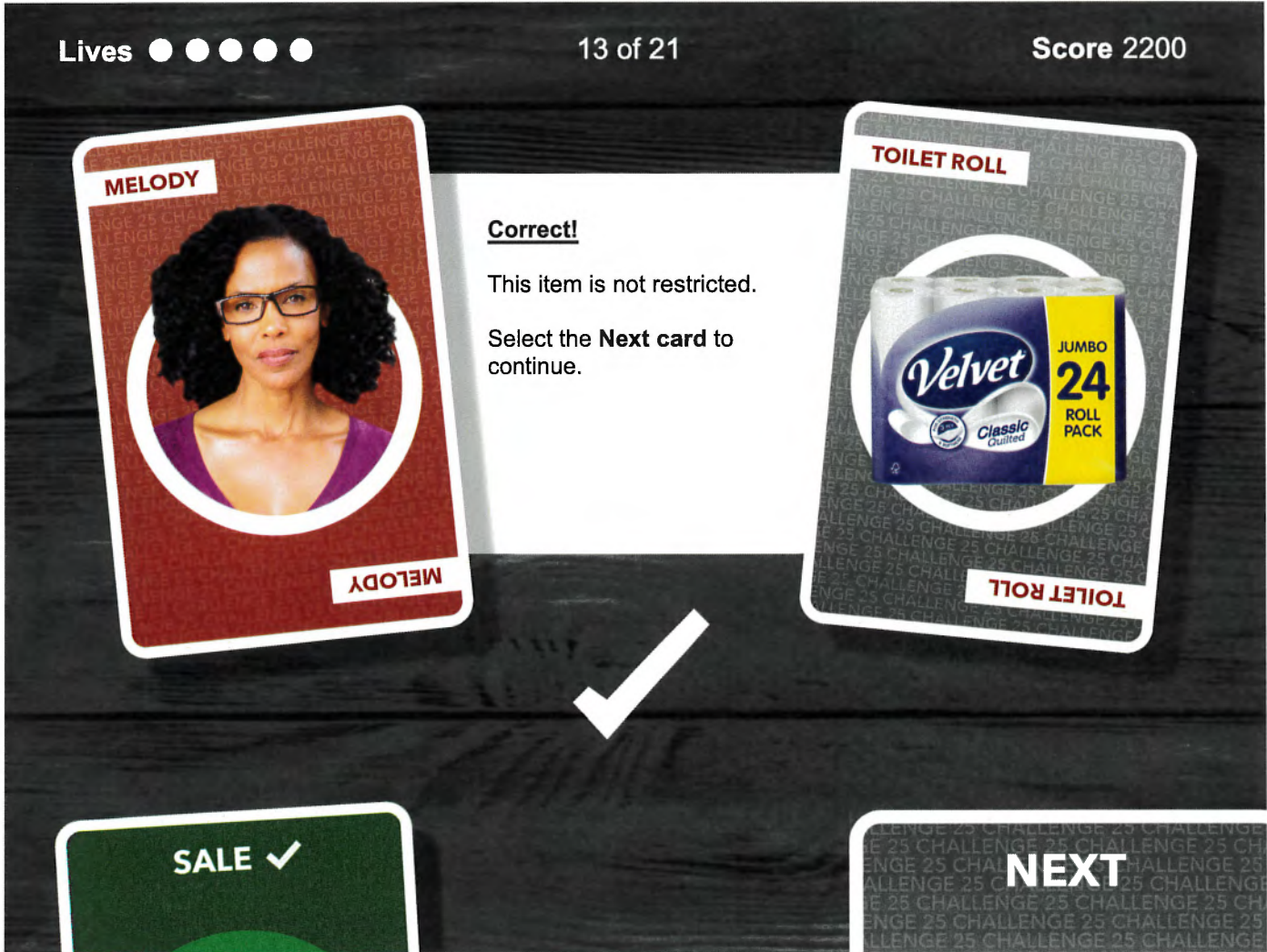


Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

[Read on](#)

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



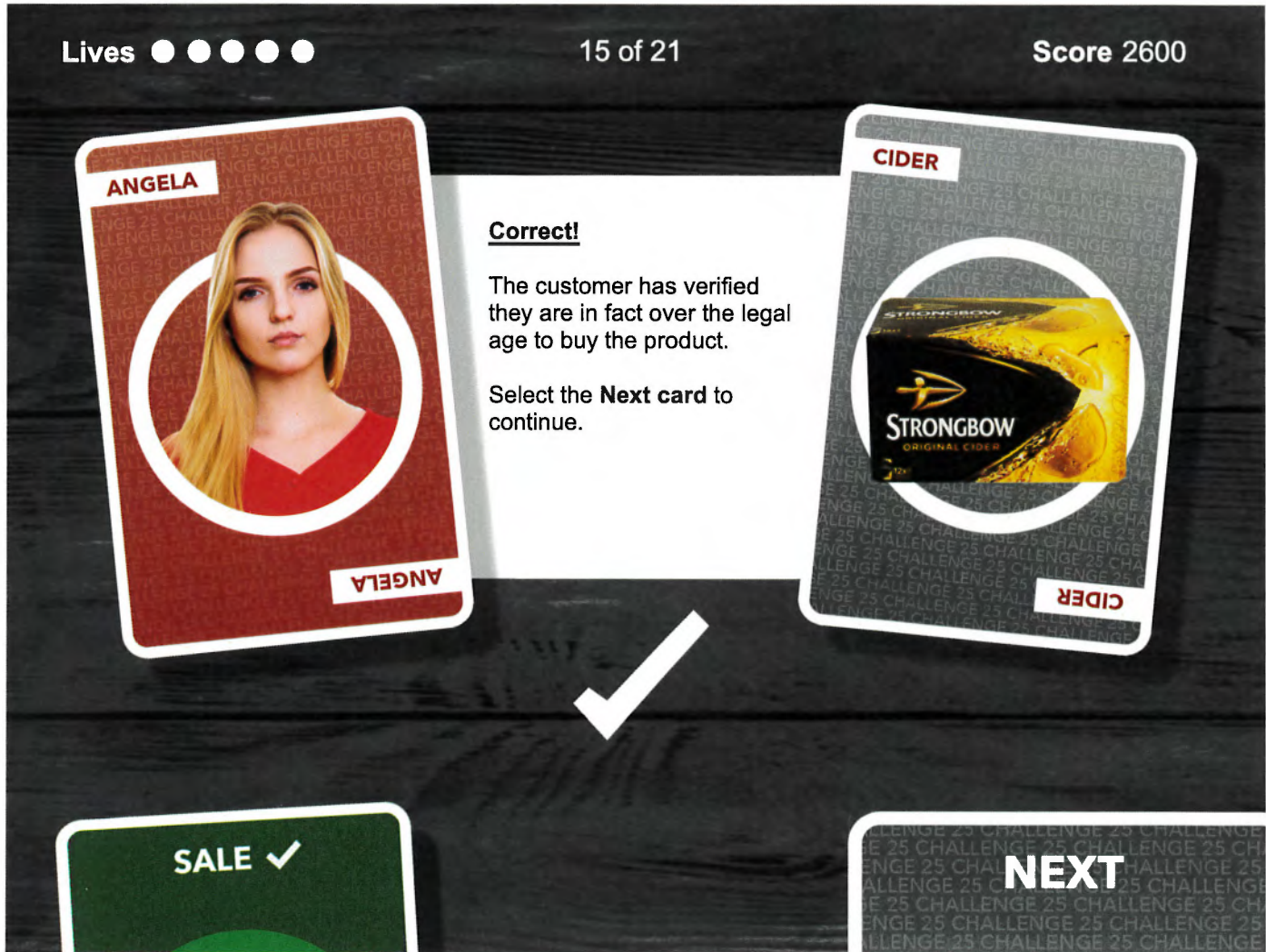
Select the checkbox once you have completed the Challenge 25 Game.

