

T & S Convenience Store

CCTV Footage comparison with entries in Refusal and Incident Register
(Footage only requested from 1st July 2011 as anything prior had dropped off the system).

Entry 1 – 01/07/11 at 7.32pm by Suhail (Footage viewed in store)

CCTV footage obtained covers from 7:28pm to 7:38pm.

- No details or description of person refused.
- No evidence of any refusal for cigarettes
- 4 girls seen to enter store no evidence they bought any age restricted products no challenge made.
- Staff member identified as Suhail however it is clearly Tariq who is serving.
- **7.33pm male in striped top seen to buy what appears to be alcohol. Tariq asks if he has seen the males ID before. Males states he has. Tariq requests ID male is unable to provide any, sale made with Tariq stating bring it next time!**

Entry 2 – 01/07/11 at 7.45pm by Suhail

CCTV footage obtained covers from 7:40pm to 7:50pm.

- No details or description of person refused.
- No evidence of any refusals made that would correspond with entries made.

In relation to both these entries the staff member is detailed as Suhail. He is seen in the shop but all persons who enter the shop and purchase goods are served by Tariq. He is not seen behind the counter on the first footage but can be seen serving a male in a red t shirt comes into to redeem a lottery ticket and buy a DVD. At no time on either CCTV footage is Suhail seen to challenged anyone re purchases made.

No evidence of any refusals as outlined in the register are made by either Tariq and Suhail.

Entry 3 – 04/07/11 at 16:07 hrs – Unknown

CCTV footage covers from 4:03pm to 4:12pm.

- Male enters shop very drunk buys cigarettes
- Refused alcohol by as yet unidentified member of staff
- Further reinforced by Suhail
- Suhail instructs him to complete refusal book

No real issues with this entry other than lacking in detail and the fact that as a staff member they had to be instructed to complete the book – Evidence of lack of training.

Entry 4 – 06/07/11 at 6:20pm by Tariq (Footage viewed in store)

CCTV footage covers from 6:15pm to 6:25pm

- Tariq serving behind the counter

No evidence of any refusal as outlined in the refusal book by Tariq. This was some of the footage requested to be viewed by officers on the visit. There is a male shown in a grey t shirt who was identified to officers by Tariq as being the person referred to. This male despite not looking under 18 was buying an O2 mobile top up for £10.

Entry 5 – 06/07/11 at 7:15pm by Tariq (Footage viewed in store)

CCTV footage covers from 7:10pm to 7:20pm

- Tariq behind the counter

No evidence of any refusal as outlined in the refusal book by Tariq, in fact there are no customers served during this period.

Entry 6 – 08/07/11 at 6:39pm by Tariq (Footage viewed in store)

CCTV footage covers from 6:30pm to 6:45pm

- Tariq serving behind counter
- Drunk female enters store singing and soon after leaves having bought nothing
- Radioed in by Tariq
- Evidence of entry being made in refusal register
- Male buying cigarettes is asked for ID by Tariq – produced in order

Re the drunken female - Clearly incident has occurred but there is no evidence of female asking for or attempting to buy alcohol. Details outlined do not reflect what occurred.

Re the asking for ID - No entry made in relation to asking for ID as per best practice.

DATE	TIME	DETAILS OF PERSON REFUSED OR INCIDENT (Description, name, any other relevant information)	REASON FOR REFUSAL	TYPE OF PRODUCT ATTEMPTED TO BUY (include specific brand)	OTHER INFORMATION OR OBSERVATIONS	STAFF MEMBER
ENTRY 1 1/07/11	7.32	No I.d	No I.d	Cigs Richmond US	with young friends	Sohail
ENTRY 2 1 6 3 / 11	7.45	No I.d	Suspicion friend of last Refused	Cigs LTB	looked under	S. Parv S. Parv S. Parv
ENTRY 3 9/10/11	16-07	MAN OF AGE 40	DRUNK	BEER		M.A. Lal
ENTRY 4 06/7	6.25	NO I.D	LOOKED UNDER 19	100 CIGS		TARA
ENTRY 5 06/7	7:15	VERY DRUNK MALE	VERY DRUNK	ALCOHOL	OLD MAN	TARIC

Checked by DPS on:

Signed:

DATE	TIME	DETAILS OF PERSON REFUSED OR INCIDENT (Description, name, any other relevant information)	REASON FOR REFUSAL	TYPE OF PRODUCT ATTEMPTED TO BUY (include specific brand)	OTHER INFORMATION OR OBSERVATIONS	STAFF MEMBER
8/17	6:39	WOMAN OLD VERY NOISY + RUDE	VERY DRUNK	ALCOHOL		TABER

8/17/16

Checked by DPS on:.....

Signed: