Public Document Pack

Cambridge City Council

Licensing Sub Committee



Date: Monday, 8 April 2024

Time: 10.00 am

Venue: Council Chamber, The Guildhall, Market Square, Cambridge, CB2

3QJ [access the building via Peashill entrance]

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

1 Appointment of a Chair

- 2 Declarations of Interest
- 3 Meeting Procedure
- 4 Luxa Sparkles Review Hearing (Pages 7 88)

Licensing Sub Committee Members: Griffin, McPherson and Pounds

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Website: http://democracy.cambridge.gov.uk

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• Phone: 01223 457000

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Licensing Act 2003 - Licensing Sub-Committee: Hearings Procedure

Preliminary Matters

- 1. **The Chair** will commence the hearing by introducing him/herself, the other two members of the Sub-Committee and the officers present.
- 2. **The Chair** will ask the applicant(s)/the responsible authorities/the interested parties present, and their representatives (if applicable), to introduce themselves and identify their interest in the proceedings.

Failure of a party to attend the hearing

- 3. If a party has informed the licensing authority that he/she does not intend to attend or be represented at a hearing, the hearing may proceed in his/her absence.
- 4. If a party who has not so indicated fails to attend or be represented at a hearing, the Sub-Committee may
 - (a) where it considers it to be necessary in the public interest, adjourn the hearing to a specified date, or

- (b) hold the hearing in the party's absence.
- 5. Where the Sub-Committee holds the hearing in the absence of a party, the Sub-Committee will consider at the hearing the application, representations or notice made by that party.
- 6. **The Chair** will explain the procedure to be followed at the hearing and will confirm whether the Sub-Committee must reach its decision at the end of the hearing or within 5 workings days of the hearing, depending on the application being heard.
- 7. The Clerk to the Sub-Committee will indicate whether any party has requested permission for any other person(s) (other than his/her representative) to appear at the hearing to assist the Sub-Committee in relation to the application, representations or notice of the party making the request. The Sub-Committee will decide whether to grant permission to allow any other person(s) to appear at the hearing on behalf of the party; such permission will not be unreasonably withheld.
- 8. The Clerk to the Sub-Committee will ask whether any party is seeking to introduce any document(s) or other information not previously disclosed to all the other parties to the hearing and the licensing authority. If all the other parties consent, the previously undisclosed document(s) or other information can be produced by a party in support of their application, representations or notice (as applicable).
- 9. The hearing will take the form of a discussion led by the Chair of the Sub-Committee. Cross-examination will not be permitted unless the Sub-Committee considers that cross-examination is required to consider the representations, application or notice as the case may require.
- 10. The Sub-Committee will consider any requests to permit crossexamination on a case-by-case basis. When permission is given to one party, it will also normally be extended to all other parties.
- **11.**The Sub-Committee will decide the equal maximum period of time that each party will have to present their case.

The Hearing

- 12. The Licensing Officer will present the report to the Sub-Committee.
- 13. Members may ask any relevant questions of the Licensing Officer.
- 14. The applicant, or the party who has initiated the hearing, will present their case first.
- 15. The party shall be entitled to:
 - (a) give further information in support of their application, representations or notice (as applicable) in response to a specific request by the licensing authority prior to the hearing;
 - (b) question any other party (if permission has been given by the Sub-Committee);
 - (c) address the Sub-Committee.

- 16.If the Police are a party to the hearing, they will present their case. The Police have the rights listed in paragraph 15 (a) (c) above.
- 17.If any other "responsible authority" are a party to the hearing, they will present their case in turn after the Police and have the rights listed in paragraph 15 (a) (c) above.
- 18. Any other interested parties will then present their case in turn and have the rights listed in paragraph 15 (a) (c) above.
- 19. Members of the Sub-Committee may ask questions of the each party or any other person permitted to appear at the hearing in support of the party.
- 20.**The Chair** will invite the applicant, or the party who has initiated the hearing, and any parties making representations, to briefly summarise their points if they wish.
- 21.**The Chair** will ask the applicant, or the party who has initiated the hearing, and all parties making representations, that they are satisfied that they have said all they wish to.

The Decision

- 22.In considering any representations or notice made by a party, the Sub-Committee may take into account documentary or other information produced by a party in support of their application, representations or notice (as applicable) either before the hearing or, with the consent of all the other parties, at the hearing.
- 23.In reaching its decision, the Sub-Committee will disregard any information given by a party, or any person who has been permitted to appear at the hearing, which is not relevant to
 - (a) the application, representations or notice (as applicable) or in the case of another person, the application, representations or notice of the party requesting their appearance, and
 - (b) the promotion of the licensing objectives or, in relation to a hearing to consider a notice given by the Police, the crime prevention objective.
- 24. The Sub-Committee may consider its decision in private and may move into private session where it considers that the public interest in so doing outweighs the public interest in that part of the hearing taking place in public. If the Sub-Committee do move into private session then all the parties and their representatives, any other person permitted to appear at the hearing, officers, the public and the press will be asked to leave the room whilst the decision is made.

The Chair will tell those present at the meeting the decision taken by the Sub-Committee and the reasons for the decision.



Agenda Item



CONSIDERATION OF AN APPLICATION TO REVIEW A PREMISES LICENCE:

Luxa Sparkles, 103 Cherry Hinton Road, Cambridge

To: Licensing Sub-Committee:

Report by: Luke Catchpole, Environmental Health and Licensing

Support Team Leader

Tel: 01223 457818

E-mail: <u>luke.catchpole@cambridge.gov.uk</u>

Wards affected: Coleridge

INTRODUCTION

- 1.1 An application under section 51 of the Licensing Act 2003 for a review of the premises licence with respect to Luxa Sparkles, 103 Cherry Hinton Road, Cambridge, CB1 7BS has been received from Immigration Enforcement Alcohol Licensing at the Home Office. The application was served on Cambridge City Council (the Licensing Authority) and the premises licence holder, Mrs Priyamwatha Mariflo on the 14th February 2024. A copy of the application was also served on each responsible authority. The application is attached to the report at Appendix A.
- 1.2 The applicant is seeking a review of the premises licence for the reasons outlined in the application (Appendix A).
- 1.3 In accordance with the regulations of the Act, the application was advertised on the premises and at the Licensing Authority Office, Mandela House, 4 Regent Street, Cambridge, CB2 1BY to invite representations from responsible authorities and other persons. The last date for submitting representations was 13th March 2024.

- 1.4 Representations were received from 2 Responsible Authorities,
 Trading Standards and Cambridge City Council acting as the
 Licensing Authority. The representations are attached to the report as
 Appendix B.
- 1.5 The application needs to be determined.

2. RECOMMENDATION

2.1 That Members determine the application on its individual merits having reference to the statutory licensing objectives and Cambridge City Council's Statement of Licensing Policy.

3. BACKGROUND

- 3.1 The premises was granted a premises licence on 10th December 2007. Mrs Priyamwatha Mariflo has been the premises licence holder and Designated Premises Supervisor from this date and throughout the life of the premises licence. A copy of the premises licence is attached to the report as Appendix C.
- 3.2 A history of any complaints associated with the premises, has been detailed in the Licensing Authorities representation, which can be found in Appendix B.
- 3.3 In carrying out its licensing functions, the Licensing Authority must have regard to its Statement of Licensing Policy and additionally the statutory guidance issued under Section 182 of the Licensing Act 2003. The relevant sections from the Council's Statement of Licensing Policy are:
 - Objectives, section 2
 - Fundamental principles, section 4
 - Licensing Hours, section 6
 - Licence Conditions, section 8
 - Licence Reviews, section 10

4. CONSULTATIONS

4.1 The Licensing Act 2003 requires applications made under section 51 of the Act to be served on the Responsible Authorities and also advertised on the premises and at the main Licensing Authority office. During the consultation period, Responsible Authorities and Other Persons (any individual, body or business entitled to make representations to licensing authorities) may make a representation in respect of the application. 4.2 Statutory consultation has therefore taken place with Responsible Authorities and interested parties in accordance with the procedures set out in the Licensing Act 2003 and associated regulations made under the Act.

