

EA01302

PREMISES DETAIL SHEET

RAZI MINI MARKET

Printed: 04/11/2019

Premises Type:	CONVENIENCE STORE	Licence Type:	Sale by retail of alcohol
Registering Authority:	Herefordshire Council	Premises Status:	Live
Owner:		Sales	N/A
PremLH:	RANDJAR MOHAMMED ISMAIL	Main Phone:	
Address:	100 WIDEMARSH STREET	Alt Phone:	
	HEREFORD	Email:	
	HEREFORDSHIRE	Fax:	
	HR4 9HG		

**Person Links:**

LID: 35296

Name: RANDJAR MOHAMMED ISMAIL

Licence status: DPS

**Regulated Entertainment:****Vists:****Date: 30/08/2019****Visit Reference: COMMUNITY SAFETY**

Description: VISIT AS A CONSEQUENCE OF LOCAL AUTHORITY STATING THAT THE PREMISES HAD BEEN GRANTED A PREMISES LICENCE WITHOUT A NAMED DPS (APPLICANT DID NOT PROVIDE DETAILS FOR A DPS), AND THAT ALCOHOL WAS BEING SOLD.

OWNER NOT PRESENT, TWO FEMALE ASSISTANTS PRESENT AND STACKING SHELVES.

LARGE AMOUNT OF ALCOHOL ON DISPLAY AND OFFERED FOR SALE IN A LARGE FREEZER AND BEHIND THE SALE COUNTER (SPIRITS ONLY).

BOTH FEMALES SPOKE POOR ENGLISH, HOWEVER ONE STATED SHE UNDERSTOOD WHAT I WAS SAYING. ONE STATED THAT THE OWNER WAS OUT AND 'WOULD BE BACK SOON'.

A COPY OF THE LETTER FROM THE LA WAS PROVIDED EXPLAINING THE SITUATION.

BOTH TOLD THAT ALCOHOL COULD NOT BE SOLD AND IF THEY DID THEY WOULD BE PERSONALLY LIABLE AND OPEN TO PROSECUTION.

ALCOHOL IN THE FREEZER - SHUTTER PULLED DOWN ON MY SUGGESTION SO IT COULD NOT BE SEEN.

ALCOHOL BEHIND THE COUNTER - REMAINED IN PLACE.

ADDITIONALLY THE FRONT WINDOW WAS OBSTRUCTED BY DISPLAYS AND WINDOW WRAP EXCEED LEGAL CONDITION REQUIREMENT.

**Date: 03/09/2019****Visit Reference: COMMUNITY SAFETY**

Description: FOLLOW UP VISIT REGARDS NO DPS AND BREACH OF PREMISES LICENCE.

SHOP CLOSED. HOWEVER I COULD SEE INSIDE, FRIDGE CONTAINING BEERS WAS COVERED BY ROLLERS SHUTTERS. SPIRITS ON DISPLAY BEHIND THE COUNTER WERE COVERED WITH CARD BROAD WITH A SIGN SIMILAR TO 'WE CAN'T SELL ALCOHOL. WINDOW WRAP WAS STILL IN PLACE THEREFORE A BREACH OF LICENCE.

ALL INFO SHARED WITH LA BY E-MAIL

**Date: 03/09/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: FOLLOW UP VISIT TO SPEAK TO PLH. NOT PRESENT, MALE SHOP ASSISTANT AND 2 FEMALES IN ATTENDANCE. MALE INDICATED THAT HE COULD NOT SPEAK ENGLISH, HOWEVER CLEARLY HE DID. MALE WAS OBSTRUCTIVE.

RETURNED A SHORT TIME LATER WITH PS REYNOLDS AND STAFF AGREED A SHOP WALK THROUGH.

