

Tear, Jayne

From: [REDACTED]@met.police.uk
Sent: 30 November 2022 15:45
To: Regen, Licensing
Cc: [REDACTED]; Tear, Jayne
Subject: UNTYPE REF171/21

Good Afternoon

In view of the applicants agreement to the below conditions in red police would like to withdraw their objection to granting of the licence for Untype Hair Salon 39 Webber Street SE1 8QW

Kind regards

Mark Lynch Pc2246AS

Southwark Police Licensing

From: Untype Salon [REDACTED]
Sent: 30 November 2022 15:32
To: Lynch Mark A - AS-CU [REDACTED]@met.police.uk>
Subject: Re: UNTYPE REF171/21

I am happy to accept the conditions as stated in your email

On Wed, 30 Nov 2022 at 15:28, [REDACTED]@met.police.uk> wrote:

Hi

I have amended the below in red to read as agreed , please can you check and confirm your agreement to the conditions and I will then inform Southwark council licensing

Kind regards

Mark

- 1. All licensable events held at the premises shall be by way of invite only and a record of the attendees names and contact details shall be kept. This record shall be kept on the premises at all times and made immediately available for inspection by police and authorised council officers.**
- 2. When licensable activities take place the accommodation limit shall not exceed 50 inclusive of staff**
- 3. That licensable activities shall only take place as ancillary to activities consistent with a hair and beauty industry**

4. CCTV shall be installed and have the ability to capture a clear identifiable facial image of all patrons entering the venue. Images will be stored for a minimum of 31 days and will be made available to Police or other relevant authority upon request.
5. That all CCTV footage shall be kept for a period of thirty one (31) days, maintained to a good working order and shall, upon request, be made immediately available to Officers of the Police and the authorised Council officers
6. A member of staff should be on duty at all times the premises is open that is trained in the use of the CCTV and able to view and download images to a removable device
7. When licensable activities take place there shall be clearly legible signage prominently displayed where it can easily be seen and read by customers at all exits from the premises and at the bar area advising to the effect that customers are not permitted to take any drinks from the premises outside of the premises at any time. Such signage shall be kept free from obstructions
8. There shall be no externally promoted licensable events at the venue with the exception of events relating to the hair and beauty industry
9. An incident log shall be kept at the premises ,and made available on request to Police or authorised council officers
10. Notices shall be prominently displayed at all exits requesting customers to respect the needs of local residents and businesses and leave the area quietly
11. That all staff shall be trained in their responsibilities under the Licensing Act 2003 and in regards to the terms and conditions of this licence. Such training should include the prevention of sales of alcohol to underage persons, and the challenge 25 scheme in operation at the premises. Records pertaining to such training shall be kept / be accessible at the premises at all times, shall be updated every 6 months and shall be made immediately available for inspection at the premises to council and / or police officers on request.
12. That customers shall use no outside area after 2000hrs other than those who temporarily leave the premises to smoke a cigarette at the front of the premises with no more than four people permitted to smoke at one any time.
13. The venue shall risk assess the requirement for any SIA depending upon the event.

14. The licensee shall ensure that after 2000hrs no noise shall emanate from the premises by its patrons which causes nuisance to their neighbours or give rise to a nuisance

15. The salon shall have in place a door release system that allows control of entry to the salon during normal working hours or special events.

16. All alcohol and soft drinks will be served in plastic or toughened glass

17. Hair tools that can cause harm or injury will be stored securely away during events

From: Untype Salon [REDACTED]
Sent: 30 November 2022 12:10
To: Lynch Mark A - AS-CU [REDACTED] <[\[REDACTED\]@met.police.uk](mailto:[REDACTED]@met.police.uk)>
Subject: Re: UNTYPE REF171/21

Thanks for updating this,

1. - Should read

All **licensable** events held at the premises shall be way of invite only and a record of the attendees names and contact details shall be kept. This record shall be kept on the premises at all times and made immediately available for inspection by police and authorised council officers.

8. There shall be no externally promoted **licensable** events at the venue with the exception of events relating to the hair and beauty industry

everything else seems fine

On Wed, Nov 30, 2022 at 12:01 PM <[\[REDACTED\]@met.police.uk](mailto:[REDACTED]@met.police.uk)> wrote:

Good Afternoon

Thank you for taking my call today and clarifying the wording of the conditions. I have amended the conditions we discussed and removed original condition numbers 14 and 17 as are in red below . If you are happy to accept these then please can you reply confirming your agreement to these being attached to your licence ,if you're not happy then please feel free to contact me to discuss any issues

1. All events held at the premises shall be way of invite only and a record of the attendees names and contact details shall be kept. This record shall be kept on the premises at all times and made immediately available for inspection by police and authorised council officers.
2. When licensable activities take place the accommodation limit shall not exceed 50 inclusive of staff
3. That licensable activities shall only take place as ancillary to activities consistent with a hair and beauty industry
4. CCTV shall be installed and have the ability to capture a clear identifiable facial image of all patrons entering the venue. Images will be stored for a minimum of 31 days and will be made available to Police or other relevant authority upon request.
5. That all CCTV footage shall be kept for a period of thirty one (31) days, maintained to a good working order and shall, upon request, be made immediately available to Officers of the Police and the authorised Council officers
6. A member of staff should be on duty at all times the premises is open that is trained in the use of the CCTV and able to view and download images to a removable device
7. When licensable activities take place there shall be clearly legible signage prominently displayed where it can easily be seen and read by customers at all exits from the premises and at the bar area advising to the effect that customers are not permitted to take any drinks from the premises outside of the premises at any time. Such signage shall be kept free from obstructions
8. There shall be no externally promoted events at the venue with the exception of events relating to the hair and beauty industry
9. An incident log shall be kept at the premises ,and made available on request to Police or authorised council officers

10. Notices shall be prominently displayed at all exits requesting customers to respect the needs of local residents and businesses and leave the area quietly

11. That all staff shall be trained in their responsibilities under the Licensing Act 2003 and in regards to the terms and conditions of this licence. Such training should include the prevention of sales of alcohol to underage persons, and the challenge 25 scheme in operation at the premises. Records pertaining to such training shall be kept / be accessible at the premises at all times, shall be updated every 6 months and shall be made immediately available for inspection at the premises to council and / or police officers on request.

12. That customers shall use no outside area after 2000hrs other than those who temporarily leave the premises to smoke a cigarette at the front of the premises with no more than four people permitted to smoke at one any time.

13. The venue shall risk assess the requirement for any SIA depending upon the event.

14. The licensee shall ensure that after 2000hrs no noise shall emanate from the premises by its patrons which causes nuisance to their neighbours or give rise to a nuisance

15. The salon shall have in place a door release system that allows control of entry to the salon during normal working hours or special events.

16. All alcohol and soft drinks will be served in plastic or toughened glass

17. Hair tools that can cause harm or injury will be stored securely away during events

Please feel free to contact myself if you wish to discuss or accept the above

Kind regards

Mark Lynch Pc2246AS

Southwark Police Licensing

02072326639

From: Untype Salon [REDACTED]
Sent: 18 November 2022 13:05
To: Lynch Mark A - AS-CU [REDACTED] [@met.police.uk](mailto:[REDACTED]@met.police.uk)>
Subject: Re: UNTYPE REF171/21

Hi Mark,

I added in the extra detail as I used the guidance notes and thought it would help solidify my application however it seems to have made your concerns worse. The temp events notice isnt best suited to our needs as there is a cap on the number or events per year and doesn't allow us to provide salon clients with an alcoholic beverage during a service which was the main point.

How I expect things to go is

Daily service to salon clients - around 10-30 clients daily (less than half will have an alcoholic drink

Small events - up to 20 people (1-2 /week) - most of these events are training and will be dry

small events - industry networking, pr days 20-50 people (1-2 /month)- drinks reception

larger events - up to 100 people (1-2/ quarter)

I hope this gives more insight.

On Wed, Nov 16, 2022 at 1:08 PM [REDACTED] [@met.police.uk](mailto:[REDACTED]@met.police.uk)> wrote:

Good Afternoon

Thank you for taking the time to prepare the below proposed conditions. I have read through your operating schedule and have serious concerns in regard to how you wish to operate. The details you have provided would lend themselves more to a bar and not that of a hair dressers with an occasional event and as such would carry more strict conditions. I would ask how many events you plan on holding and have you considered using Temporary Event Notices as opposed to applying for a full licence ?

At present our objection to the granting of such a licence remains

Kind regards

Mark Lynch Pc2246AS

Southwark Police Licensing

From: Untype Salon [REDACTED]
Sent: 15 November 2022 10:15
To: Lynch Mark A - AS-CU [REDACTED] <[\[REDACTED\]@met.police.uk](mailto:[REDACTED]@met.police.uk)>; Jayne.Tear@southwark.gov.uk
Cc: licensing@southwark.gov.uk
Subject: Re: UNTYPE REF171/21

Dear Mark

Please find attached our response to your concerns

Kind regards

[REDACTED]

We would like to be able to provide customers who come for hair styling to be able to have the option of an alcoholic refreshment with their hair service. We plan on using the open space to host hair related events for example, braiding workshops, black hair educational workshops, and host speakers who are experts in afro/caribbean hair and would like those who attend to be able to have the option of alcoholic refreshments. These events would take place within normal working hours of the salon.

C&D

- No supply of alcohol may be made under the premises license (a) at a time where there is no designated premises supervisor in respect of the premises license; or (b) at a time when the designated premises supervisor does not hold a personal license, or that license is suspended.
- Customers are made aware of the measures of alcohol available to them i.e wine in a glass 125ml;]
- All alcohol on stock will be supplied from legitimate and traceable suppliers
- The front door of the salon operates on a door release system so entry to the salon during normal working hours or special events can be monitored and managed

- the designated premises supervisor or another personal license holder will be present upon the premises at all times that alcohol is either sold or supplied or that proper arrangements are in place for authorisation of staff in their absence and for their monitoring
- authorisations of other staff to supply alcohol will be made by the designated premises supervisor, preferably in written form; and any other personal license holders must be meaningful and be properly carried out.