5. OPTIONS

- 5.1 Whilst having reference to the information provided by the applicant, the premises licence holder and the information raised in the representations and also Cambridge City Council's Statement of Licensing Policy, the Sub-Committee's decision must be made with a view to promoting one or more of the four licensing objectives, namely:
 - (a) the prevention of crime and disorder;
 - (b) public safety;
 - (c) the prevention of public nuisance; and
 - (d) the protection of children from harm.
- 5.2 Members should take such steps that they consider are necessary for the promotion of the licensing objectives. The Sub-Committee may resolve:
 - (a) to leave the licence as it is;
 - (b) to modify the conditions of the licence;
 - (c) to exclude a licensable activity from the scope of the licence;
 - (d) to remove the designated premises supervisor;
 - (e) to suspend the licence for a period not exceeding three months;
 - (f) to revoke the licence.

and for this purpose, the conditions of the licence are modified if any of them is altered or ommitted or any new condition is added (Licensing Act 2003 section 52 (4)).

5.3 Members must give reasons for their decision.

6. CONCLUSIONS

6.1 The Licensing Authority has a duty under the Licensing Act 2003 to promote the Licensing Objectives. Each objective has equal importance. In carrying out its licensing functions, the Licensing Authority must also have regard to its Statement of Licensing Policy and the Statutory Guidance under the Licensing Act 2003, and it is bound by the Human Rights Act 1998. The Council must also fulfill its

obligations under Section 17 of the Crime and Disorder Act 1998 to do all that it reasonably can to prevent crime and disorder in Cambridge.

7. IMPLICATIONS

(a) Financial Implications

Cambridge City Council (the Licensing Authority) has a statutory duty to determine applications made under the Licensing Act 2003. The application fees associated with such applications are set by Central Government and are intended to cover the cost of administering the licensing regime.

There are no specific financial implications associated with this report.

(b) Staffing Implications

There are no staffing implications associated with this report.

(c) Equal Opportunities Implications

No Equality Impact Assessment has been conducted as the only consideration in reaching a decision is whether the granting of the application will undermine the statutory licensing objectives.

(d) Environmental Implications

Any environmental implications that need to be considered must specifically relate to the promotion of the statutory licensing objectives and will be contained in the representations made by the responsible authorities or interested parties.

(e) Community Safety

Cambridge Constabulary, Cambridgeshire Fire & Rescue Service, Cambridge City Council's Environmental Health Team, Cambridge City Council's Planning Service, Cambridgeshire County Council's Child Protection & Review Unit, Cambridgeshire County Council's Trading Standards Department and the Public Health Director were consulted as part of the application process and could have made representation if they supported or objected to the review of the premises licence.

Those making representations would have raised any relevant community safety implications.

- **8. BACKGROUND PAPERS:** The following are the background papers that were used in the preparation of this report:
 - Licensing Act 2003
 - The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005
 - Guidance issued under section 182 of the Licensing Act 2003
 - <u>Cambridge City Council's Statement of Licensing</u>
 Policy

Appendix A – Review Application Form and supporting evidence

Appendix B – Responsible Authorities Representations

Appendix C – The current Premises Licence (Parts A and B).

To inspect these documents either view the above hyperlinks or contact the Licensing Team at licensing@cambridge.gov.uk.

The author and contact officer for queries on the report is luke.catchpole@cambridge.gov.uk

Date originated: 19th March 2024 Last updated: 19th March 2024



Licensing Authority: Cambridge City Council By email: licensing@cambridge.gov.uk

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the lf you are completing this form by hand, plea ensure that your answers are inside the boxe sheets if necessary. You may wish to keep a copy of the complete	se write legibly in block capitals. In all cases es and written in black ink. Use additional
I Home Office Immigration Enforcement	
21 CT 180 1 CO 131 1 CO 180 1	under section 51 / apply for the review of 87 of the Licensing Act 2003 for the
Postal address of premises or, if none, ordna	ance survey map reference or description
Luxa Sparkles 103 Cherry Hinton Road	
Post town Cambridge	Post code (if known) CB1 7BS
Name of premises licence holder or club known) Priyamwatha Mariflo	holding club premises certificate (if
	•
Number of premises licence or club prem PRECAM 000531	ises certificate (if known)
Part 2 - Applicant details	
l am	
	Please tick ✓ yes
an individual, body or business which is n authority (please read guidance note 1, and or (B) below)	ot a responsible complete (A)
2) a responsible authority (please complete	(C) below)

3) a member of the club to which this application relates (please complete (A) below)		
(A) DETAILS OF INDIVIDUAL APPLICATION	NT (fill in as applicable)	
Please tick ✓ yes		
Mr Mrs Miss	Ms Other title (for example, Rev)	
Surname	First names	
I am 18 years old or over	Please tick ✓ yes	
Current postal address if different from premises address		
Post town	Post Code	
Daytime contact telephone number		
E-mail address (optional)		
(B) DETAILS OF OTHER APPLICANT		
Name and address		
Telephone number (if any)		
E-mail address (optional)		

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

(6) 22:3:120 6: 3:120
Home Office Immigration Enforcement Alcohol Licensing Team Lunar House 40 Wellesley Road Croydon CR9 2BY
Telephone number (if any)
E-mail address (optional)
This application to review relates to the following licensing objective(s)
1) the prevention of crime and disorder 2) public safety 3) the prevention of public nuisance 4) the protection of children from harm
Please state the ground(s) for review (please read guidance note 2)
Grounds for review: We have grounds to believe the license holder has failed to meet the licensing objectives of prevention of crime and disorder, as illegal working has been identified at this premises.
Section 36 and Schedule 4 of the Immigration Act 2016 (the 2016 Act) amended the Licensing Act 2003 (the 2003 Act) to introduce immigration safeguards in respect of licensing applications made in England and Wales on or after 6 April 2017. The intention is to prevent illegal working in premises licensed for the sale of alcohol or late-night refreshment.
The Home Secretary (in practice Home Office (Immigration Enforcement)) was added to the list of Responsible Authorities (RA) in the licensing regime, which requires Home Office (Immigration Enforcement) to receive premises licence applications (except regulated entertainment only licences and applications to vary a Designated Premises Supervisor (DPS)), and in some limited circumstances personal licence applications. In carrying out the role of responsible authority, Home Office (Immigration Enforcement) is permitted to make relevant representations and objections to the grant of a licence or request a review of an existing licence as a responsible authority where there is concern that a licence and related licensable activity is prejudicial to the prevention of immigration crime including illegal working.

Transportation and the second of the second of	Please provide as much i guidance note 3)	nformation as possible to	support the application	n (please read
CHICAGO CONTRACTOR CON	Please refer to accompa	anied review pack for det	ailed information	
-	Please tick ✓ yes			
	Have you made an applica premises before?	tion for review relating to the		
	If yes, please state the date	e of that application	Day Month Year	
Annual contract of the last of	If you have made represe they were and when you	entations before relating to made them	the premises, please s	state what
	3 9		Plea	ase tick ✓
	yes			
	 I have sent copies authorities and the premises certificate 	of this form and enclosures to premises licence holder or constants	o the responsible lub holding the club	
		I do not comply with the abo	ove requirements my	
	A FALSE STATEMENT IN	ER SECTION 158 OF THE L I OR IN CONNECTION WITI ATEMENT MAY BE LIABLE UNT.	H THIS APPLICATION.	THOSE
	Part 3 – Signatures (pleas	se read guidance note 4)		
	Signature of applicant or (please read guidance not what capacity.	applicant's solicitor or oth e 5). If signing on behalf of	ner duly authorised age the applicant, please s	ent state in
	Signature			
	Date 14 February 2	2024		
	Capacity Responsible A	Authority	8	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)
Alcohol Licensing Team
Lunar House
40 Wellesley Road

Post town
Croydon
Post Code
CR9 2BY
Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

- A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
- The ground(s) for review must be based on one of the licensing objectives.
 Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
- 4. The application form must be signed.
- An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
- This is the address which we shall use to correspond with you about this application.