TWO SMALL STOCK ROOMS AT THE REAR OF THE PREMISES - ONE TO THE LEFT WAS ALSO A KITCHEN. BOTH FULL OF STOCK. ROOM TO THE RIGHT HAD PERSONAL ITEMS STORED, MALE SPOKE TO STATED HE DID SLEEP IN THIS ROOM ON OCCASIONS

FURTHER FOLLOW VISIT TO BE MADE TO THE PREMISES WITH APPROPRIATE AGENCY'S. INFORMATION SHARED WITH LICENSING AUTHORITY

**Date: 04/09/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: REVISITED THE ABOVE PREMISES AT 1200HRS ON 04/09/2019 AND MET THE LICENCE HOLDER MR ISMAIL. WITH HIM WAS THE MALE SHOP ASSISTANT I ENCOUNTERED ON MY PREVIOUS VISIT (WHO CAN NOW SPEAK VERY GOOD ENGLISH AND STATED HE UNDERSTOOD WHAT I WAS SAYING) AND A 'FRIEND' OF HIS WHO HAD COME FROM BIRMINGHAM FOR THE DISCUSSION.

MR ISMAIL AND HIS FRIEND CAN SPEAK ENGLISH AND STATED THEY UNDERSTOOD WHAT I WAS SAYING.

THE FOLLOWING ISSUES WERE DISCUSSED:

SELLING/OFFERING TO SELL ALCOHOL WITHOUT A DPS.

NON COMPLIANCE OF LICENCE CONDITIONS WITH REGARDS TO THE WINDOW WRAP AND DISPLAY ON THE PAVEMENT SIDE OF THE WINDOW.

IRRESPONSIBLE DRINKS PROMOTION (WINDOW WRAP PROMOTES ALCOHOL SALES AND NOTHING ELSE AND IS THE BACKGROUND TO THE ICE-CREAM AND SLUSH PUPPY MACHINE HE HAS AGAINST THE WINDOW).

FIRE AND POLICE VISIT ON 03/09 AND THEIR FINDINGS REGARDING FIRE SAFETY ISSUES.

STAFF CO OPERATION

PREMISES BEING USED FOR SLEEPING.

RIGHT TO WORK EMPLOYMENT CHECKS.

MR ISMAIL STATED THAT HE WAS WAITING FOR HIS PERSONAL LICENCE FROM BIRMINGHAM CITY COUNCIL.

HE STATED THAT NO ALCOHOL HAD BEEN SOLD DESPITE IT BEING ON DISPLAY FOR SALE (HE WAS CORRECTED OVER THIS AS HIS OWN STAFF ADMITTED SELLING).

HE COULDN'T SEE THE PROBLEM WITH THE WINDOW WRAP.

HE DIDN'T UNDERSTAND WHAT AN IRRESPONSIBLE DRINKS PROMOTION WAS.

HE WOULD ENSURE HIS STAFF WOULD CO OPERATE WITH THE RESPONSIBLE AUTHORITIES.

HE HAS TIDED-UP THE SHOP (IT DID LOOK TIDIER, WITH LANES CLEAR OF OBSTRUCTIONS).

HE WOULD SPEAK TO THE LANDLORD ABOUT THE FIRE VISIT AND ANY ACTION THAT WAS REQUIRED.

HE SAID HE HAS STOPPED THE PREMISES BEING USED FOR SLEEPING.

HE SAYS ALL HIS STAFF ARE LEGALLY EMPLOYED.

HE WAS ALSO ASKED ABOUT THE USE OF THE UPPER FLOOR AS ACCOMMODATION. HE SAID THAT HE HAD NO INVOLVEMENT IN ITS USE.

HE WAS REMINDED NOT TO GET INVOLVED IN ILLEGAL ACTIVITIES - SUCH AS SELLING SMUGGLED/CONTRABAND TOBACCO. HE SAID HE WOULD NEVER DO THIS.

AS THE SHOP SELLS FRESH PRODUCE (MEATS, DIARY PRODUCTS AND BREAD) HE WAS REMINDED OF HIS RESPONSIBILITIES REGARDING FOOD SAFETY.