Read on



For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



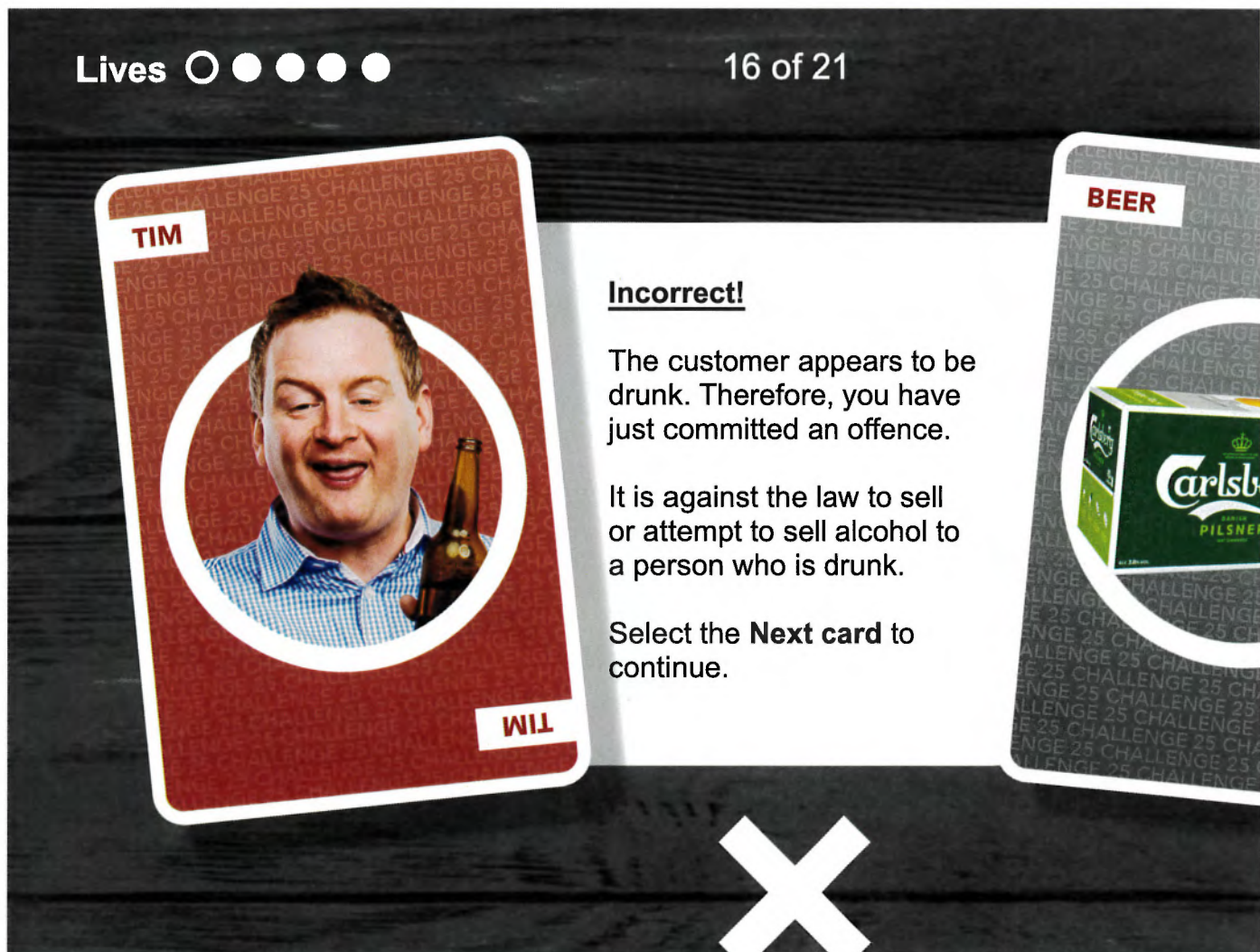
Select the checkbox once you have completed the Challenge 25 Game.

Read on

You're going to play the Challenge 25 game where you serve 21 customers. For each customer look at what they're buying and decide whether to sell, refuse or challenge. If you challenge you must then confirm their ID.

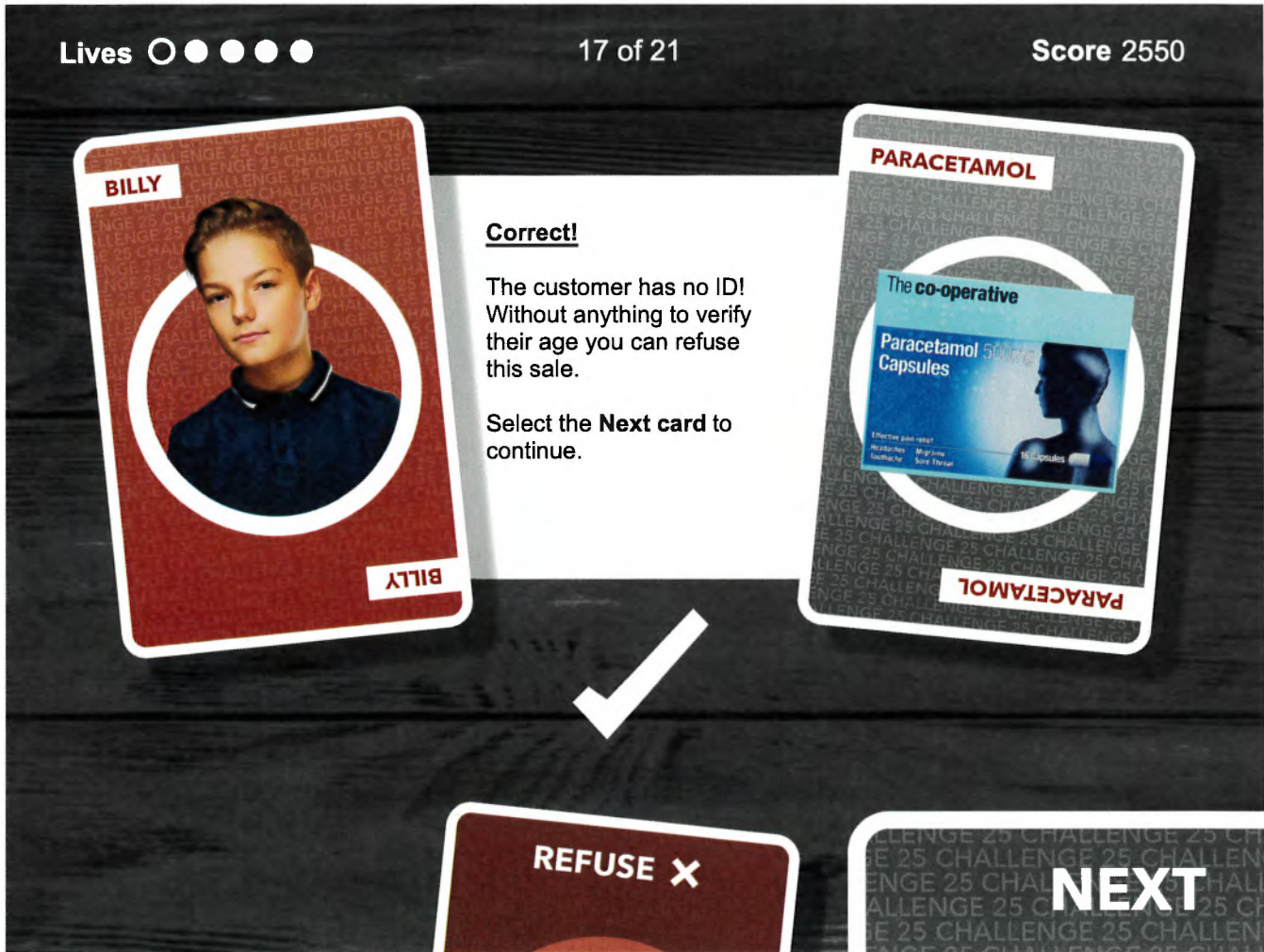
For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