Premises Licence Review

Luxa Sparkles 103 Cherry Hinton Road Cambridge CB1 7BS

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Case Summary

On 20 November 2023, East of England Immigration Compliance and Enforcement (ICE) team visited the premises of Luxa Sparkles, 103 Cherry Hinton Road. Cambridge CB1 7BS over concerns that the business was employing an illegal worker named who also resided at the shop. Entry was gained to the premises under Section 179 Licensing Act 2003.

The only worker present at the business was a male who was observed working behind the counter and serving a customer. He was found to have no permission to work and was arrested by immigration officers.

A referral has been made to the Civil Penalty Compliance Team in relation to the illegal working and the relevant authorities have been informed in relation to illegal items found for sale behind the counter.

In addition to illegal working, officers found illegal vapes, nitrous oxide for sale, non-UK duty paid cigarettes and alcohol being provided on credit.

Licensed Premises History

The premises is licensed by Cambridge City Council for the supply of alcohol, Licence No: PRECAM 000531. This licence was issued on 10 December 2007.

The licensee and Designated Premises Supervisor are recorded as being Mrs Priyamwatha MARIFLO of

Companies House records show that the business is listed as LUXSHINII LTD (11960403) with the sole director given as Priyamwatha MARIFLO, born November 1980.

Enquiries with the local authority prior to the enforcement visit showed that Luxa Sparkles is also known to have sold vape products to an underaged individual following a test purchase by Trading Standards officers.

Enforcement Visit: 20 November 2023

Upon entering the premises at approximately 17:30hrs, immigration officers encountered only one person working in the premises, who was located behind the counter and was observed serving a customer. When officers spoke to him, he immediately stated that he was not working.

The person encountered identified himself as also known as "Home Office checks revealed that he had entered the UK illegally by small boat in May 2022 and had an outstanding claim with no permission to work.

He later stated that Mrs Mariflo (the owner) and her husband had allowed him to move into accommodation above the shop 20 days ago, and that he had been working in the shop for 10 days during that time; and that CCTV would confirm this.

stated that Mariflo had shown him how to use the till but admitted that he had not had any training in the sale of alcohol or age restricted products.



Image of encountered behind the till.

Priyamwatha MARIFLO

and was spoken to by officers. Mariflo stated that the business is in her name and she is also listed as the DPS for the premises. Mariflo stated that the business is in her name and she is also listed as the DPS for the premises. Mariflo stated that does not work at the premises but would shadow her working behind the till as he wanted to learn English.
She disputed claim that he lived at the shop and said that he lived with her at her family home. She claimed that there is no accommodation upstairs linked to the property although she was aware that her husband goes upstairs. Mariflo stated that they do not pay for him being at the premises and helping. Mariflo admitted that she had not conducted any Right to Work checks for as she was aware of his immigration status.
Whilst Mariflo denied was working at the premises it was evident to officers that was serving customers in the shop and was the only person in charge of the premises when officers entered.

Additional Concerns

Officers also raised the following concerns:

Vapes over the legal limit were on sale.



The vapes shown above contain in excess of 600 puffs. The branding advertises that they contain "10k puffs" (10,000 puffs).

Nitrous oxide cannisters and the counter sleeves of cigarettes without UK duty being paid on them were located behind the counter.



Photograph taken behind the counter. It shows nitrous oxide cannisters (yellow) and a Benson & Hedges branded sleeve of cigarettes without UK duty paid markers (red).





Images of receipts found in pouches behind the counter.

During the search conducted officers also uncovered a pouch of receipts headed "When officers questioned Mariflo (license holder) about the receipts, she replied:

"It's some regular customer that borrows things. Like this Robert guy he comes to get beer and then when he has money he comes and pays me when he gets paid."

Although no receipts showing the sale of alcohol were found at this time. It is concerning that the license holder has been providing alcohol (beer) on credit.

Reasons for Review

Section 36 and Schedule 4 of the Immigration Act 2016 amended the Licensing Act 2003 to introduce immigration safeguards in respect of licensing applications made in England and Wales on or after 06 April 2017. The intention is to prevent illegal working in premises licensed for the sale of alcohol or late-night refreshment.

Whether by negligence or wilful blindness an illegal worker was engaged in employment and licensable activity on the premises. Although the license holder denied that the person was working. It is clear from the evidence provided that the person was solely responsible for running the premises and the sale of alcohol during the enforcement visit. It is considered that the license holder attempted to deceive officers that the person was working illegally.

It is a simple process for an employer to ascertain what documents they should check before a person can work. All employers are dutybound by law to conduct these checks if they wish to avoid being penalised if found to have employed someone who is prohibited from working; and guidance can be found on the gov.uk website or by using a search engine. Additional information on how to conduct these checks is available online, this includes the Home Office's official YouTube page. The license holder could have prevented the illegal working by conducting a simple check of documents, which the worker could never have satisfied. The worker had a claim to remain in the UK and would have been issued an Application Registration Card (ARC), this would have clearly stated that they do not hold the right to work.



Example of an ARC card where work is not permitted.

It is an offence to work when a person is disqualified to do so, and such an offence can only be committed with the co-operation of a premises licence holder or its agents. It is also an offence to employ an illegal worker where there is reason to believe this is the case.

During a recent test purchase made by Trading Standards at the premises, vape products were sold to an underage individual. Despite this the license holder continues to conduct illegal activities within the business as they were found to have illegal vapes for sale, excise goods which have no duty paid on them and nitrous oxide cannisters behind the counter.

From 08 November 2023, the law was changed to bring nitrous oxide (if it is, or likely to be, wrongfully inhaled) under the Misuse of Drugs Act 1971 as a Class C drug. The law makes possession an offence where its intended use is to be wrongfully inhaled. In this case, the license holder had kept nitrous oxide cannisters behind the counter and the Home Office is concerned that the sale of these cannisters could have taken place without due regard to the intended use by the consumer. The illegal worker had admitted to not being trained on age restricted products and could therefore have been selling the cannisters to be misused.

Trading Standards have previously evidenced that sales of age restricted products have wrongly occurred at the premises. A test purchase was carried out on 22 August 2023 where a vape was sold to an underage volunteer. When officers returned to the premises following the sale, they spoke to who was in charge of the premises. Mariflo was interviewed on 25 September 2023 in relation to the sale and she stated to officers that was not working and helping despite being left in charge of the premises. It is evident that was working at the premises as he was solely responsible for running of the premises in both instances when visits were conducted. The license holder attempted to deceive officers on both occasions stating that he was "helping".

Immigration officers also found tobacco behind the counter (alongside the nitrous oxide), this tobacco did not have the UK duty paid markers. The Licensing Act 2003 at section 144 refers to smuggled goods.

144 Keeping of smuggled goods

(1) A person to whom subsection (2) applies commits an offence if he knowingly keeps or allows to be kept, on any relevant premises, any goods which have been imported without payment of duty or which have otherwise been unlawfully imported.

This section provides that it is an offence knowingly to keep or allow to be kept, on relevant premises, any unlawfully imported goods or goods on which duty has not been paid.

During their investigations, immigration officers noted that the premises had retained a number of till receipts. When questioned, the license holder said that a customer "borrows" items and pays them back when he has money. The license holder stated that the customer "comes to get beer". Providing alcohol on credit would not be considered best practise as this promotes drinking.

In addition, there were no license details displayed at the premises either. This is the bare minimum expectation of a license holder.

Section 182 guidance at point 11.27 states that certain activity should be treated particularly seriously, and this includes employing someone who is disqualified from that work by reason of their immigration status in the UK and for the sale or storage of smuggled tobacco and alcohol. 11.28 of the guidance states that it is expected that revocation of the licence — even in the first instance — should be seriously considered.

Immigration Enforcement submits that for commercial reasons those engaged in the management of the premises employed an illegal worker. What is of greatest concern is that the illegal worker in this case was the only member of staff present at the business and therefore had sole responsibility for the supervision of sales of restricted items such as alcohol and tobacco or vapes.

Whilst Immigration Enforcement do not automatically seek a review of a premises licence, the particulars of this case suggest strongly that a warning or other activity falling short of a review is inappropriate; therefore, Immigration Enforcement has proceeded to a review.