ADDITIONALLY I SPOKE TO PATRICK BURKE (HIS LICENSING AGENT) ON THE TELEPHONE. MR BURKE CONFIRMS THAT HIS CLIENT WAS TOLD NOT TO SELL UNTIL A DPS WAS NAMED ON THE LICENCE.

HE ALSO CONFIRMS HIS CLIENT HAS APPLIED FOR A PERSONAL LICENCE AND HE IS CHASING IT DAILY ON HIS BEHALF.

MR BURKE SAYS NEITHER HE NOR HIS CLIENT HAVE RECEIVED A COPY OF THE PREMISES LICENCE. (TO ASSIST I GAVE A COPY TO MR ISMAIL SO THERE IS NO MISUNDERSTANDING ON HIS BEHALF).

04/09 - ALL THE ABOVE HAS BEEN SHARED BY E-MAIL WITH THE LICENSING AUTHORITY AND PATRICK BURKE LICENSING AGENT.

**Date: 18/09/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: LICENCE BREACH: VISIT TO THE PREMISES - FEMALE MEMBER OF STAFF WORKING. NO CUSTOMERS.

NO 'CHALLENGE' NOTICES ON DISPLAY. ISSUE EXPLAINED TO MEMBER OF STAFF.  
INFO SHARED WITH LICENSING AUTHORITY BY E-MAIL

**Date: 01/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: RAZI - BREACHES OF PREMISES LICENCE

NO CUSTOMERS ON SITE, ONE FEMALE MEMBER OF STAFF WHO ACKNOWLEDGED SHE KNEW ME FROM PREVIOUS VISITS. WHEN ASKED IF THE OWNER WAS IN, SHE SAID 'LATER TODAY'. SHE WAS FILLING THE SPIRITS DISPLAY WITH ALCOHOL - LOCATED BEHIND THE COUNTER. ALCOHOL ON DISPLAY BEHIND THE COUNTER AND WITHIN THE FRIDGE/CHILLER AREA.

NO CHALLENGED 25 NOTICES VISIBLE AT ANY LOCATIONS.

FRONT WINDOW WRAP STILL NON COMPLIANT.

DOOR INTO THE PREMISES WHICH WAS OPEN WAS OBSTRUCTED BY AN A3 SIZE POSTER ADVERTISING A CIRCUS.

I ASKED THE STAFF MEMBER IF THEY HAD RECEIVED ANY TRAINING AND FOR THE REFUSALS REGISTER. SHE STATED THAT SHE HAD RECEIVED NO TRAINING AND THAT THEY DID NOT HAVE A REFUSALS REGISTER.

FEMALE MEMBER OF STAFF STATED THE OWNER WAS WAITING TO BE GIVEN SOME OR BE TOLD BY THE COUNCIL WHERE HE COULD GET THE CHALLENGE SIGNS.  
INFORMATION SHARED WITH AUTHORITY BY E-MAIL

**Date: 14/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: VISIT WHILST PASSING THE PREMISES:

TWO MEMBERS OF MALE STAFF AND NO CUSTOMERS.

A NUMBER OF BREACHES THAT HAVE BEEN IDENTIFIED A NUMBER OF TIMES SINCE THE SHOP OPENED:

WINDOW WRAP STILL AS BEFORE (MORE THAT 25% AT THE BOTTOM COVERED). LARGE POSTER ADVERTISING A CIRCUS ON THE DOOR.

NO CHALLENGE NOTICES UP.

NEITHER MEMBER OF STAFF (WHO COULD SPEAK AND UNDERSTAND ENGLISH) SAY THEY HAVE RECEIVED ANY TRAINING.

NEITHER WERE AWARE OF A REFUSALS REGISTER.