Public safety

- Alcohol and soft drinks will be served in plastic or toughened glass.
- All bottles sold will be made of plastic
- Where glass bottles are to be used, the contents will be decanted into plastic or toughened glass where it is not intended that the contents are to be consumed direct from glass bottle
- All bottles and glasses are to be removed from the public areas as soon as the contents have been drunk or are empty
- Bottle bins for collection of empty bottles will not be accessible to members of the public
- We have a capacity limit of 100 to prevent overcrowding which could lead to crime and disorder
- Seating will be provided for customers during hair appointments and events held in the salon
- Hair tools that can cause harm or injury will be stored away during events
- Adequate members of staff will be on duty upon the premises so as to ensure proper management control may be maintained;
- A full range of soft drinks will be available as an alternative to alcohol (and free tap water when requested);
- Do not provide advertisements for alcohol in shop windows or display boards or other advertising for alcohol on the shop floor;
- Alcohol on premises will be stored in a controlled area
- Customers are provided with full, clear and up to date information on web sites and other promotional literature on local public transport availability to enable customers to plan their journeys to and from the premises in advance;
- Customers are provided information upon the premises of local taxi companies who can provide safe transportation home;
- Customers are able to use the open space [waiting area] in the salon to wait for transport in a secure environment;
- In the event that a customer appears to have had too much to drink, staff will assist in making arrangements for a safe journey home;

Public nuisance

- Customers carrying open or sealed bottles or glasses will not be admitted into the premises at any time
- Customers will not be permitted to take open containers of alcohol or soft drinks from the premises at any time
- Alcohol will not be served to customers 30 minutes before shop/event closing time.

- During events, customers will not be permitted to congregate outside of the premises with any beverages and will be discouraged from smoking outside of the premises during the event.

Children

- All customers under 16 require adult supervision for salon visits.
- ID will be checked for all customers who wish to have an alcoholic beverage when getting a hair service at the salon - one complimentary drink with their service.
- IDs will be checked for events at the door on entry by staff
- **That "Challenge 25" is supported as part of the age verification scheme established. The scheme should require the production of evidence of age (comprising any PASS accredited card or passport or driving license) from any person appearing to staff engaged in selling or supplying alcohol to be under the age of 25 and who is attempting to buy alcohol;
- That an incident log shall be maintained and details of all age related refusals recorded. This book shall be reviewed monthly by the DPS and any actions taken recorded in the book and signed off by the DPS. This log shall be retained on the premises and made available for inspection by authorized Officers;
- That the DPS shall ensure that, as far as is reasonably practical, alcohol is displayed in an area which can be constantly monitored or supervised by staff, separate from goods likely to be purchased by persons under 18;

On Fri, Oct 7, 2022 at 2:48 PM [REDACTED] > wrote:

Good afternoon

Please find attached Southwark Police objection to the granting of a New Premises Licence for Untype Ltd [39 Webber Street SE1 8QW](https://www.google.com/maps/place/39+Webber+Street+SE1+8QW)

Kind regards

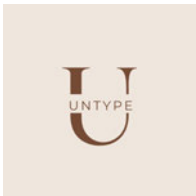
Mark Lynch 2246AS

Southwark Police Licensing

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14065200 Registered in England & Wales

[39 Webber Street,](#)

[London](#)

[SE1 8QW](#)

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The Licensing Unit
Floor 3
160 Tooley Street
London
SE1 2QH

Metropolitan Police Service
Licensing Office
Southwark Police Station,
323 Borough High Street,
LONDON,
SE1 1JL

Tel: 020 7232 6756

Email: SouthwarkLicensing@met.police.uk

Our reference: MD/21/71

Date: 07/10/2022

Dear Sir/Madam

Re:Untype 39 Weber Street SE1 8QW

Police are in possession of an application from the above for a New Premises Licence for the supply of alcohol on sales, regulated entertainment. The operating schedule describes it as a hair salon that wishes to host events. The Hours requested are within the guidelines set out in the Southwark Statement of Licensing.

The applicant has provided very little in the way of an operating schedule. The applicant has offered insufficient control measures to address the licensing objectives, the Home office guidance issued under Sec 182 of the licensing Act 2003 'General principles' state that it is important in setting the parameters within which the premises may operate. Conditions must be precise and enforceable.

I object to the granting of this licence in its current format as the applicant has not addressed the licensing objectives in sufficient form and the lack of information means I cannot make any further comment at this time.

Submitted for your consideration.
Yours Sincerely

PC Mark Lynch 2246AS
Southwark Police Licensing Unit
Tel: [REDACTED]

Tear, Jayne

Subject: FW: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421

From: Moore, Ray <Ray.Moore@southwark.gov.uk>
Sent: Tuesday, November 15, 2022 10:34 AM
To: Untype Salon [REDACTED]; Tear, Jayne <Jayne.Tear@SOUTHWARK.GOV.UK>; Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Subject: RE: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421

On the basis of the e-mail below accepting the proposed TS conditions, Trading Standards as a responsible authority now withdraw their representations.

Ray MOORE

Principal Trading Standards Enforcement Officer

Southwark Council | Environment & Leisure| Regulatory Services

Post: 3rd Floor Hub 2, PO Box 64529 | London SE1P 5LX

Direct line 020 7525 0816 | Fax 020 7525 5735 | Call Centre 020 7525 2000

www.southwark.gov.uk/TradingStandards

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<http://www.southwark.gov.uk/business/trading-standards-and-food-safety/illegal-tobacco-e-cigarettes-and-shisha>

Please consider the environment - do you really need to print this email?

From: Untype Salon [REDACTED]
Sent: Tuesday, November 15, 2022 10:31 AM
To: Moore, Ray <Ray.Moore@southwark.gov.uk>; Tear, Jayne <Jayne.Tear@SOUTHWARK.GOV.UK>
Subject: Re: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421

I accept the conditions

On Tue, Nov 15, 2022 at 10:26 AM Moore, Ray <Ray.Moore@southwark.gov.uk> wrote:

If you just state that you accept the conditions then I can withdraw the representation.