Outcome Sought

The objective of the Licensing Act 2003 (the Act) is to provide a clear, transparent framework for making decisions about applications by individuals or businesses wishing to sell or supply alcohol or provide certain types of regulated entertainment and late-night refreshment.

There are four licensing objectives which underpin the Act, and which need to be taken into account and promoted throughout the licensing process.

The licensing objectives are:

- · the prevention of crime and disorder
- · public safety
- · the prevention of public nuisance and
- the protection of children from harm.

The license holder would have been aware of her responsibilities to uphold the licensing objectives as they are clearly defined as part of the premises license application. In this particular case the license holder (who is also the DPS) admitted that they were aware that the employee did not hold the Right to Work, but still decided to leave him in charge of the premises with the responsibility of sale of alcohol and restricted items. We have outlined the additional concerns regarding vapes, nitrous oxide and providing alcohol on credit. The storage and potential sale of smuggled tobacco is another compounding factor. The 'protection of children from harm' licensing objective has also been undermined as the illegal worker who was in charge of the premises had not received training on the sale of age restricted products and sold a vape to an underage individual during a test purchase. It can be argued the illegal worker therefore could not have effectively protected children from harm associated with alcohol, vapes and nitrous oxide.

Immigration Enforcement asks that the premises licence is revoked. Merely remedying the existing situation (for instance by the imposition of additional conditions or a suspension) is insufficient to act as a deterrent to the licence holder and other premises' licence holders from employing illegal workers and facilitating disqualified immigrants to work illegally.

This submission and appended documents provide the licensing subcommittee with background arguments and information pertinent to that contention. These provide the sub-committee with a sound and defensible rationale as to why it should revoke the licence.

Appendix – Supporting Evidence

Encounter _______-Complete

Illegal Working-Employee ________

Illegal Working-Employer Priyamwatha Mariflo ________

Freetext Vapes _____-Completed

Freetext Nos cannisters ______-Completed

Freetext Receipts in pouch headed _____-Completed

Encounter		
Details		
Type of work	Visit	
Visit reference		
Created by		
ProntoID		
Time	17:36	
Created at geolocation	Easting Northing	546490 256648
Creation date	20-11-2023 17:36:2	22
Chosen Identity		
Identity source/type	Declared	*
Name	ASS. MERKEY VI	
DOB	MINISTER .	
Gender	Male	
Nationality		
Languages		mateu mineral
Languages spoken		
Interpreter used?	Yes	
Interpreter details		
Does the individual understand the interpreter?	Yes	
Encounter		
Encountering officer		
Is this encounter related to a Small Boats event?	No	
Is this person the subject of the visit?	No	
Do you suspect an immigration offence?	Yes	
Why do you suspect the person of an immigration offence?	Whilst entering the premises, the individual was seen working behind the counter serving a customer. When we went to talk to him, immediately stated he wasn't working.	
Declared immigration status	Illegal entrant case. Signing.	
How and when did the subject last enter the UK?	2021	

OFFICIAL SENSITIVE

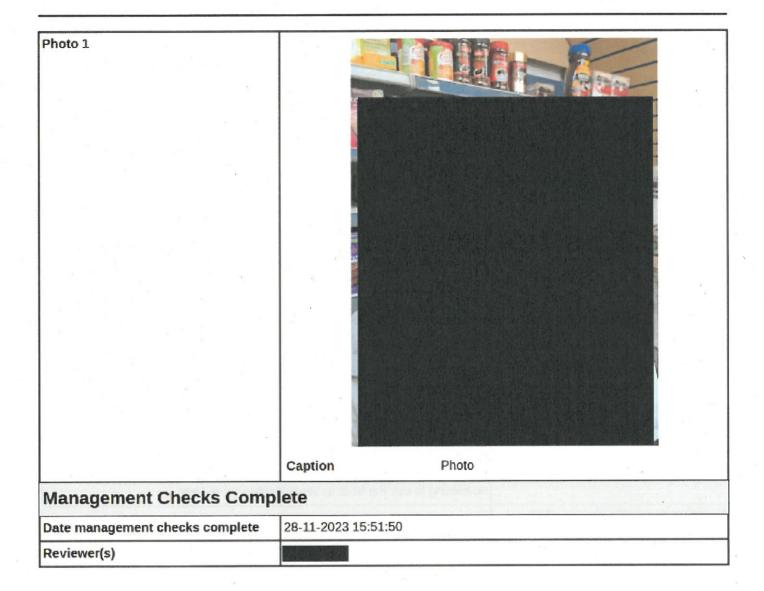
Do you know the subject's CIDPID/ CEPR?	Yes	
CIDPID/CEPR		
Are there any vulnerabilities/ trafficking/safeguarding issues?	No	
Is the subject considered a 'rough sleeper'?	No	
Where in the premises was the subject located?	Serving a customer from	behind the counter
Are you taking enforcement action?	Yes	
References (Person ID, HO Ref, Port Ref, BRP)		
Biographic search results	Systems checked	Person Check
	Result of checks	Person checks show arrived on a small boat. Asylum still outstanding.
	Status returned by system checks	
Identity Documentation		
Document 1	Document type	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Name in document (if different from above)	en e
	Document reference	
· ·	Document expiry date	
	Country of issue (if different from	
	nationality above)	
	Suspected fraudulent	
	Notes	
	Photos	
Notes		
No notes entered.	35 to appeal (specific seasons)	

Illegal Working - Employ	ee	
Details		
Type of work	Visit	
Visit reference		
Created by		
ProntoID		
Subject CIDPID/CEPR		
Subject name		
Subject DOB		
Subject nationality		
Subject gender	Male	
Time	18:10	
Created at geolocation	Easting 546490	
*	Northing 256648	
Creation date	20-11-2023 18:10:28	
Language of Interview		
What language is the interview carried out in?		
Interpreter used?	Yes	
Details of interpreter		
Does the individual understand the interpreter?	Yes	
Obligation		
How long have you been working at this business?	States not working. Although seen working on entry. States was just looking after the shop for 10mins	
who asked you to look. After the shop	Points to lady who has entered the shop and claims to be the owner	
how do you know her	She is wife of my relative, my uncle	
do they allow you live above the shop	Yes	
what is that lady's name	I don't know her name	
what is your uncles name	Mariflo	
do you help out in the shop if they need your help	I may stay half an hour and help clean up the shop every day I come.	

OFFICIAL SENSITIVE

Control	
No details provided.	
Remuneration	
does he have to pay to live upstairs above the shop	No
when you help out do they give you any money or food?	Yes they give me food but no money
why does the lady in the shop know you as	She calls me
Pre-employment Checks	
No details provided.	
Additional Questions	
when you help out and use the till have you received any training	No .
how does he know how to use till, who showed you how to use it?	The lady owner in the shop showed me She showed me 3 days ago
how long has he lived upstairs?	For 20 days
In the shop are some pouches with receipts in what are they? one is labelled	I don't know, I do buy food in theshop
how do you get your money	Friends and uncle give me money, they gave me £50 just the once
if we were to check the CCTV would we see him working	Yes
in the the last 20days since he claimed he arrived how many days would we see him working on the CCTV	10 days
has he had any training in regards to the sale of Alcohol	No

Photographs No photographs Declaration I confirm that I have understood all the questions and that the details are true and correct Interviewee signature 20-11-2023 18:37:34 Observations On entry to the premises, he was the only person in the shop. He was seen behind the till serving a customer who used a debit card. States he has had no training to use the till or to serve alcohol in the shop. Do you suspect this person of illegal working?