ONE CONFIRMED THEY WERE AWARE OF THE ISSUES I TOLD THEM ABOUT AND SAID THAT THE OWNER 'WILL BE IN LATER'

**Date: 16/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: PASSING VISIT. NO CUSTOMERS, ONE MALE MEMBER OF STAFF - WHO I HAD MET BEFORE AND I KNEW SPOKE AND UNDERSTOOD ENGLISH.  
REVIEW NOTICES ON DOOR AND WINDOW.  
CHALLENGE 25 NOTICE ON SPIRITS DISPLAY BEHIND THE COUNTER.  
NO CHALLENGE 25 NOTICE ON OTHER ALCOHOL COLD-CHILL UNIT DISPLAY.  
SPOKE TO ASSISTANT - NO REFUSALS REGISTER,  
NO INCIDENT LOG,  
NO TRAINING RECORDS - HE CONFIRMED HE HAS NOT RECEIVED ANY TRAINING.  
PART B OF LICENCE NOT ON DISPLAY.

I ASKED WHERE THE OWNER WAS AND WAS TOLD 'HE'LL BE IN LATER OR TOMORROW'.

**Date: 23/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: PASSING VISIT. NO CUSTOMERS, ONE MALE MEMBER OF STAFF - WHO I HAD MET BEFORE AND I KNEW SPOKE AND UNDERSTOOD ENGLISH.  
REVIEW NOTICES ON DOOR AND WINDOW.  
CHALLENGE 25 NOTICE ON SPIRITS DISPLAY BEHIND THE COUNTER.  
NO CHALLENGE 25 NOTICE ON OTHER ALCOHOL COLD-CHILL UNIT DISPLAY.  
WINDOW WRAP THE SAME AS PREVIOUS VISITS  
SPOKE TO ASSISTANT –  
NO REFUSALS REGISTER,  
NO INCIDENT LOG,  
NO TRAINING RECORDS - HE CONFIRMED HE HAS NOT RECEIVED ANY TRAINING.  
PART B OF LICENCE NOT ON DISPLAY.

I ASKED WHERE THE OWNER WAS AND WAS TOLD 'HE'LL BE IN TWO DAYS' AND 'HE KNOWS HE'S GETTING A BOOK IN 2 DAYS'.

**Date: 28/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: PASSING VISIT. SHOP OPEN NO CUSTOMERS AND FOR THE PERIOD I WAS IN THE SHOP NO MEMBERS OF STAFF.  
OBSERVATIONS:  
WINDOW WRAP AS PREVIOUSLY NOTED.  
NO PART B OF PREMISES LICENCE ON DISPLAY.  
ONE CHALLENGE 25 SIGN BEHIND THE COUNTER BUT NONE ON DISPLAY IN THE FRIDGE CHILLER DISPLAY

**Date: 30/10/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: PASSING VISIT. NO CUSTOMERS. ONE MALE MEMBER OF STAFF - KNOWN TO SPEAK TO AND SPEAKS/UNDERSTANDS ENGLISH. OBSERVATIONS;  
WINDOW WRAP AS PREVIOUS  
NO PART B OF LICENCE ON DISPLAY  
NO CHALLENGE NOTICE ON CHILL UNIT OF ALCOHOL  
ASKED STAFF MEMBER OF TRAINING - ACKNOWLEDGED HE HAD NOT RECEIVED ANY  
ASKED ABOUT A REFUSALS LOG AND INCIDENT LOG - HE DID NOT UNDERSTAND WHAT I MEANT.  
  
HE THEN TELEPHONED A MALE AND HANDED THE PHONE OVER - WHILST THE MALE DECLINED TO GIVE HIS NAME, HE DID NOT SOUND LIKE THE LICENCE HOLDER. ARRANGEMENTS MADE TO SEE THIS MALE AT THE SHOP AT 1100HRS ON 04/11/2019

**Date: 04/11/2019**

**Visit Reference: COMMUNITY SAFETY**

Description: PRE ARRANGED MEETING WITH PLH. PLH ATTENDED AFTER OUR ARRIVAL WITH AN UNKNOWN MALE AND ONE SHOP ASSISTANT WORKING BEHIND THE COUNTER. PLH PRODUCED HIS OWN PERSONAL LICENCE.