☰ You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

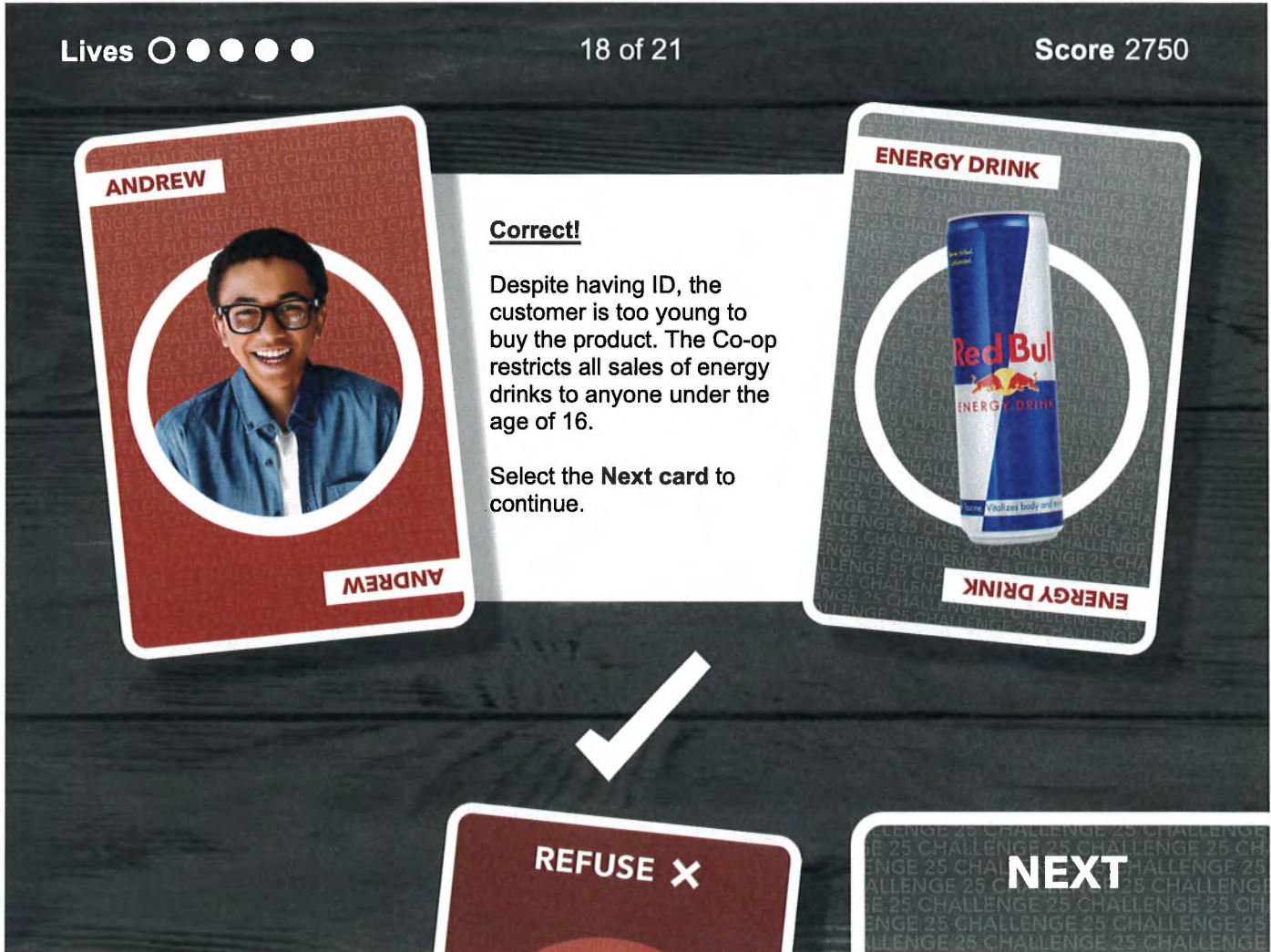


Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

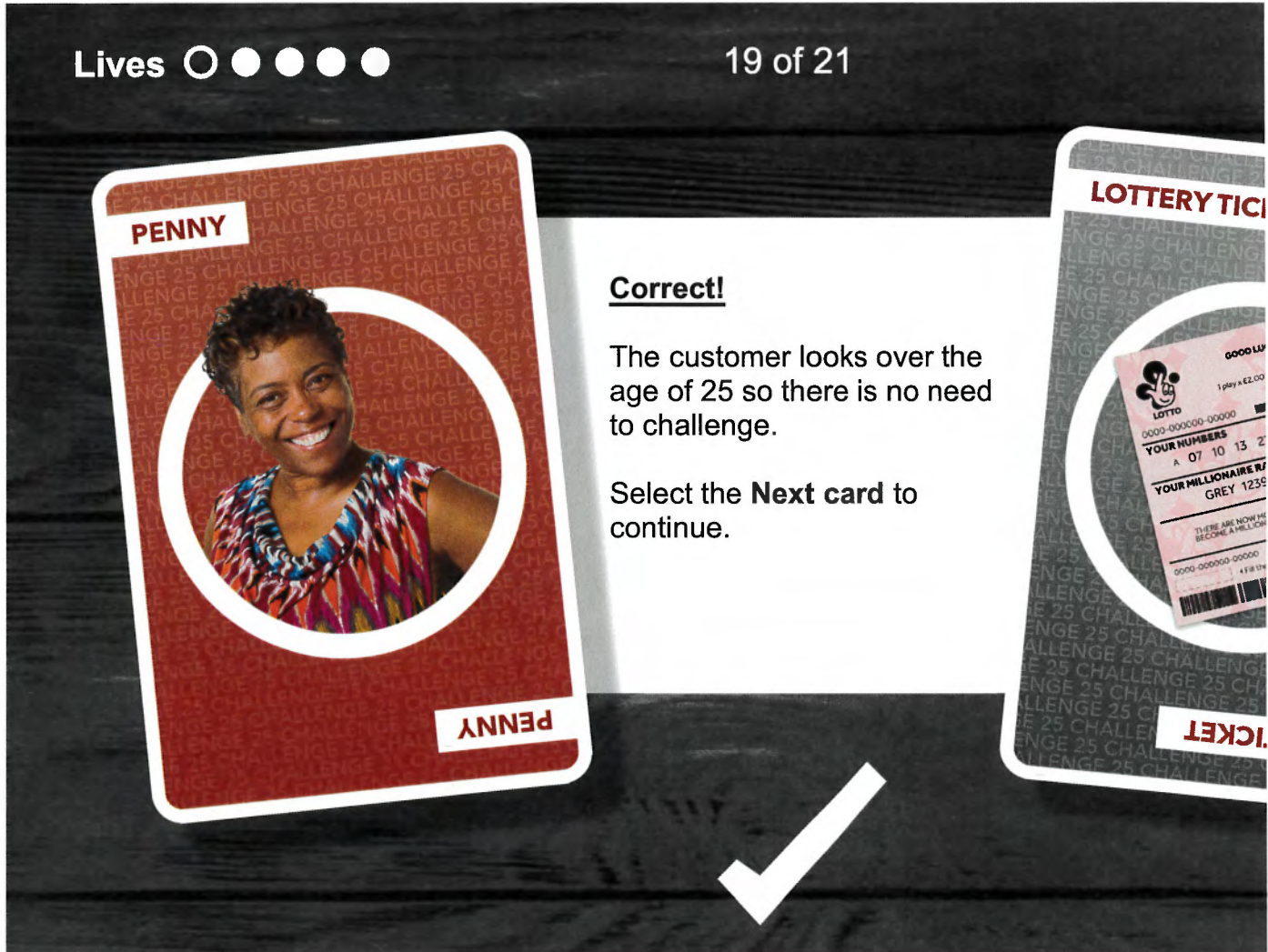


Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

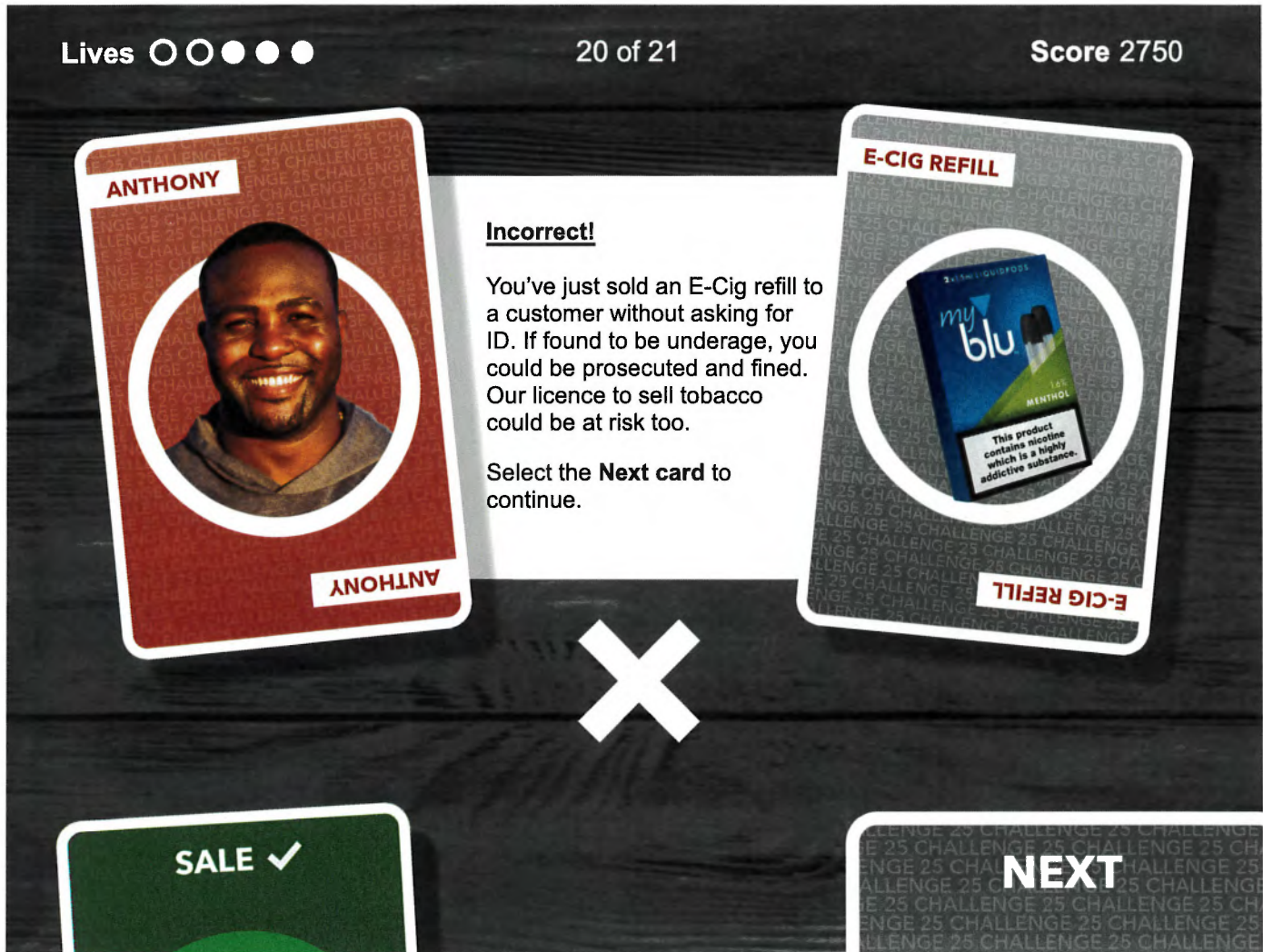


Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.

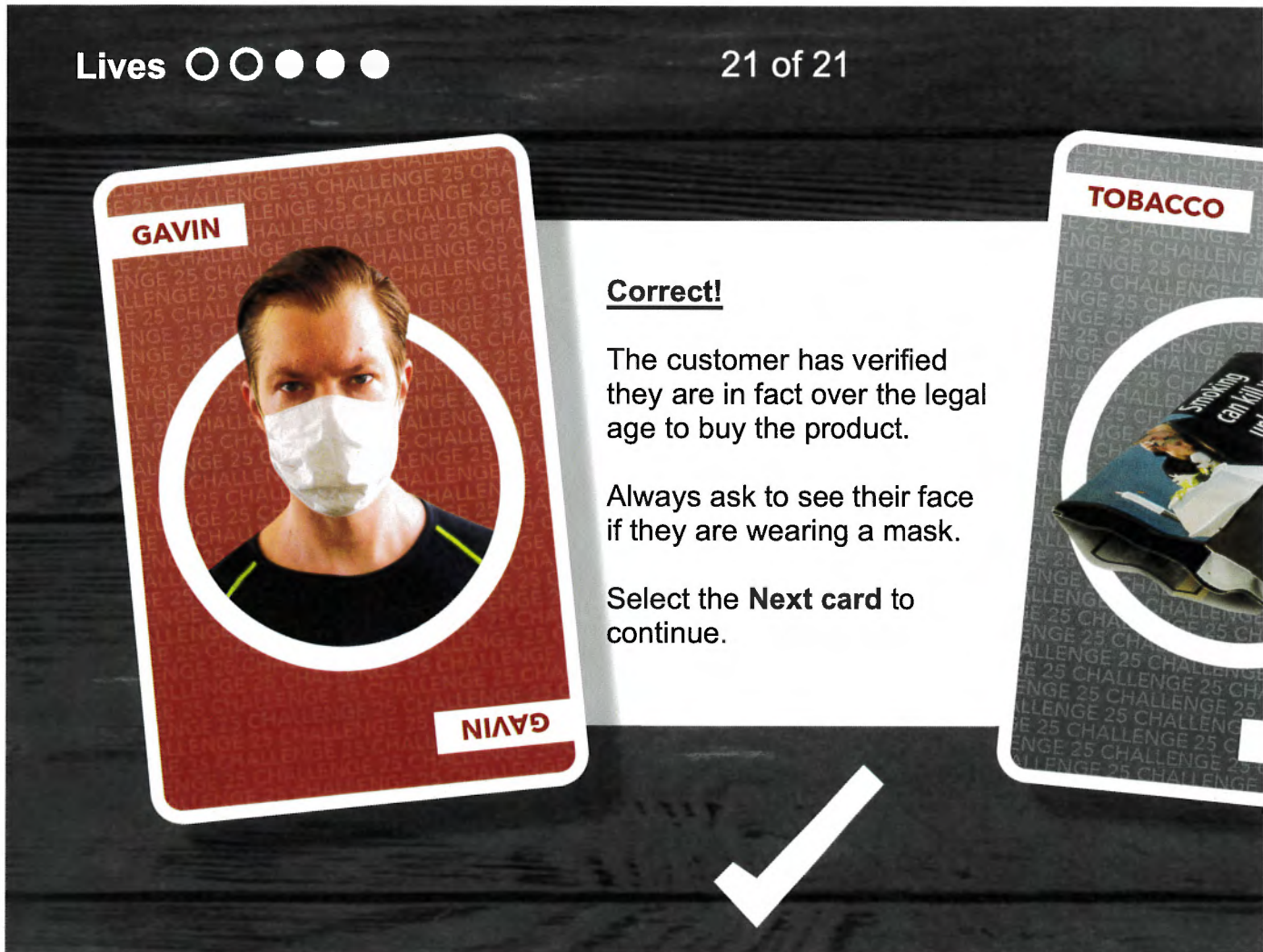


Select the checkbox once you have completed the Challenge 25 Game.

Read on

For each correct decision you get 200 points, for an incorrect decision you lose points.

You're now going to play the game, you have five lives and if you fail to challenge or confirm the ID of anyone who looks under 25 you lose a life.



Select the checkbox once you have completed the Challenge 25 Game.

Read on

Sales Restricted Products Level 1

100% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

Section 7 of 12

Who's it for?

Look at the statements and decide if they are true or not.
 A parent can buy medicine for a poorly child if the child is younger than 16.

Select True or False and then submit.

- True
- False

SUBMIT

As long as someone is over 18 they can buy beer or cigarettes for someone who isn't old enough. It's up to them what they do with the product afterwards.

- True
- False

SUBMIT

A child can carry sales restricted products if they're helping an adult with their shopping.

- True
- False

SUBMIT



Complete the content above before moving on.



Section 7 of 12

Who's it for?

Look at the statements and decide if they are true or not.

A parent can buy medicine for a poorly child if the child is younger than 16.

Select True or False and then submit.

True

False



Correct

A parent is allowed to buy medicine for a poorly child, even if the child is younger than 16.

TAKE AGAIN





As long as someone is over 18 they can buy beer or cigarettes for someone who isn't old enough. It's up to them what they do with the product afterwards.



True



False



Correct

If you sell restricted products to someone who is buying them on behalf of someone else who isn't old enough, this is a proxy sale and is breaking the law. You must always refuse a proxy sale and tell the customer why.

TAKE AGAIN





A child can carry sales restricted products if they're helping an adult with their shopping.

True

False



Correct

A child helping a parent or carer with shopping isn't the same as a proxy sale.

TAKE AGAIN



Read on



Correct

A child helping a parent or carer with shopping isn't the same as a proxy sale.

TAKE AGAIN



How to spot a proxy sale

Look out for the signs of a proxy sale.

- Underage customers outside the store
- Underage customers approaching adults as they come in
- Someone old enough to buy a product that you've just refused to sell to someone else
- Someone paying with lots of change

Read on



^
Section 7 - Who's it for?