Details	a la fatta de la como	The Partie Control of the Control of		
Type of work	Visit			
Visit reference				
Created by				
ProntoID	Priyamwatha Mar	ifio -		
Subject CIDPID/CEPR	Unknown			
Employer	Priyamwatha Mar	ifio		
Subject DOB				
Subject nationality				
Subject gender	Female			
Time	18:06			
Created at geolocation	Easting	E46400		
	Northing	546488		
Creation date	Northing 256642 20-11-2023 18:05:00			
	20-11-2023 18.05.	00		
Language of Interview		A THE STATE OF STATE		
What language is the interview carrie out in?	d English			
nterpreter used?	No			
Employer Details				
Vhat is your position here?	The business is in a	my name but its my husbands business		
hat's your husbands name	Mariflo			
hat's the name of this business	Luxshinii limited			
ho was in present in this premises		s friend asked him to look after the shop		
hat was doing here	He came with me, was working, I askee him to stay whilst I went to tennis David Lloyd			
oes work for you	No he has pysological problems and he wants to learn English and I bring him here			
ou said that you have	Yes lives with me so I have it there, his immigration paperwork and doctors.			
you have his passport	No he doesn't have	one		
n going to out it to you this dividual works here as when officers ived the individual you state as	English, so I sometir	e, he shadows me behind the till as he wants to learn mes bring him here. Only the last week or 10 days he has band goes to thw cash and carry he will help bring in the		

was behind the till and served a cutomer			
	Me i open it then I leave at 14.00 and then my husband comes at 15.00 so sometimes I have to close the shop, but sometimes will stay here in the shop		
what are the plans for the shop as you said your husband has gone to Sri Lanka	My brother is coming tomorrow to help out		
behind the counter there are a series of pouches that have recipts what are these for?	It's some regular customer that borrows things		
what are these receipts for	Like this Robert guy he comes to get beer and then when he has money he comes and pays me when he gets paid.		
you don't pay for being here and	No I dont pay him but he can have a drink here. He asked me to help pay for the lawyers but it's my husbands friend so I don't ask for anything.		
so also lives with you	Yes he does he stays with us as he has pychological issues like wakes up during the night ect		
how does he support and pay for stuff then?	Food and drink he has with us but other thints like clothes I don't know.		
so helps and lives with you, is there any accommodation linked to this premises?	No		
upstairs do you own or have any control over the property upstairs	No .		
what about your husband	I don't know, but I know he goes upstairs		
so the premises has nothing to do with the accommodation upstairs?	No		
is this premises leased	Yes		
is there any way of getting through the shop to the upstairs department	No .		
how long have you had this buisness	Since 2007, it was previously luxe sparkles and it changed in 2015		
and who is the designated premises supervisor	Me		
and do you have it on you or anywhere in the shop that you are the dps?	No I dont have it on me and I'm not sureif they are on the shop as its with my husband. I would have to look		
who usually workes here	Me, my husband, brother and sometimes		
there is noone else formally employed other than you and your husband	Just me and my husband		
you are aware of immigration status	Yes		

Date management checks complete Reviewer(s)	E 30-11-2023 10.10.20			
Management Checks Comp	30-11-2023 16:10:20			
Observations	Made an admission when the referral notice for civil penalty was served that she was disappointed in the staff member. But also stated that at one point had gone on the till and she told him that he shouldn't as he's not allowed.			
Observations				
Contents read back to the employer in the language used during the interview	Yes			
Employer read the contents of the interview themselves	Yes			
Subject has refused to provide a signature	9.			
I confirm that I have understood all the qu	estions and that the details are true and correct.			
Declaration by Employer				
does he have a key to your family home	No if he goes outside we will give him the key but he doesn't go outside			
but he has said he lives upstairs and not with you	No I dont know he lives with me			
has told officers that you allow him to love in the premises upstairs?	No, I don't. I don't know about upstairs my husband goes up there and talks with friends			
so lives with you and where is it?	Yes he does and its			
but he's asked to help pay for the immigration solicitor	Yes but I don't know if my husband has			
did you conduct any checks on before letting him help here	No because I know about his immigration status, because we are helping with the solicitors			

Preetext Details				
Visit reference				
Created by				
Address	LUXA SPARKLES, 103 Cherry Hinton Road, Cambridge , Cambridgeshire, CB1 7BS (Visit Address)			
Subject CIDPID/CEPR	Unknown			
Subject name	Vapes			
Time	17:48			
Created at geolocation	Easting 546495			
	Northing 256632			
Creation date	20-11-2023 17:48:03			
Is this entry related to a Critical Incident?	No			
Entry	an parab secu enception			
Title	Vapes			
Text	Vapes for sale at the back of the counter in excess of 600 puffs.			

Photographs

Vapes



Exhibit Ref

CC/02

Freetext				
Details				
Type of work	Visit			
Visit reference				
Created by				
Address	LUXA SPARKLES, 103 Cherry Hinton Road, Cambridge , Cambridgeshire, CB1 7BS (Visit Address)			
Subject CIDPID/CEPR	Unknown			
Subject name	Nos Cannisters			
Time	17:46			
Created at geolocation	Easting 546491			
	Northing 256643			
Creation date	20-11-2023 17:45:32			
ls this entry related to a Critical Incident?	No			
Entry				
Title	Nos cannisters			
Text	Nos cannisters behind the counter.			

Photographs

NOS cannisters



Exhibit Ref

CC/01

Preetext Details				
Visit reference				
Created by				
Address	LUXA SPARKLES, 103 Cherry Hinton Road, Cambridge , Cambridgeshire, CB1 7BS (Visit Address)			
Subject CIDPID/CEPR	Unknown			
Subject name	Receipts			
Time	17:52			
Created at geolocation	Easting 546497			
	Northing 256623			
Creation date	20-11-2023 17:52:01			
ls this entry related to a Critical Incident?	No			
Entry				
Title	Receipts in pouch headed ' ""			
Text				

Photographs

1



2



3



+

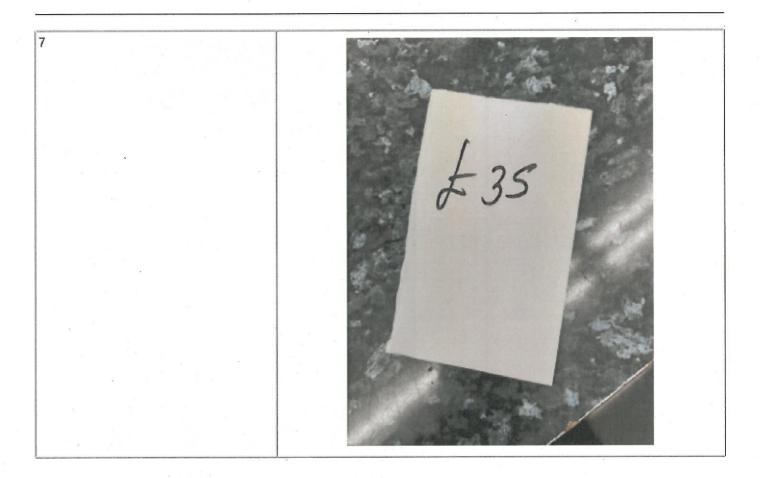


5



6









E-Mail:

Your ref: 277198

Our Ref:

PSU 0836 / MAU 125897

Cambridge City Council Licensing The Guildhall Market Square Cambridge CB2 3QJ

Cambridgeshire and Peterborough Trading Standards Sand Martin House Bittem Way Peterborough PE2 8TY

20th February 2024

Dear Sir

Cambridgeshire & Peterborough Trading Standards support the application to review the Luxa Sparkles premises licence submitted by Home Office Immigration Enforcement on the 14th February 2024

27/06/2022

Cambridgeshire and Peterborough Trading Standards sent an advice letter to Luxa Sparkles after receiving complaints regarding the sale of age restricted goods to underage persons from their premises. (Appendix A)

22/08/2022

Cambridgeshire and Peterborough Trading Standards carried out an underage sales test purchasing exercise during which a can of San Miguel was sold by Luxa Sparkles to a 15 year old volunteer.

11/11/2022

Mrs Priyamwatha MARIFLO who is the Designated Premises Supervisor (DPS) and Licensee was interviewed regarding the alcohol sale. Mr Mariflo MARIYANAYAGAM, Mrs Priyamwatha MARIFLO'S husband was also interviewed, as was the shop assistant who made the sale.

Both Mrs Priyamwatha MARIFLO, Mr Mariflo MARIYANAYAGAM and the shop assistant were offered and accepted cautions in relation to the failed test purchase on the 22/08/2022.