Thanks

Ray MOORE

Principal Trading Standards Enforcement Officer

Southwark Council | Environment & Leisure| Regulatory Services

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<http://www.southwark.gov.uk/business/trading-standards-and-food-safety/illegal-tobacco-e-cigarettes-and-shisha>

Please consider the environment - do you really need to print this email?

From: Untype Salon [REDACTED]
Sent: Tuesday, November 15, 2022 10:24 AM
To: Moore, Ray <Ray.Moore@southwark.gov.uk>; Tear, Jayne <Jayne.Tear@SOUTHWARK.GOV.UK>
Cc: Regen, Licensing <Licensing.Regen@southwark.gov.uk>; Forrest, Yemisi <Yemisi.Forrest@Southwark.gov.uk>
Subject: Re: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421

Good Morning Ray

Thank you for your feedback and documents provided. We have taken on board all of your feedback and will make sure that all the steps are followed correctly.

Kind regards

On Mon, Oct 24, 2022 at 5:18 PM Moore, Ray <Ray.Moore@southwark.gov.uk> wrote:

Trading Standards as a responsible authority are in receipt of an application for a new premises license for the above address. It is for a Hair Salon and Retail Premises. Opening Hours and for sale of alcohol: Mon to Sun: 08:00hrs - 22:30hrs, and 08:00hrs – 22:00hrs respectively.

Trading standards are making representations under the licensing condition “The protection of children from harm”.

It is noted that the following has been stated about the protection of children from harm in the application...

“children will only be permitted with a responsible adult who must stay with them for the whole duration.”

This is insufficient to deal with this licensing objective and trading standards would ask that that these matters are dealt with the following conditions:-

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AB - All staff involved in the sale of alcohol shall be trained in the age check 'Challenge 25' policy. A record of their training, including the dates that each member of staff is trained, shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

4AC - Age check or 'Challenge 25' signage shall be displayed on the premises, areas where alcohol is displayed for sale and at points of sale to inform customers that an age check 'Challenge 25' policy applies and proof of age may be required.

4AI - A register of refused sales of alcohol shall be maintained in order to demonstrate effective

operation of the policy. The register shall be available for inspection at the premises on request by Council authorised officers or the Police.

This authority can provide suitable training records and training materials for the business upon request at no cost. An easy to use refusals register can also be provided. - again at no cost to the business. I attach electronic versions of these for your use.

Ray MOORE

Principal Trading Standards Enforcement Officer

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Untype Limited
14065200 Registered in England & Wales
39 Webber Street,
London
SE1 8QW

Tear, Jayne

From: Regen, Licensing
Sent: 25 October 2022 09:31
To: Beswick, Claire
Cc: Tear, Jayne
Subject: FW: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421
Attachments: Best practice guide 2022.pdf; Age verification policy 2022.pdf; Saying no avoiding conflict 2016.pdf; Proof of age cards 2022.pdf; PAL card retailer guide 2019.pdf; Alcohol 2016.pdf; Southwark Refusals Register 2013LR.pdf

From: Moore, Ray <Ray.Moore@southwark.gov.uk>
Sent: Monday, October 24, 2022 5:18 PM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>; [REDACTED]
Cc: Forrest, Yemisi <Yemisi.Forrest@Southwark.gov.uk>
Subject: RE: Application for a new premises license - Untype Ltd, Unit 6, Bridge House Court, 39 Webber Street, London, SE1 8QW Ref 878421

Trading Standards as a responsible authority are in receipt of an application for a new premises license for the above address. It is for a Hair Salon and Retail Premises. Opening Hours and for sale of alcohol: Mon to Sun: 08:00hrs - 22:30hrs, and 08:00hrs – 22:00hrs respectively.

Trading standards are making representations under the licensing condition “The protection of children from harm”.

It is noted that the following has been stated about the protection of children from harm in the application...

“children will only be permitted with a responsible adult who must stay with them for the whole duration.”

This is insufficient to deal with this licensing objective and trading standards would ask that that these matters are dealt with the following conditions:-

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AB - All staff involved in the sale of alcohol shall be trained in the age check 'Challenge 25' policy. A record of their training, including the dates that each member of staff is trained, shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

4AC - Age check or 'Challenge 25' signage shall be displayed on the premises, areas where alcohol is displayed for sale and at points of sale to inform customers that an age check 'Challenge 25' policy applies and proof of age may be required.

4A1 - A register of refused sales of alcohol shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by Council authorised officers or the Police.

This authority can provide suitable training records and training materials for the business upon request at no cost. An easy to use refusals register can also be provided. - again at no cost to the business. I attach electronic versions of these for your use.

Ray MOORE

Principal Trading Standards Enforcement Officer

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www.southwark.gov.uk/TradingStandards

Need advice on consumer issues? Visit Citizens Advice via www.direct.gov.uk/consumer



<http://www.southwark.gov.uk/business/trading-standards-and-food-safety/illegal-tobacco-e-cigarettes-and-shisha>

Please consider the environment - do you really need to print this email?

Age verification policy sales of alcohol

Trading Standards information

www.southwark.gov.uk

1. Introduction

Mandatory licence conditions require every premises licence holder, or club premises certificate holder, to ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This leaflet explains what this means and details the guidance we have available.

2. What is an age verification policy?

This means procedures should be drawn up and followed so that when any young looking customer attempts to buy alcohol they are always asked to show suitable proof of age. The proof of age should be checked so that you actually verify that they are old enough to buy the product.

The results of these checks should be recorded so you can prove you are complying with the conditions.

Such policies well established by alcohol and tobacco retailers and usually known as 'Challenge 25' because if a customer looks under 25 they will be asked to prove their age or the sale will be refused.