Section 8 of 12

Consequences


If we don't follow the law when selling restricted products there could be serious consequences:

- you could be fined and end up being charged by the police
- it could damage the reputation of your store
- your store could lose its licence, this would reduce sales and could result in the store closing and other job losses
- you or a colleague could lose your job
- the Co-op could be prosecuted



If we don't follow the law when selling restricted products there could be serious consequences:

- you could be fined and end up being charged by the police
- it could damage the reputation of your store
- your store could lose its licence, this would reduce sales and could result in the store closing and other job losses
- you or a colleague could lose your job
- the Co-op could be prosecuted

 To keep our colleagues and stores safe we have processes and policies in place to help us follow the law when selling restricted products. It's really important that you follow these processes.

Read on



Test purchases

100% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

WHO'S GOING TO KNOW?

A FAILED TEST PURCHASE

Who's going to know?

Throughout the year, your store will be visited by someone working alongside an enforcement officer to make a test purchase. The enforcement officer could be from the police or local authority. They might even be working with a young person who buys the restricted product.

The enforcement officer or young person won't say "Hi, I'm here to do a test purchase". They'll just be like any other customer - except this time, they're checking we're following the law.

It's really important that we do the right thing for our customers and communities around restricted sales. Test purchases are in place to help protect our colleagues, Co-op, customers and communities.

Read on



WHO'S GOING TO KNOW?

A FAILED TEST PURCHASE

Who's going to know?

Throughout the year, your store will be visited by someone working alongside an enforcement officer to make a test purchase. The enforcement officer could be from the police or local authority. They might even be working with a young person who buys the restricted product.

The enforcement officer or young person won't say "Hi, I'm here to do a test purchase". They'll just be like any other customer - except this time, they're checking we're following the law.

It's really important that we do the right thing for our customers and communities around restricted sales. Test purchases are in place to help protect our colleagues, Co-op, customers and communities.

Read on



WHO'S GOING TO KNOW?

A FAILED TEST PURCHASE

A failed test purchase

Test purchases are here to help keep everyone safe, but if we ever fail one the consequences are the same as not following the law.

If you're involved in a failed test purchase, you might have to go to court or be interrogated by the enforcement officers. You could even be fined and charged by the police.

It's someone's job to try and find retailers who don't uphold the law for restricted sales. They look like normal customers, but if you allow them to buy a restricted product and don't challenge them or don't check their ID correctly, we'll have to face the consequences.

Read on



Section 9 - Test purchases

Sales Restricted Products Level 1



75% COMPLETE

- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

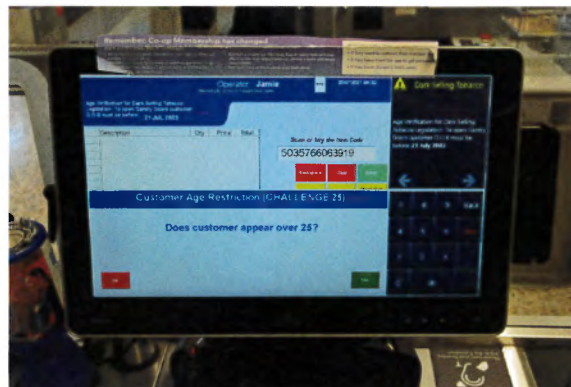
Section 10 of 12

Working the tills

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

1



Does the customer look over 25?

You should've already been thinking about this, but in case you haven't noticed the restricted product, the till will remind you.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8



Section 9 - Test purchases

Sales Restricted Products Level 1



75% COMPLETE

Section 10 of 12

Working the tills

- ≡ Introduction
- ≡ Keeping our promises
- ≡ How can you help
- ≡ The challenge
- ≡ Check it out
- ≡ Challenge 25
- ≡ Who's it for?
- ≡ Consequences
- ≡ Test purchases
- ≡ Working the tills
- ≡ Good things to say
- ≡ Summary

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

2



Make eye contact with the customer

It's a mark of respect and it'll help you proceed in the best way. If someone's trying to mislead you it can be difficult for them to make eye contact.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8



Section 9 - Test purchases

Sales Restricted Products Level 1

75% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

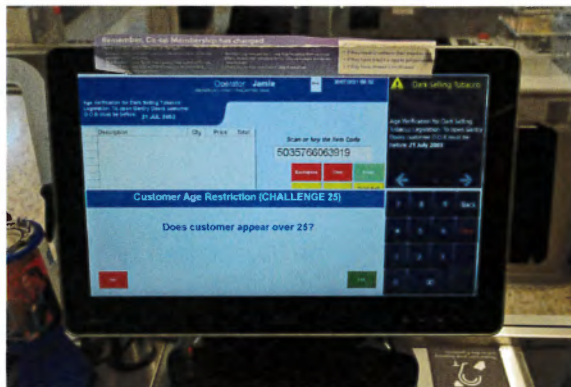
Section 10 of 12

Working the tills

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

3



Yes or No

Selecting Yes means you think the customer looks 25 and you'll continue with the sale.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8



Sales Restricted Products Level 1

Working the tills

75% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

4



If you select No, ask for ID

Use the Challenge 25 sign or badge to help you, be polite but firm.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

Read on



Sales Restricted Products Level 1



Section 9 - Test purchases

Section 10 of 12

75% COMPLETE

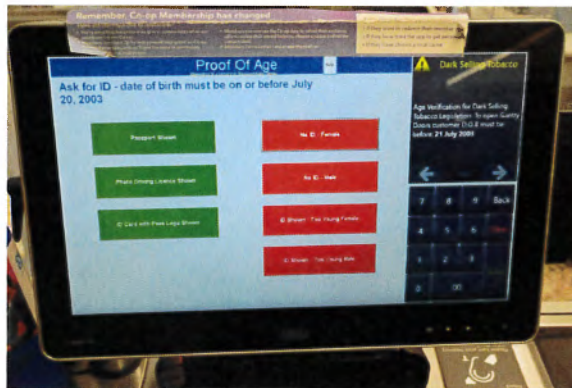
- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

Working the tills

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

5



Select the type of ID shown

Choose which type of ID you've been shown and whether it's valid for that product. Make sure it isn't a fake or novelty card. When you're confirming someone's age remember that they don't have to be 25, that's just the age we use to check that they're old enough to buy restricted products.

Sales Restricted
Products Level 1

Section 10 of 12

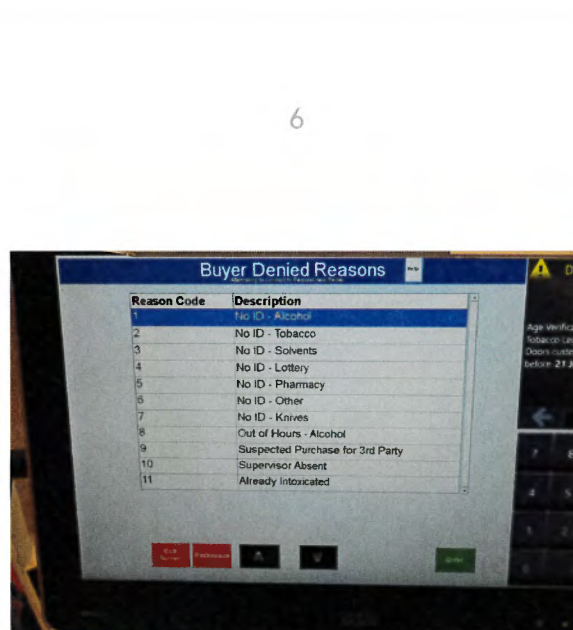
Working the tills

75% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.