03/02/2023

Cambridgeshire and Peterborough Trading Standards sent another advice letter to Luxa Sparkles (Appendix B)

17/02/2023

Cambridgeshire and Peterborough Trading Standards carried out an underage sales test purchasing exercise where the 14 year old volunteer attempted to purchase alcohol, the sale was refused.

22/03/2023

A further complaint was received alleging that Luxa Sparkles had sold a vape to a person under the age of 18.

22/08/2023

Cambridgeshire and Peterborough Trading Standards carried out an underage test purchasing exercise during which a blueberry Elf Bar was sold by Luxa Sparkles to a 16 year old volunteer. When officers went to discuss the sale with the shop assistant afterwards, the shop assistant, said he could not speak English very well and called Mr Mariflo MARIYANAYAGAM to discuss the sale. Senior Trading Standards Officer covers the events of the 22/08/2023 in his statement. (Appendix C)

25/09/2023

Mrs Priyamwatha MARIFLO and Mr Mariflo MARIYANAYAGAM were interviewed regarding the vape sale.

When asked why someone who could not speak English very well was left in the shop alone Mrs MARIFLO said she had to pop out for an hour for an eyelash appointment. When asked if had the right to work in the UK she told us he didn't but that he wasn't working, just helping them out (she did produce an underage sales training record for During his interview Mr MARIYANAYAGAM was asked whether had the right to work in the UK and he told us that he did. Both admitted that they were struggling staff wise and there was often only one member of staff on duty (annex 2 condition of their licence states at least two members of staff shall be on duty after 21:00)

02/10/2023

Cambridgeshire & Peterborough Trading Standards received a further allegation from a concerned parent whose child admitted to regularly purchasing alcohol from Luxa Sparkles despite only being 16 years old. The most recent purchase was on the 29/09/2023.

09/10/2023

Cambridgeshire & Peterborough Trading Standards emailed Luxa Sparkles to request CCTV for the period of 6pm-7pm on 29/09/2023 and copies of the refusals register entries for that same day (Appendix D).

A report was made to Home Office Immmigration concerning the potential employment of illegal workers by Luxa Sparkles.

12/10/2023

Refusals register entries for 29/09/2023 were emailed over, no mention of the CCTV (Appendix E).

25/10/2023

Cambridgeshire & Peterborough Trading Standards received a further allegation from a parent informing us that her daughter purchased alcohol from Sparkles despite being underage.

26/10/2023

Email sent to Luxa Sparkles thanking them for sending the refusals register entries for 29/09/2023, asking for an update in relation to the request for the CCTV and informing them that we had received a further complaint concerning the sale of alcohol to an underage person (Appendix F).

02/11/2023

Cambridgeshire & Peterborough Trading Standards received a further allegation from a parent informing us that his son purchased hand rolling tobacco from Sparkles despite being underage.

18/12/2023

Following the receipt of information that Sparkles were selling illicit vapes, a vape advice letter was sent (Appendix G).

12/02/2024

Cambridgeshire & Peterborough Trading Standards carried out an unannounced inspection in relation to illicit vapes. I was the shop assistant present at the time of the inspection. He said he could not speak English well and had to phone Mr Mariflo MARIYANAYAGAM to

translate. Is the same shop assistant that sold the vape to our 16 year old volunteer on the 16/08/2023. In total 159 illicit vapes were seized. During the inspection a number of teenagers came into the shop attempting to purchase age restricted goods (inspection was carried out between 3pm – 4pm). It is all and with one particular group was struggling to get them understand why the sale had been refused. Trading Standards Officers intervened to explain why the sale had been refused. The teenagers in question were very argumentative.

Cambridgeshire & Peterborough Trading Standards are prosecuting Luxshinii Ltd in relation to the sale of the vape to our underage volunteer on the 16/08/2023. We are awaiting a first hearing date.

Cambridgeshire & Peterborough Trading Standards are concerned that the licensee /DPS is failing to uphold the licensing conditions relating to the protection of children from harm and the prevention of crime and disorder.

Yours sincerely

Kirsty Draycott Senior Trading Standards Officer Cambridgeshire & Peterborough Trading Standards





F-Mail:

Textphone/minicom:

Our Ref:

Sparkles 103 Cherry Hinton Road Cambridge CB1 7BS

Cambridgeshire and Peterborough Trading Standards PO Box 450 Great Cambourne Cambridge CB23 6ZR

27 June 2022

Dear Sir/Madam

Cambridgeshire & Peterborough Trading Standards have seen an increase in complaints made to us concerning the sale of age restricted items to underage persons. The most regular underage sales complaints we receive are about the sale of alcohol and tobacco & nicotine inhaling devices (vapes). As we are seeing a steady rise in such complaints, we hope the following information is a useful reminder of the types of products which have age restrictions attached to them. There is also some advice and sources of support included to assist you in identifying any areas of your business activity that may require amendment or correction.

Alcohol

Everyone involved in sales from on-licensed and off-licensed premises should be aware of their obligations under the Licensing Act 2003 relating to the prevention of sales of alcohol to children. It is one of the four licensing objectives.

It is essential that you keep within the law and have systems in place that will act as a legal defence to an allegation that an underage sale of alcohol has taken place. If you do sell alcohol to an individual who is under 18 you could be prosecuted and fined, and your licence to sell alcohol could be at risk.

The premises licence holder, the designated premises supervisor (who must be a personal licence holder), any other personal licence holders, and staff within on-licensed and off-licensed premises should all be aware of their obligations under the Licensing Act 2003 relating to the prevention of sales of alcohol to children.

It is the premises licence holder and designated premises supervisor's responsibility to keep within the law and to have systems in place that will act as a legal defence to an allegation that a sale of alcohol has taken place to an individual under the minimum legal age.

A penalty notice for disorder (PND) is a type of fixed penalty notice that can be issued by a Police Officer, Police Community Support Officer or an 'accredited person' to a person who sells alcohol to someone under 18. It is intended to provide a quick and effective means of dealing with certain types of offending as an alternative to prosecution - and may be issued where the person making the sale is the bar person or member of staff (in off-licensed premises). The current penalty charge is £90.

A responsible authority, such as Police or Trading Standards, may ask the licensing authority to review the licence because of a problem at the premises related to any of the four licensing objectives. The licence

could be suspended or revoked. Other licensable activities and non-licensable activities are not affected by this suspension order.

Tobacco

'Tobacco' is defined as including cigarettes, any product containing tobacco for oral or nasal use (for example, snuff) and smoking mixtures used as a substitute for tobacco (for example, herbal cigarettes). 'Cigarettes' include cut tobacco rolled up in paper, tobacco leaf and other material in a form that is capable of being immediately used for smoking.

A 'tobacco product' is defined as "a product consisting wholly or partly of tobacco and intended to be smoked, sniffed, sucked or chewed".

The law states that it is an offence for any person to sell any tobacco products (including cigarette papers) to a person under 18, whether or not it was for their own use. This is a strict liability offence, which means the owner of the business can be held responsible as well as the member of staff who made the sale. If you are charged with this offence, you have the defence that you took all reasonable precautions and exercised all due diligence to avoid committing the offence. This is commonly known as the 'due diligence' defence. See below for more details on this defence.

Nicotine inhaling devices

A 'nicotine inhaling product' means a nicotine inhaling device (used to inhale nicotine through a mouth piece), nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device) or nicotine refill substance (generally known as e-liquid). Nicotine inhaling devices are commonly referred to as 'e-cigarettes' or 'vapes' and the law covers both disposable and rechargeable types.

A person who sells a nicotine inhaling product to someone under 18 commits an offence. This is a strict liability offence; the owner of the business can be held responsible as well as the member of staff who made the sale.