3. How can I achieve what is required?

The law does not say in detail what you must or must not do, so there is flexibility as to how you may achieve the requirements. For example the policy adopted in an independent convenience store may be very different to that applied in a nightclub or a major supermarket.

Our guidance has been developed with local retailers in mind and suggests what we consider to be best practice. You may choose to do things differently but you will need to be able to demonstrate that your policy satisfies the mandatory condition. Always bear in mind that the ultimate objective of the policy is to prevent anyone under 18 being illegally supplied with alcohol.

4. Best practice guidance

Southwark Trading Standards have enforced the laws concerning age restricted goods for over 20 years. We have a range of guidance and materials to help businesses comply with the law and it is available free to Southwark businesses.

Continues/...

We support the PASS approved proof of age card scheme to help local retailers avoid making illegal underage sales and previously issued a Proof of Age London (PAL) card. Recognising and asking for approved proof of age is the best way of preventing underage sales because fake ID cards are widely available. Check the [PASS website](http://www.pass-scheme.org.uk/) for current card issuers (www.pass-scheme.org.uk/)

5. Guidance and signage materials

The key guidance to help you establish a policy is contained in our leaflet;

- Best practice guidance – age restricted sales

If you adopt a policy of following this guidance, and train your staff accordingly, you should satisfy the mandatory licence condition. The guidance can be downloaded from the Council's website or you can request a copy. You will also need the following age restricted sales leaflets or downloads that compliment this guidance;

- Proof of age cards
- Saying no, avoiding conflict

The following signage material is available for you to display

- Challenge 25 posters
- RU18 fridge cabinet door /shelf edge stickers
- Till staff reminder stickers



You may also wish to download Challenge 25 material from PASS website - www.pass-scheme.org.uk/downloads/

6. Product guidance

Most retailers don't just sell alcohol so you may wish to know about these additional leaflets/downloads. They detail the controls on different types of age restricted products (further product specific signage material is also available);

- Alcohol products
- Tobacco products
- DVDs and videos
- Aerosol spray paints
- Knives blades and axes
- National Lottery tickets
- Fireworks
- Acidic and corrosive substances
- Nicotine inhaling products (e-cigarettes etc.)
- Petrol

7. Further information

Comprehensive trading standards guidance can be found on the [Business Companion website](http://www.businesscompanion.org.uk) www.businesscompanion.org.uk but if you require further assistance on these requirements, or would like additional information or any point of sale material please contact us at the address given or visit our underage sales pages at www.southwark.gov.uk/tradingstandards.

Members of our Licensing or Trading Standards teams can also visit your premises to discuss things further if you prefer.

Alcohol products age restricted sales

Trading Standards Information

www.southwark.gov.uk

1. Introduction

This Service enforces the law prohibiting the sales of certain age restricted products. We do this by using underage volunteers to attempt test purchases at shops and licensed premises. We also provide advice and education to businesses, parents and children.

For the purposes of this leaflet Alcohol means spirits, wine, beer, cider or any other fermented, distilled or spirituous liquor above 0.5% strength.

2. Main legal requirements

The law prohibits;

- The sale of alcohol to any person under the age of 18.
- Knowingly allowing the sale of alcohol to any person under the age of 18 (if you work at licensed premises in a capacity which authorises you to prevent such sales).
- Knowingly delivering alcohol to any person under the age of 18 on licensed premises.
- Knowingly allowing the delivery of alcohol to any person under the age of 18 on licensed premises (if you work at licensed premises in a capacity which authorises you to prevent such delivery).
- Knowingly allowing the consumption of alcohol on licensed premises unless the person is 16 or 17 years old and they are drinking beer, wine or cider with a sit-down meal and they are accompanied by someone 18 or over.

The premises licence holder or club premises certificate holder must also ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol (see section 5).

3. Who does the law apply to?

The law applies to any person or trader who sells alcohol. The Designated Premises Supervisor and the Premise Licence Holder could also be prosecuted for any illegal sales.

Continues/...

4. Are there any defences?

Where a person is charged with the offence of selling alcohol to a child under 18 by reason of his own conduct it is a defence that he believed the individual was 18 or over **and** either he had taken all reasonable steps to establish the individual's age, or that nobody could reasonably have suspected that the individual was aged under 18.

'Reasonable steps' is defined as asking the individual for evidence of his age and that evidence would have convinced a reasonable person. However, if the steps taken are shown to be inadequate, for example the ID is obviously forged or belongs to someone else, this defence will not be applicable.

Where a person is charged with an offence by reason of the act or default of some other person, it is a defence that the accused exercised all due diligence to avoid committing it.

5. What can I do to avoid underage sales?

You must have an age verification policy in place. This means that any customers attempting to buy alcohol, who appear to be below a certain age (e.g. 25), are always requested to provide suitable proof that they are old enough to be served. Such proof must include their photograph, date of birth and a holographic mark (for proof of age cards this will be the PASS hologram).

For further guidance please see our separate leaflets '*Age restricted sales – best practice guidance*' and '*Proof of age cards*'. Make sure all your sales staff read these and our associated guidance '*Saying no avoiding conflict*'.

We recommend displaying proof of age material, such as our free RU18 warning stickers or the nationally promoted Under 25 posters.