PURPOSE OF THE MEETING DISCUSSED.

PLH STATED HE DID NOT KNOW WHAT THE PROBLEM WAS, IT WAS FURTHER EXPLAINED THAT HE WAS CONTINUALLY BREACHING THE PREMISES LICENCE BY NOT COMPLY FULLY WITH ALL THE CONDITIONS IT CONTAINS.

CERTIFIED COPY OF THE PREMISES LICENCE REQUESTED.

AFTER A 'SEARCH' OF BOXES AND OTHER PAPERWORK FROM UNDER THE COUNTER A COPY WAS PRODUCED - NOT CERTIFIED COPY.

LICENCE CONDITIONS POINTED OUT TO PL WHO RESPONDED ACCORDINGLY:

PART B OF THE LICENCE SHOULD BE ON DISPLAY - I WILL DO THAT NOW

A PERSONAL LICENCE HOLDER SHOULD BE ON THE PREMISES AT ALL TIMES WHEN OPEN TO SELL ALCOHOL - I DIDN'T KNOW THAT

DO ANY OF YOUR MEMBERS OF STAFF HAVE A PERSONAL LICENCE - NO

ARE YOUR STAFF TRAINED - TRAINED IN WHAT?

CONDITION READ OUT TO PL - NO

DO YOU HAVE A REFUSALS LOG - WHAT IS THAT?

CONDITION READ OUT - NO I DON'T NEED IT BECAUSE THEY ALWAYS ASK

FURTHER EXPLAINED THAT ALL CONDITIONS HAVE TO BE COMPLIED WITH AND REASON WHY THE REVIEW WAS LAUNCHED WAS BECAUSE THEY WERE NOT.

THE UNKNOWN MALE WITH THE PL BECAME ARGUMENTATIVE AND CONFRONTATIONAL, CAUSING ME TO TELL HIM THAT I WAS HERE TO SPEAK TO THE PL NOT HIM AND HE SHOULD CALM DOWN. BEHAVIOUR CONTINUED SO MR MOONEY WENT TO THE BACK OF THE SHOP, WHERE PS REYNOLDS HAD GONE TO SPEAK TO A WORKMAN WHO WAS WORKING IN THE PREMISES (LATER ESTABLISHED TO BE THE BUILDING OWNER).

DISCUSSION CONTINUED WITH PL AND HE WAS TOLD THAT A FURTHER VISIT WOULD BE MADE IN A WEEKS TIME TO SEE IF HE HAD ALL ISSUES IN PLACE. HE SAID THAT WAS TOO SOON AND THAT HE WOULD HAVE TO SPEAK TO MR PATRICK (LICENSING AGENT).

IT WAS POINTED OUT THAT ALL THE MATTERS HIGHLIGHTED SHOULD BE IN PLACE AND HE HAD A NUMBER OF MONTHS TO DO THIS AND WAS FAILING ON EACH VISIT. IT WAS NOTED THAT HE HAD NOT BEEN AT THE PREMISES FOR ANY OF THE MAJORITY OF PREVIOUS VISITS.

ONLY MATTER WHICH WAS NOW COMPLIANT WAS THE WINDOW WRAP THAT HAD BEEN REDUCED IN SIZE.

20/11/2019 11:55

**COMPLIANCE VISIT DUE TO PREMISES LICENCE BREACHES THAT ARE SUBJECT TO A LICENSING REVIEW**

ONE MEMBER OF STAFF PRESENT (CONFIRMED NO ONE ELSE ON THE PREMISES WORKING) - KNOWN AND MET BEFORE, WHO SPEAKS AND UNDERSTANDS ENGLISH.

