

Hello both,

Oli and I visited the premises on 12<sup>th</sup> December at 10:00 a.m.

Present was Shehram Ahmad Behrami, (PLH) and Rahim Soltani.

We asked who was the licence holder and Mr Behrami was stated that he “thinks my boss, Sanghir has sold to Bakhtiar”.

We carried out a licensed inspection:

The licence summary was on display.

1. The CCTV system was working and had footage which commenced on 2<sup>nd</sup> November. We asked if this was the date the CCTV was fixed and they started to sell alcohol, they stated they thought it was. Further stating that they stopped selling alcohol for “about two to three days, or one week” after they were told they could not sell alcohol on our visit on 11<sup>th</sup> October.
2. Mr Behrami was not aware if any registration with the Information Commissioners Office.
3. CCTV system currently in working order.
4. Mr Behrami was able to navigate through the CCTV and confirmed he was able to retrieve forage, if required.
5. A CCTV in operation sign was on the premises front door.
6. There was no incident register on the premises. Mr Behrami stated he thought they had one, but couldn't find it.
7. No incident register available to check what details are maintained.
8. No incident register to be made available to Police or Licensing Enforcement.
9. There were no training records on the premises, Mr Soltani stated (his understanding of English was very poor and Mr Behrami interpreted for him) that he was trained about about 3 or 4 months since, despite telling us on our first visit on 10<sup>th</sup> October that he had received no training at all.
10. No refresher training was evidenced.
11. No training records were available for inspection.
12. Mr Behrami confirmed they do not permit open vessels containing alcohol to leave the premises.

13. There was no evidence of any training records with relation to dealing with any potential danger, we had no confidence that any training had taken place by anyone. Nothing in place with regards to Fire procedure. No accident book present at the store with staff having no knowledge of one.
14. There was no sign asking for customers to leave quietly.
15. Mr Behrami was not sure what was meant by the 'Challenge policy', once it was explained he stated "up to 25, we're not allowed to sell to underage, or if they've had too much to drink".
16. Both were not aware of 'proxy sales', and there was no signage displayed at the premises.

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