

Telephone 020 8921 8223

Facsimile 020 8921 8380

Email tradingstandards@greenwich.gov.uk

Alcohol Licence applications Protection of children from harm

Trading Standards guidance March 2013



Trading Standards

Community Safety and Environment
Floor 4
The Woolwich Centre
35 Wellington Street
Woolwich, London
SE18 6HQ

Main number 020 8854 8888

Trading Standards is a responsible authority under the Licensing Act 2003.

If you are making an application for either a new licence or variation of an existing licence then we offer the following guidance when you come to complete Part Me of the application form.

Our guidance applicable to off-licence premises covers:

- Staff training etc.
- Refusal register (nature of records kept on paper or computer based systems)
- Age verification (acceptable forms of proof of age)
- Poster display (the national Challenge 25 scheme)

This guidance reflects measures that Greenwich Council expects applicants to implement to protect young children from harm.

Consider using our wording when completing Part Me of the application form. The advice has been drafted in the form of an operating schedule for your consideration.

Local businesses are supported by the provision of free training material, staff training record forms, refusal register, and posters. We welcome your feedback about the materials.

We would strongly encourage you to ask us for a copy of this support material before you make your application.

Our *Think 25!* poster is equivalent to those provided by the Wine and Spirit Trade Association as part of the national Challenge 25 scheme supported by major UK supermarkets and convenience store buying groups. In addition, our *It's a Crime* poster mirrors the national scheme's poster warning adults not to buy alcohol for those under 18 years-of-age.

Trading standards suggested operating schedule for off-licences

Staff training etc

All staff, whether full-time, part-time or just temporary unpaid helpers shall be trained in the law about the sale of alcohol. Their training shall be recorded and refresher training provided at least yearly. The training shall cover, acceptable forms of proof of age, how to refuse a sale to persons under 18 years-of-age, and how to record such a refusal in the refusals register. The training records shall be made available on request to Police and officers of responsible authorities.

Refusal register

When a refusal to sell alcohol takes place the member of staff involved shall record in a refusal register, the date and time of refusal, the type of alcohol requested, a description of the customer, reason for refusal and the name of the member of staff. The refusal register shall be reviewed from time-to-time, and at least monthly by the businesses management. The management shall record the date and time of review and note any actions that appear to be needed to protect young people from harm.

Age verification

The business shall operate a Think/Challenge 25 age verification scheme where anyone who appears to be under the age of 25 shall be asked for proof-of-age. Proof-of-age shall also be requested if a member of staff is unsure of a customer's age. The only acceptable forms of proof-of-age are: 1, Passport, 2, photographic driving licence, 3, a PASS hologrammed proof-of-age card.

Poster display

Posters shall be displayed advising both staff and customers that the Think/ Challenge 25 scheme operates on the premises. In addition, a poster shall advise adults not to buy alcohol for those under 18 years-of-age.

Age restricted products support materials

The following is available free of charge from trading standards:

- Training advice (covers all age restricted products sold in a typical convenience store)
- Staff training records
- Refusal register
- A4 laminated *Think 25!* poster
- A4 laminated *It's a Crime* poster
- A3 tobacco notice (this must be displayed if tobacco is for sale)

More advice about age restricted products is available on our website.

<http://www.royalgreenwich.gov.uk/tradingstandards>

If you would like to discuss a proposed application with trading standards please contact us on 0208 921 8223 or email your query to trading.standards@royalgreenwich.gov.uk.

March 2013