FOLLOWING QUESTIONS ASKED:

DO YOU HAVE A PERSONAL LICENCE - NO

DO YOU HAVE A REFUSAL OF ALCOHOL SALES REGISTER - NO

DO YOU HAVE A LOG USED FOR RECORDING INCIDENTS - NO

HAVE YOU RECEIVED ANY TRAINING IN RESPONSIBLE ALCOHOL SALES - NO

ARE YOU AWARE OF ANY TRAINING RECORDS KEPT ON THE PREMISES - NO

ARE YOU AWARE OF ANY ONE ELSE WHO WORKS IN THE SHOP HAVING A PERSONAL LICENCE - NO

ARE YOU AWARE OF ANYONE ELSE WORKING IN THE SHOP BEING TRAINED IN RESPONSIBLE ALCOHOL SALES - NO

WHERE IS THE OWNER - I DON'T KNOW

WHEN DID YOU LAST SEE HIM - A FEW DAYS AGO.

IT WAS MADE CLEAR TO THE SHOP ASSISTANT THAT HE WAS NOT IN TROUBLE AND THAT THE QUESTIONS ASKED REFERRED TO ISSUES THAT THE PREMISES LICENCE HOLDER IS RESPONSIBLE FOR.

**OBSERVATIONS:**

WINDOW WRAP LICENCE COMPLIANT

WHOLE OF THE PREMISES LICENCE STUCK TO THE CIGARETTE SHUTTER BEHIND THE COUNTER - NOT ACCESSIBLE OR VISIBLE TO READ BY THE PUBLIC

ONE CHALLENGE 25 NOTICE ON THE SPIRITS DISPLAY BEHIND THE COUNTER - NOTHING ON DISPLAY ON THE ALCOHOL CHILLER WITHIN THE PUBLIC SHOP AREA.

WHILST IN ATTENDANCE - ONE CUSTOMER CAME IN AND PURCHASED 2 CANS OF BEER.

**Visit Date 04/12/2019 12:30**

Description ATTENDED THE PREMISES AND SPOKE WITH AKO BALTRUK KAIWER DOB 04/0280 AND ASKED THE FOLLOWING QUESTIONS

1. THERE IS A REQUIREMENT FOR A PERSONAL LICENCE HOLDER TO BE ON THE PREMISES AT ALL TIMES WHEN OPEN FOR THE SALE OF ALCOHOL – ARE YOU A PERSONAL LICENCE HOLDER AND IF YOU ARE PLEASE SHOW ME YOUR PERSONAL LICENCE AUTHORITY. – NO
2. THERE IS A REQUIREMENT FOR ALL STAFF TO BE TRAINED IN RESPONSIBLE ALCOHOL RETAINING – HAVE YOU BEEN TRAINED. – NO
3. THERE IS A REQUIREMENT FOR TRAINING RECORDS TO BE PRODUCED ON DEMAND – CAN I SEE YOUR TRAINING RECORDS. - UNKNOWN TO STAFF
4. THERE IS A REQUIREMENT FOR YOU TO HAVE A SYSTEM IN PLACE TO RECORD REFUSALS OF SALES OF ALCOHOL – IS THERE A WRITTEN SYSTEM IN PLACE – CAN I SEE THIS RECORDED SYSTEM AS YOU ARE REQUIRED TO PRODUCE IT ON DEMAND. - UNKNOWN TO STAFF
5. THERE IS A REQUIREMENT FOR YOU TO MAINTAIN AN INCIDENT LOG THAT SHOULD BE PRODUCED ON DEMAND – CAN I SEE THIS DOCUMENT - UNKNOWN TO STAFF
6. THERE IS A REQUIREMENT FOR YOU TO HAVE AN AGE VERIFICATION POLICY – DO YOU HAVE ONE AND CAN I SEE IT - ONE CHALLENGE 25 POSTER PINNED BEHIND THE COUNTER ON ALCOHOL DISPLAY
7. THE PREMISES LICENCE HOLDER IS RANDJA ISMAIL – DO YOU KNOW WHERE HE IS AND WHEN DID YOU LAST SEE HIM - LAST SEEN APPROX 2 WEEKS AGO

THREE WHITE MALES ENTERED THE STORE AND PURCHASED ALCOHOL WHILST POLICE WERE IN THE STORE