Knives

Under the Criminal Justice Act 1988 it is an offence for any person to sell the following bladed articles to someone under the age of 18:

- · knife, knife blade or razor blade
- axe
- other article that has a blade or is sharply pointed, and is made or adapted for use for causing injury to the person

The Act does not interpret these categories any further, but it is expected that they include:

- any kitchen knife
- cutlery and bread knives
- butchers knives, including meat cleavers
- hobby knives and knives for trade use
- utility and survival knives
- trade tools, including those used for gardening and farming that fit the description of a knife
- cut-throat razors
- · machetes and swords

The prohibition does not apply to:

- folding pocket knives, if the cutting edge of the blade is less than 7.62 cm (three inches)
- replacement cartridges for safety razors, where less than 2 mm of the blade is exposed

When an age-restricted bladed article is sold remotely (such as online or by phone) the package should be delivered into the hands of someone aged at least 18.

An age-restricted bladed article should not be delivered, nor arrangements made to deliver it, to a locker (for example, the type where the consumer would be given an access code to open the locker and collect

the product). This is because it would not be possible to verify the age of the person collecting the item from a locker.

Fireworks

The Pyrotechnic Articles (Safety) Regulations 2015 prohibit the supply of category F4 fireworks to the general public. The Regulations prohibit the supply of category F2 (outdoor use - confined areas) and category F3 (outdoor use - large open areas) fireworks to any person under 18. The Regulations prohibit the supply of category F1 (indoor use low-hazard low-noise - party poppers etc.) fireworks to any person under 16. An exception is made for Christmas crackers, which must not be supplied to any person under 12. Caps for toy guns are exempt from fireworks legislation.

Test purchasing exercises

In the near future Cambridgeshire & Peterborough Trading Standards will be undertaking test purchasing exercises for a range of age restricted products, including some listed above. We strongly recommend that you follow the key best practice features detailed in this letter.

Taking steps to prevent underage sales

If you sell age-restricted products to a person under the minimum legal age, you may commit an offence under the relevant law. The penalties can include a fine or even imprisonment. There are laws that give you a legal defence, which is often referred to as the 'due diligence' defence.

To make out a such a defence, you must prove that you took 'all reasonable precautions / all reasonable steps' and exercised 'all due diligence' to avoid committing an offence. This means that you are responsible for making sure that you and your staff do not sell age-restricted products to people under the minimum legal age. You can do this by setting up effective systems within your business.

These systems should be regularly monitored and updated as necessary to identify and put right any problems or weaknesses, or to keep pace with any advances in technology.

Key best-practice features of an effective system include:

- Age verification checks. Verify the age of potential buyers by asking to see an identity card that
 bears the PASS hologram (the Proof of Age Standards Scheme (PASS) is the UK's national proof-ofage accreditation scheme supported by the Home Office, the Scottish Government, the Association
 of Chief Police Officers (ACPO), Police Scotland and the Chartered Trading Standards Institute
 (CTSI). The Scottish Government also endorses the Young Scot card
- Challenge 21 / Challenge 25. In England and Wales you can participate or must participate as a licensing condition if you sell alcohol - in a scheme to carry out age verification checks on anyone who looks younger than 21 or 25.
- Staff training. Make sure your staff receive adequate training on underage sales. Keep a training record and make sure the training is regularly updated
- Use of till prompts. You can use prompts that appear on the till when an age-restricted product is scanned to remind staff to carry out age verification checks
- Store layout, signage and CCTV. Keep your age-restricted products where they can be monitored
 by staff. For example, fireworks stored on the shop floor must by law be kept in a secure cabinet.
 Ensure you have adequate signs to inform consumers of the minimum legal age to purchase. You
 are legally required to display notices for tobacco and fireworks
- Keep and maintain a refusals register. This means keeping a record (date, time, incident, description of potential buyer) where sales of age-restricted products have been refused. This helps to demonstrate that you actively refuse sales and have an effective system in place

Guidance

Further guidance can be found by visiting the Business Companion website https://www.businesscompanion.info/. Business Companion provides information for businesses and individuals that need to know about Trading Standards and consumer protection legislation.

You may find the links below useful: https://www.businesscompanion.info/en/quick-guides/underage-sales

 $\frac{https://www.businesscompanion.info/en/quick-guides/underage-sales/tobacco-and-nicotine-inhaling-products$

https://www.businesscompanion.info/en/quick-guides/underage-sales/alcohol

Knives, other bladed items and corrosive substances | Business Companion

Challenge 25 posters are available to download from our website:

https://www.cambridgeshire.gov.uk/business/trading-standards/age-restricted-products

I trust that you find this information useful.

Yours faithfully



Kirsty Draycott Senior Trading Standards Officer Cambridgeshire & Peterborough Trading Standards



PETERBOROUGH

Telephone: E-Mail:

Textphone/minicom: Please ask for:



Sparkles 103 Cherry Hinton Road Cambridge CB1 7BS Cambridgeshire and Peterborough Trading Standards PO Box 450 Great Cambourne Cambridge CB23 67R

03.02.2023

Dear Sir/Madam

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If you sell age-restricted products to a person under the minimum legal age, you may commit an offence under the relevant law. The penalties can include a fine or even imprisonment. There are laws that give you a legal defence, which is often referred to as the 'due diligence' defence.

To make out a such a defence, you must prove that you took 'all reasonable precautions / all reasonable steps' and exercised 'all due diligence' to avoid committing an offence. This means that you are responsible for making sure that you and your staff do not sell age-restricted products to people under the minimum legal age. You can do this by setting up effective systems within your business

These systems should be regularly monitored and updated as necessary to identify and put right any problems or weaknesses, or to keep pace with any advances in technology. Key best-practice features of an effective system include:

- Age verification checks. Verify the age of potential buyers by asking to see an identity
 card that bears the PASS hologram (the Proof of Age Standards Scheme (PASS) is the
 UK's national proof-of-age accreditation scheme supported by the Home Office, the
 Scottish Government, the Association of Chief Police Officers (ACPO), Police Scotland and
 the Chartered Trading Standards Institute (CTSI). The Scottish Government also endorses
 the Young Scot card
- Challenge 21 / Challenge 25. In England and Wales you can participate or must participate as a licensing condition if you sell alcohol - in a scheme to carry out age verification checks on anyone who looks younger than 21 or 25.
- Staff training. Make sure your staff receive adequate training on underage sales. Keep a
 training record and make sure the training is regularly updated
- Use of till prompts. You can use prompts that appear on the till when an age-restricted product is scanned to remind staff to carry out age verification checks
- Store layout, signage and CCTV. Keep your age-restricted products where they can be
 monitored by staff. For example, fireworks stored on the shop floor must by law be kept in a
 secure cabinet. Ensure you have adequate signs to inform consumers of the minimum legal
 age to purchase. You are legally required to display notices for tobacco and fireworks
- Keep and maintain a refusals register. This means keeping a record (date, time, incident, description of potential buyer) where sales of age-restricted products have been refused.
 This helps to demonstrate that you actively refuse sales and have an effective system in place

Guidance

Further guidance can be found by visiting the Business Companion website https://www.businesscompanion.info/. Business Companion provides information for businesses and individuals that need to know about Trading Standards and consumer protection legislation.

You may find the links below useful:

https://www.businesscompanion.info/en/quick-guides/underage-sales https://www.businesscompanion.info/en/quick-guides/underage-sales/tobacco-and-nicotine-inhaling-products https://www.businesscompanion.info/en/quick-guides/underage-sales/alcohol https://www.businesscompanion.info/en/quick-guides/underage-sales/knives-other-bladed-items-and-corrosive-substances

Challenge 25 posters are available to download from our website: https://www.cambridgeshire.gov.uk/business/trading-standards/age-restricted-products

I trust that you find this information useful.

Yours faithfully

Cathy Inman
Trading Standards Officer
Cambridgeshire & Peterborough Trading Standards

PETERBOROUGH





STATEMENT OF WITNESS

Criminal Procedure Rules, r16.2 Criminal Justice Act 1967. s. 9.