Challenge 25 materials can be downloaded from the wine and spirit trade association at www.wsta.co.uk/challenge-25

6. What are the penalties if I sell to underage purchasers?

The Licensing Act 2003 prohibits underage alcohol sales etc. Sellers may be issued an £80 fixed penalty notice or be prosecuted. On conviction the maximum fine is £5,000. If two or more sales occur within 3 months the maximum fine (for the premises licence holder) is £20,000. Personal licence holders can also have their licence suspended. A premise's licence can also be reviewed, suspended or revoked if it is found that underage sales are persistently occurring. A closure notice can also be served by Police or trading standards which prohibits the sale of alcohol for up to 14 days. Breaches of licence conditions can lead to a licence review and revocation as well as a fine of up to £20,000.

7. Further information

If you require further assistance on these requirements, or would like additional information or any point of sale material please contact us at the address given.

PLEASE NOTE: Only the Courts can interpret statutory legislation with authority and this leaflet may be revised or amended without notice. (Ref: Alco/1.7 July 2016)

Best practice guidance age restricted sales

Trading Standards Information

www.southwark.gov.uk

This is an advisory document to help retailers comply with laws designed to protect children and alcohol licence conditions regarding age verification. We strongly urge you to follow this guidance.

It is illegal to sell certain goods and services to children under a specific age including;

<p style="font-size: 2em; font-weight: bold; margin: 0;">18</p> <ul style="list-style-type: none"> ▪ Alcohol ▪ Butane lighter fuel ▪ Cigarettes & tobacco products ▪ Corrosive substances ▪ Fireworks (category F2 / F3) ▪ Knives, blades & axes ▪ Nicotine inhaling products 	<p style="font-size: 2em; font-weight: bold; margin: 0;">16</p> <ul style="list-style-type: none"> ▪ Aerosol paints ▪ Animals ▪ Cat F1 fireworks ▪ Petrol
<p style="font-size: 1.2em; font-weight: bold; margin: 0;">12, 15, or 18</p> <ul style="list-style-type: none"> ▪ DVDs, videos, games as marked 	

It is difficult to judge how old teenagers are so it is vital that you and your staff are sufficiently trained to prevent illegal underage sales. Just telling them '**do not sell to anyone underage**' will not be enough;

- **Make sure your staff understand how difficult it is to accurately judge young peoples ages.**
- **Adopt a 'Challenge 25' policy, to ensure your staff always ask for proof of age when dealing with young people wanting to buy age restricted products, and display relevant signage.**
- **Make sure your staff know what acceptable proof of age cards or documents look like.**
- **Use our free point of sale advice materials to act as a visible reminder for your customers and staff about proof of age requirements (Challenge 25 posters, till stickers, shelf stickers etc.).**
- **Train and keep records of training given to all staff. Include guidance on how to say 'no' to underage customers without conflict. Make sure they sign to confirm they have understood the training. You can copy the form on the back of this leaflet for this purpose.**
- **Keep a logbook detailing refused sales and instruct staff to complete it when sales have been refused - regularly review these records and sign that you have done so.**
- **In premises where goods are scanned at the till use the bar codes of age restricted goods to activate a till prompt to alert staff that they need to check the age of the purchaser.**
- **Regularly monitor your staff to check they how they are selling age restricted products.**

The proof of age cards or documents that we recommend you accept are detailed in our information leaflet *Proof of age cards*. Please contact us for a free copy if you don't have one.

Age restricted sales – guidance for sales staff

Trading Standards – Regulatory Services, Hub 1, 3rd Floor, PO Box 64529, SE1P 5LX

Contact centre - 020 7525 2000 email – tradingstandards@southwark.gov.uk

Strategic Director of Environment & Leisure – Caroline Bruce

It is illegal to sell certain goods to children under a specific age including;

<h1>18</h1>	<ul style="list-style-type: none"> ▪ Alcohol ▪ Butane lighter fuel ▪ Cigarettes & tobacco products ▪ Corrosive substances ▪ Fireworks (category F2 / F3) ▪ Knives, blades & axes ▪ Lottery tickets & scratchcards ▪ Nicotine inhaling products (Vapes) 	<h1>16</h1>	<ul style="list-style-type: none"> ▪ Aerosol paints ▪ Animals ▪ Category F1 fireworks ▪ Petrol
		12, 15, or 18	<ul style="list-style-type: none"> ▪ DVDs, videos, games as marked

Trading Standards will use underage volunteers to check how traders are selling age-restricted goods. Both you and your employer could be prosecuted or face other action if you sell to underage persons.

It is difficult to judge how old teenagers are so here are some do's and don'ts concerning sales;

- ✗ Don't rely on looks alone - children can often look a lot older than they really are.
- ✗ Don't sell to a child even if they say the products are for a parent or other adult.
- ✗ Don't ask 'how old are you', 'are you 18' or 'when were you born' – underage persons may just lie.
- ✓ Do follow a 'Challenge 25' policy so that you always ask for proof of age when selling age restricted products to anyone appearing to be under 25. Check that the proof is valid.
- ✓ Do make sure you know what forms of proof of age are acceptable e.g. passport, driving licence, or a [PASS approved proof of age card](#) (e.g. CitizenCard, Totum Card, IDGO etc.)
- ✓ Do read our free guidance leaflets 'proof of age cards' and 'saying no, avoiding conflict'.
- ✓ Do exercise your right not to sell if you suspect an adult is buying age restricted products for someone underage.
- ✓ Do make sure warning notices about age restricted sales and proof of age are clearly displayed where customers can see them.
- ✓ Do maintain a log of refused sales so that you can demonstrate that you are careful in how you are selling age restricted goods.
- ✓ Do sign the declaration below. If you would like any further information on age restricted sales please contact Southwark Trading Standards on 020 7525 2000 or visit www.southwark.gov.uk

Declaration: I have read and understood this leaflet. I am aware of the laws prohibiting the sale of age restricted goods to underage persons and what forms of proof of age are acceptable.