Select no ID, if the customer has no ID

No ID or unacceptable ID, no sale. We have to stand by our rules - they protect us and our community. At any time you can use the Customer Refusal button. This helps us to keep track of refusals so we can spot any patterns.

1 2 3 4 5 6 7 8





Sales Restricted Products Level 1



Section 9 - Test purchases

Section 10 of 12

Working the tills

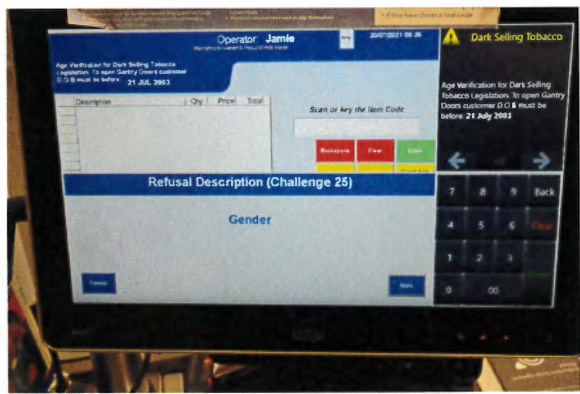
75% COMPLETE

- ☰ Introduction
- ☰ Keeping our promises
- ☰ How can you help
- ☰ The challenge
- ☰ Check it out
- ☰ Challenge 25
- ☰ Who's it for?
- ☰ Consequences
- ☰ Test purchases
- ☰ Working the tills
- ☰ Good things to say
- ☰ Summary

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

7



Refusal details

This screen is to record details of the refusal. Select a gender and whether it was an age restriction, intoxication, or a proxy sale.

If you need help, call for the Person in control or a manager.



Section 9 - Test purchases

Sales Restricted Products Level 1



Section 10 of 12

Working the tills

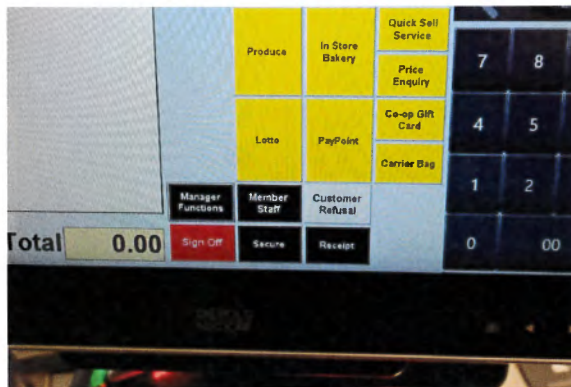
75% COMPLETE

- ≡ Introduction
- ≡ Keeping our promises
- ≡ How can you help
- ≡ The challenge
- ≡ Check it out
- ≡ Challenge 25
- ≡ Who's it for?
- ≡ Consequences
- ≡ Test purchases
- ≡ Working the tills
- ≡ Good things to say
- ≡ Summary

It's always best to work out whether the customer has the legal right to buy a product before scanning it on the till, as this takes away some of the customer expectations. However, when you scan a sales restricted product the till will ask you "Does this customer look over 25?"

Select the arrow below to see how to process a restricted sale on a till.

8



Dark selling

If you refuse a sale before a product is scanned, for example, tobacco, then use the Customer Refusal button to record this.

1 2 3 4 5 6 7 8



Assisted service tills (ASTs)



ASTs are often targeted by underage customers because they don't have to deal with a colleague, so you need to be extra watchful and make sure that the area is supervised to check for customers who are under age or under the influence.

The AST process is slightly different, but all the restrictions and legal requirements are the same. When a customer scans the product, the AST warning light will flash to let you know.

When this happens follow the Challenge 25 procedure:

- Make eye contact with the customer. If you can't see them call another colleague over to carry out the checks
- Attach the key fob to the till or your attendant screen. You must link and unlink the key fob at the start and end of each shift. When you're linked to it, you're responsible for the sales you authorise, so never share a key fob
- Follow the prompts on the AST screen. These are different from your normal till prompts but you must still challenge anyone who looks under 25

Read on



When this happens follow the Challenge 25 procedure:

- Make eye contact with the customer. If you can't see them call another colleague over to carry out the checks
- Attach the key fob to the till or your attendant screen. You must link and unlink the key fob at the start and end of each shift. When you're linked to it, you're responsible for the sales you authorise, so never share a key fob
- Follow the prompts on the AST screen. These are different from your normal till prompts but you must still challenge anyone who looks under 25

Management and reporting

The tills process helps us to keep track of any refusals. Store managers check reports weekly to make sure that colleagues are regularly challenging customers and keeping everyone safe.

Some stores might have more challenges than others and the numbers might change at different times of the year. But managers will be concerned if the number of challenges ever drops.

Read on



^
Section 10 - Working the tills

Section 11 of 12

Good things to say

Which of these would be good things to say when challenging a sale?

You can choose more than one, then press Submit.

- Wow, you look like you've had a skinful, I can't serve you.

- I'm afraid by law I can't serve you if you don't have any valid ID.

- Have you seen these signs before? We follow the Challenge 25 policy.

- It's really boring I know, but I'm not allowed to sell you cigarettes if I think you're underage. I wish I could.

- Get out and don't come in here again.

- Can I just check your ID as you're lucky enough to look under 25?

SUBMIT

Sales Restricted Products Level 1

3% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary

Which of these would be good things to say when challenging a sale?

You can choose more than one, then press Submit.

- Wow, you look like you've had a skinful, I can't serve you.
- I'm afraid by law I can't serve you if you don't have any valid ID.
- Have you seen these signs before? We follow the Challenge 25 policy.
- It's really boring I know, but I'm not allowed to sell you cigarettes if I think you're underage. I wish I could.
- Get out and don't come in here again.
- Can I just check your ID as you're lucky enough to look under 25?



Correct

That's right well done, these are all good things to say to customers:

I'm afraid by law I can't serve you if you don't have any valid ID. Have you seen these signs before? We follow the Challenge 25 policy. Can I just check your ID as you're lucky enough to look under 25?

You can make it less personal by mentioning the rules in place. Often it isn't what you say but how you say it. Talk to your colleagues or your manager and ask them what's a good thing to say to customers when you have to ask for ID or refuse a sale? As long as you're polite we will always support your decision to ask for ID or refuse.

TAKE AGAIN



Read on



Correct

That's right well done, these are all good things to say to customers:

I'm afraid by law I can't serve you if you don't have any valid ID. Have you seen these signs before? We follow the Challenge 25 policy. Can I just check your ID as you're lucky enough to look under 25?

You can make it less personal by mentioning the rules in place. Often it isn't what you say but how you say it. Talk to your colleagues or your manager and ask them what's a good thing to say to customers when you have to ask for ID or refuse a sale? As long as you're polite we will always support your decision to ask for ID or refuse.

TAKE AGAIN



Read on

Page 106



Saying no +

If you ever think that the customer shouldn't be buying a restricted item, either because they don't have an appropriate ID or they're under the influence of alcohol or drugs, then it's your right to refuse the sale.

Escalations +

If you feel like the situation is getting out of hand, or a customer's acting aggressively, you should call your manager or person in control. Be tactful, and polite. But you should never feel threatened into continuing with a sale. Trust your instincts and refuse any sale that you're not sure of.

Complaints +

If a customer is upset, you can give them the customer relations number. But you should feel confident that you're upholding the law and doing the right thing.



Sales Restricted Products Level 1

8% COMPLETE

- Introduction
- Keeping our promises
- How can you help
- The challenge
- Check it out
- Challenge 25
- Who's it for?
- Consequences
- Test purchases
- Working the tills
- Good things to say
- Summary**

Section 11 - Good things to say

Section 12 of 12

Summary

1



Selling the right products to the right people is at the heart of what we do. It's what we've done for hundreds of years in the communities that we serve. It's part of Being Co-op.

We want a safe Co-op for our members, customers and colleagues every single day. So be confident, challenge when you need to and help us to protect our reputation and our future.

1

i That's the end of level 1 but it shouldn't be the end of the learning, talk about sales restricted products and share your ideas with your colleagues and manager. Let's succeed together.

Please click 'EXIT' to close the module and then the 'X' in the top right corner to finish the module.

EXIT

11 Blossom St

England

Google Street View

Sept 2023

See more dates



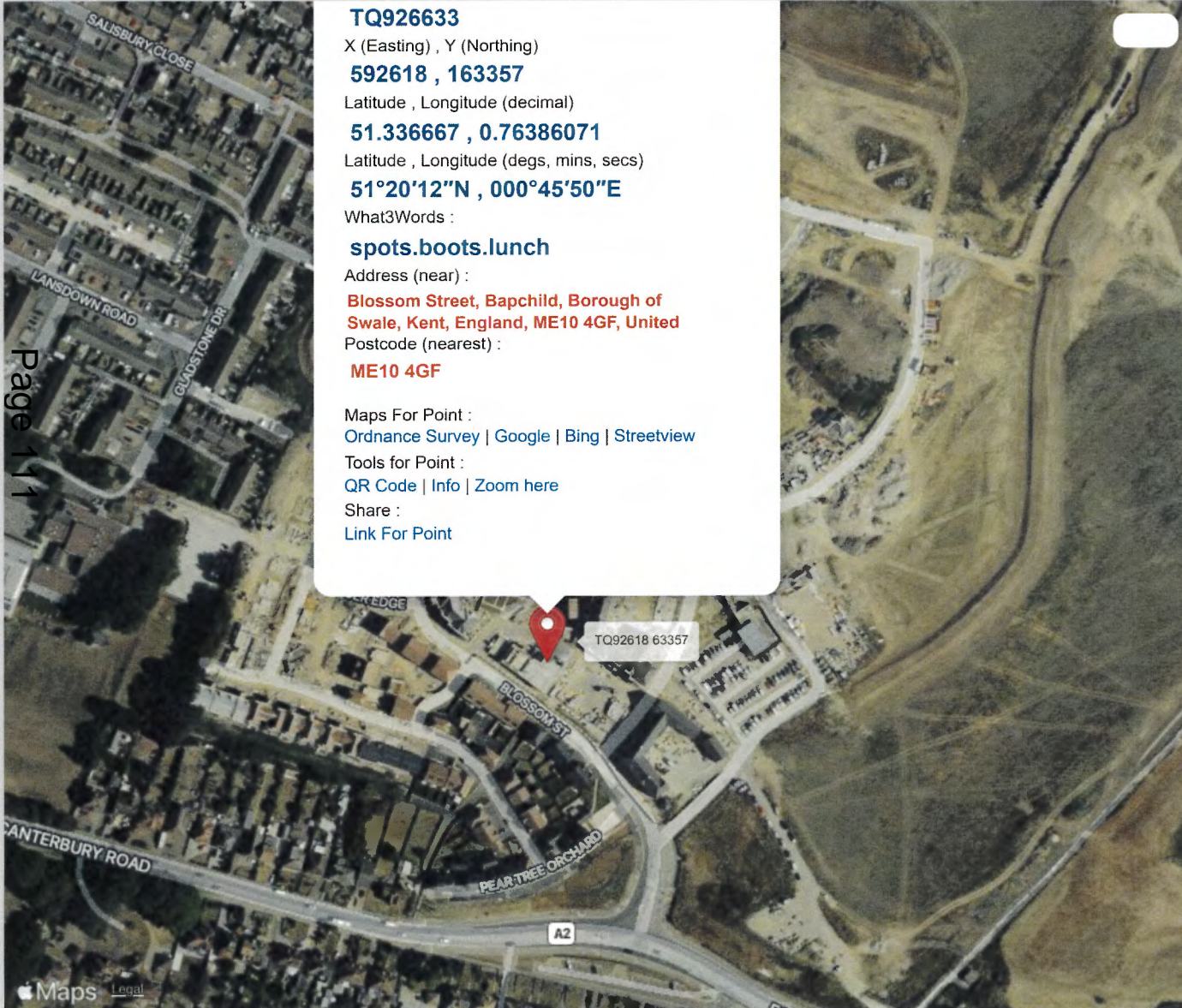
Page 109

Image capture: Sept 2023 © 2024 Google



This page is intentionally left blank

UK Grid Reference Finder



TQ926633
X (Easting) , Y (Northing)
592618 , 163357
Latitude , Longitude (decimal)
51.336667 , 0.76386071
Latitude , Longitude (degs, mins, secs)
51°20'12"N , 000°45'50"E
What3Words :
spots.boots.lunch
Address (near) :
Blossom Street, Bapchild, Borough of Swale, Kent, England, ME10 4GF, United
Postcode (nearest) :
ME10 4GF

Maps For Point :
[Ordnance Survey](#) | [Google](#) | [Bing](#) | [Streetview](#)
Tools for Point :
[QR Code](#) | [Info](#) | [Zoom here](#)
Share :
[Link For Point](#)

TQ92618 63357

Apple Maps Legal

This page is intentionally left blank