Full name	Position held	Signature	Date

PLEASE NOTE: Only the Courts can interpret statutory legislation with authority and this leaflet may be revised or amended without notice. (Ref: BPG/1.6 July 2022)

PAL card retailer guidance

Trading Standards information

www.southwark.gov.uk

The PAL (Proof of Age London) card is a multi-function proof of age card now available to anyone aged 16-25 living or studying in London's Boroughs. Cards issued to under18s are orange. Pre 2019 issued cards do bear different logos at the bottom and do not feature the PASS logo in the top left.

For further details visit: www.southwark.gov.uk/pal

Name, date of birth of card holder and unique card number. The date of birth is repeated on the back of the card.

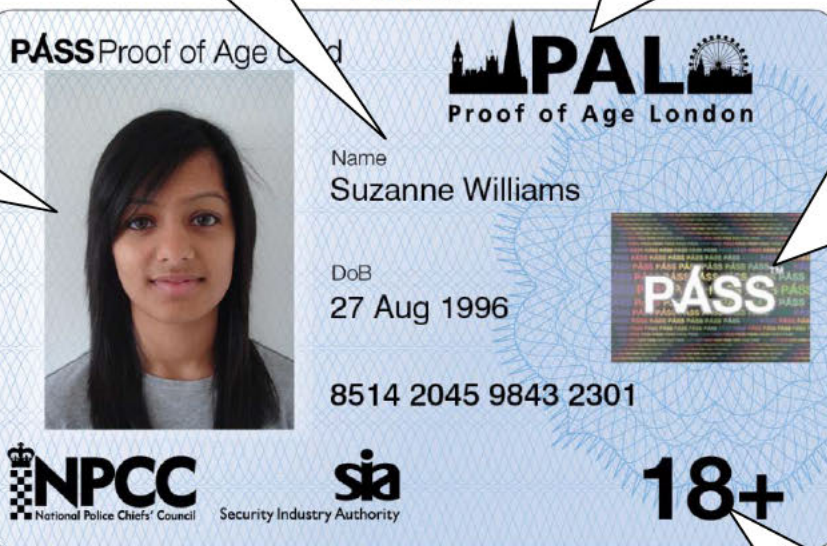
Card issuer's name or logo – this is the only area where pass cards issued after June 2014 will be different. From then a common 18+ design standard applies to all PASS approved proof of age cards.

Photograph of cardholder – this is printed on the card so there should be no raised edges. It is also repeated on the back

UV only 86mm high PASS logo across entire card front



Logos and names of the organisations who support PASS cards



PASS holographic mark – showing the card is approved by the Proof of Age Standards Scheme – the government backed guarantee for proof of age cards. Only cards with a PASS hologram should be accepted as proof of age

BACK ↓

Optional features – Council logos and library barcode - the card can also be used as a Southwark library card



18+ denotes the holder is 18 or over. PASS cards issued to under 18s will not show this mark and the date of birth must be checked

Photograph, name and date of birth of cardholder

Proof of age cards age restricted sales

Trading Standards Information

www.southwark.gov.uk

We recommend that only the following forms of identification be accepted as proof age. All show the holder's photograph, name, signature and date of birth. The proof of age cards shown bear the PASS (Proof of Age Standards Scheme) hologram. This denotes the card is genuine and can be trusted. From 2018 only the NPCC and SIA logos appear on PASS cards and the PASS logo will be top left of card too.



PASS Proof of Age Card
PAL
Proof of Age London

Name: Suzanne Williams
DoB: 27 Aug 1996
8514 2045 9843 2301

NPCC SIA 18+

PASS approved cards

PAL card (Proof of Age London) issued 2014-2021. Replaced the Southwark SPA card shown below and was available to anyone aged 16-25 living or studying in a London Borough. In Southwark the card can also be used as a library card. 18+ cards are blue. Cards issued to under 18s were orange.





PASS Proof of Age Card
CITIZENCARD

Name: Lily Stewart
DoB: 02 Feb 1999
5843 2166 4567 8901

NPCC SIA 18+



PASS Proof of Age Card
TOTUM ID | nuET

Name / Enw: Halley Tshuma
DoB / Divided Card: 02 Oct 1999
982513 6016 5581 5184

NPCC SIA 18+



PASS Proof of Age Card
MY ID CARD

Name: Peter Anderson
DoB: 14 Jun 1983
3288 8312 3456 7892

NPCC SIA 18+



PASS Proof of Age Card
IDGO

Name: Jasmine Allen
DoB: 18 Dec 1991
0617 9844 6596 4477

NPCC SIA 18+



Proof of Age Card
ONEID4U
www.oneid4u.co.uk

Name: Sebastian Bentley
DoB: 02 Sept 1994
4563 2445 9843 2301

NPCC SIA 18+



Proof of Age Card
CITIZENCARD

Name: Mary Baptiste
DoB: 31 Jan 1999
5843 2166 4567 8914
18 on: 31 Jan 2017

16-17

The cards above are nationally issued cards. Note 18+ versions issued from June 2014 feature a common front design with only the card issuer's name/logo varying. Older design versions are still valid provided a PASS hologram is present. All can be used at premises and venues requiring proof of age.



Driving licences - the DVLA started issuing photo card licences in 1998. Provisional licences are green. Licences may be issued to over 16s



Passports - the inside back page contains the holders colour photograph, name and date of birth. Passports are issued to persons of any age

Always check proof of age cards bear a PASS hologram.
For further information visit www.pass-scheme.org.uk



Saying no, avoiding conflict age restricted sales

Trading Standards Information

www.southwark.gov.uk

1. Introduction

When dealing with underage customers we know that saying no can sometimes lead to conflict and aggression. But saying yes to will mean they come back and your premises could become a target for groups of young people determined to get hold of age-restricted products.

The following is based on guidance issued by the Chartered Trading Standards Institute.

2. Display point of sale proof of age material

Displaying proof of age material, such as our free RU18 / 16 warning stickers, Age Check Zone, or the nationally promoted Under 25? posters, may make youngsters think twice before attempting to buy. At the very least such material will prepare them for the fact that they will be asked for proof of age.



3. Stand your ground

Saying 'no' can embarrass a customer, so you need to be tactful. Always be professional, polite and calm, and don't antagonise by getting annoyed or aggressive. Say you are sorry but you cannot sell without proof of age. If you are faced with a group, try to move the person you're talking to away from the rest. This lessens the chance of them playing to the crowd.

- be polite but firm
- use tact, say you are sorry
- be calm, don't antagonise
- don't humiliate

4. Avoid blame

When saying no, or asking for proof of age, try to divert blame away from yourself. Say it's nothing personal but the management at the business are insisting on it. Say that they check the CCTV. You can even say that trading standards or the Police have been round checking and the law requires it.

- de-personalise the situation
- explain your legal obligation
- blame the management policy
- don't get angry

5. Keep your distance

Stay behind the counter or bar - this provides a barrier should violence occur. Use relaxed body language and avoid prolonged eye contact. Use slow and deliberate body movements and try to keep something between you and a possible aggressor.

- avoid prolonged eye contact
- use relaxed body language
- say sorry
- keep a barrier between you

6. Product placement in shops

Cigarettes and tobacco are usually behind the counter so saying no leaves the customer empty handed. However alcohol and other products are usually selected by the customer and brought to the till. This could cause additional confrontation as you will need to keep hold of the product.

To try and avoid such problems consider restricting access to age-restricted products in your premises. Where it is not possible to keep products behind the counter many retailers use secure display cabinets so that assistance has to be sought to purchase the item. This deters underage purchasers and makes it much easier for staff to refuse to sell.

Where secure cabinets are not available try to position age restricted products close to the till so that they prospective underage customers will easily be seen by staff. This will make intervention before an underage customer brings them to the till easier.

For larger displays of goods, such as alcohol, you could also consider supervising access at peak times by having a member of staff on duty next to them.

- consider the location of products
- site products where you can supervise access

7. Further information

If you require further assistance, or would like additional information leaflets or any warning notices / reminder stickers, please contact us at the address given. Our Health & Safety Team can also offer advice on dealing with conflict and aggression at work.

REFUSALS REGISTER

This register is to be used as part of your age verification policy

Premises name _____ Address _____

When customers who appear to be below **25** attempt to buy age restricted products always ask them to show suitable proof of age so that you actually verify that they are old enough to be served



Suitable proof of age means a proof of age card (e.g. SPA card or CitizenCard) which bears a PASS approval hologram or a passport or UK driving licence

- Complete an entry every time an age restricted product sale is refused after the customer has left
- Managers must check, date and sign off each completed page
- Keep the register accessible to all sales staff but out of sight of customers
- Registers must be produced to authorised council officers or police on request

To obtain more registers email tradingstandards@southwark.gov.uk or telephone 020 7525 2000

CHALLENGE 25

agecheck
helping you understand age restricted sales

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
e.g.	5/8/13	7.15pm	<i>Cigarettes and WKD bottle</i>	<i>Female, blonde hair, 5ft 4' - looked 15 years</i>	<i>Nervous and unable to show ID</i>	<i>John Smith</i>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Checked by

Managers name _____

Managers Signature _____

Date _____

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
32						
33						
34						
35						
36						
37						
38						
39						
40						
41						

Checked by

Managers name _____

Managers Signature _____

Date _____

agecheck
helping you understand age restricted sales

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
42						
43						
44						
45						
46						
47						
48						
49						
50						
51						
52						

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
53						
54						
55						
56						
57						
58						
59						
60						
61						
62						

Checked by

Managers name _____

Managers Signature _____

Date _____

agecheck
helping you understand age restricted sales

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
63						
64						
65						
66						
67						
68						
69						
70						
71						
72						
73						

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
74						
75						
76						
77						
78						
79						
80						
81						
82						
83						

Checked by

Managers name _____

Managers Signature _____

Date _____

agecheck
helping you understand age restricted sales

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
84						
85						
86						
87						
88						
89						
90						
91						
92						
93						
94						

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
95						
96						
97						
98						
99						
100						
101						
102						
103						
104						

Checked by

Managers name _____

Managers Signature _____

Date _____

agecheck
helping you understand age restricted sales

Checked by _____
 Managers name _____
 Managers Signature _____
 Date _____

To obtain more registers email
 tradingstandards@southwark.gov.uk or
 telephone 020 7525 2000

	Date (dd/mm/yy)	Time	Type of goods	Description of customer	Staff comments	Staff name
105						
106						
107						
108						
109						
110						
111						
112						
113						
114						