STATEMENT of						
Age of Witness	: Over 18					
Occupation of Witn	ess : Senior Tradin	g Standards Of	ficer & Accredited Fina	ancial Investigator		
This statement (cor	nsisting of 2 pages ea	ach signed by n	ne) is true to the best o	of my knowledge and	d belief and I	
make it knowing tha	at, if it is tendered in e	evidence, I shal	I be liable to prosecuti	on if I have wilfully s	tated in it	
anything which I kn	ow to be false or do r	not believe to b	e true.			
Dated the 26th Sept	ember 2023				*	
			(Signe)	· · · · · · · · · · · · · · · · · · ·		
			(Witnessed)			
			being unable to read	I the above statemer	nt	
Ι, ·	w ==		of			
read it to him before	he signed it.					
Dated the	day of	20 .				
			(Signed)			
of the Consumer F 2015 and the Child	ar investigator within Protection Act 1987, T	the Trading Sta he Nicotine Info ons (Protection	ugh City Council as a S andards Department, I haling Products (Age o From Tobacco) Act 19	I am an authorised of of Sale & Proxy Purc	officer for the purpose thasing) Regulations	

Cambridgeshire, Peterborough and Rutland.

On the 22nd August 2023 I was part of a "test purchase" exercise regarding the sale of prohibited goods to persons under the age of 18 with my colleagues

A volunteer under the age of 18 would be instructed to visit a number of different businesses and attempt to make a "test purchase" of an age restricted product (vape/cigarettes/alcohol) in the presence of a Trading Standards Officer.

At approximately 11:30am on the 22nd August 2023 I entered the business known as Sparkles at 103 Cherry Hinton Road, Cambridge, CB1 7BS and browsed the chilled products. Approximately 5 to 6 seconds later I observed the "volunteer" enter the store. My role was to discreetly observe any interactions that took place and to ensure the volunteers safety at all times.

At approximately 11:31am I watched the volunteer approach the shop counter, which was situated immediately to the right as you entered the shop doorway. The volunteer asked for "a blueberry vape" and pointed at the products on display. The shop assistant was a Asian/Indian male around 35-40 years of age, approximately 5ft 6" tall of medium build and was wearing a yellow T-Shirt. The shop assistant behind the counter simply said "this one" and placed a boxed vape approximately 12cm x 3cm x 2cm on the counter. I then observed the volunteer make a payment to the male, pick up the vape from the counter top and exit the premises.

Signed

NOTE: This statement must be signed at the end of the type-written matter by the person making the statement. If statements are typed double spacing must be used.

PETERBOROUGH



Statement of Witness

(Criminal Procedure Rules, r27

Criminal Justice Act 1967, s. 9, Magistrates' Courts Act 1980, s.5B)

CONTINUATION	Page Number 2		TRA	ADING STAN	DARDS SI	ERVICE
informed by the vo	plunteer that they had	ithout making a purchase. I paid £8 for a "Blueberry E seal number C0011262. I	Elf Bar 600°. At th	is point I put the	vape into a	n
our visit. That I ha	duced our warrant ca d just observed the sa	and I returned to Spark rds and introduced ourselv ale of a vape to person un naling Products (Age of Sa	ves to the shop a der the age of 18	ssistant. I explai , as such we su:	ned the purp spected ther	oose of
understand and sr	neak English as it was	e) initially seemed evasive; so't his pative language. H . He informed us t r Mariflo Martyanayagam.	e provided his na hat he had only b	me as	dob 2	of
	"talk to him". At this p	vner on his mobile telepho point and I both the purpose of our visit fo	n introduced ours			
My colleague com would be in contact	pleted the relevant pa t in the near future to	aperwork and provided discuss this matter forma	with copies Ily with both him	. I again explain and the busines	ed that an of s owner.	fficer
We exited the prer	mises at approximatel	ly 12:04hrs				
A Company of the Comp						
						3
			10			

NOTE: This statement must be signed at the end of the type-written matter by the person making the statement. If statements are typed double spacing must be used.

From: Kirsty Draycott

Sent: Monday, October 9, 2023 8:23 AM

To:

Subject: Further underage sales complaint

Dear Mr Mariflo Mariyanayagam & Mrs Priyamwatha Marifolo

I have received a further complaint concerning the sale of alcohol from Luxa Sparkles to an underage person.

Please could you provide me with the CCTV footage from between 6pm and 7pm on Friday 29th September 2023 along with the refusals register entries for that day.

Many thanks Kirsty

Kirsty Draycott Senior Trading Standards Officer <u>Cambridgeshire & Peterb</u>orough Trading Standards

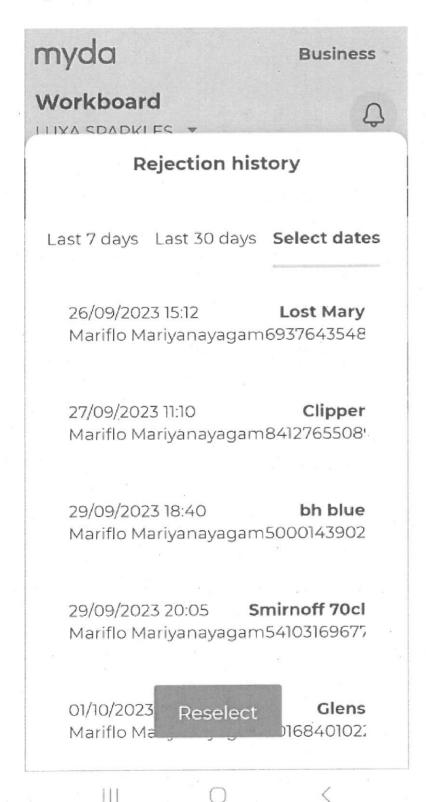
Address:

Trading Standards South Cambridgeshire Hall Cambourne Business Park Cambourne CB23 6EA From: Luxa Sparkles

Sent: Thursday, October 12, 2023 3:56 AM

To: Kirsty Draycott <

Subject:



From: Kirsty Draycot

Sent: Thursday, October 26, 2023 9:12 AM

To: Luxa Sparkle: Subject: Re:

Thank you for sending me the refusals register.

Do you have any update in relation to my request on the 9th October 2023 for the CCTV between the hours of 6pm and 7pm on Friday 29th September?

I am in receipt of a further complaint concerning the sale of alcohol to an under 18 at Sparkles. I will try and establish further details and come back to you about that one if I can establish the date and approximate time of the alleged sale.

Kind regards Kirsty

Kirsty Draycott Senior Trading Standards Officer Cambridgeshire & Peterborough Trading Standards

Address: Trading Standards South Cambridgeshire Hall Cambourne Business Park Cambourne

CB23 6EA

From: Luxa Sparkles

Sent: 12 October 2023 03:55

To: Kirsty Draycott

Subject:





E-Mail: Please ask for:

Our Ref:

CMU 245222

Luxa Sparkles 103 Cherry Hinton Road Cambridge CB1 7BS

Cambridgeshire and Peterborough Trading Standards Sand Martin House Bittern Way Peterborough PE2 8TY

18th December 2023

Dear Sir/Madam

Both locally and nationally Trading Standards are seeing a rise in potentially unsafe and non-compliant electronic cigarette products (commonly known as "vapes"), and as such we are asking you to carry out a few checks on the products you have in stock, as well as those that you intend to buy in.

Product requirements for vapes

The Tobacco and Related Products Regulations 2016 set out rules covering vapes. No one must produce or supply a vape or refill container unless they meet the following requirements:

- nicotine-containing liquid for retail sale must be in a dedicated refill container in a maximum volume of 10 ml; in a disposable vape, single-use cartridge or a tank the maximum volume is 2 ml
- · the capacity of the tank of a refillable vape must not be more than 2 ml
- there is a nicotine limit of 20 mg per ml that applies to nicotine-containing liquids in an vape or refill container

Disposable vapes sometimes display a typical number of puffs on the packaging. Typically, a disposable vape would provide 600 puffs or the equivalent of 20 cigarettes.

Nicotine-containing liquid must:

- · be manufactured using only ingredients of high purity
- not contain certain additives (see the 'No vitamins, colourings or prohibited additives in tobacco products' section of this guide) but can contain flavours
- not contain substances other than the ingredients that were part of the formal notification process laid down in the Regulations
- · not include ingredients (except nicotine) that pose a risk to human health

In normal use the vape must deliver a consistent dose of nicotine.

A vape or refill container must be child-resistant and tamper-evident, protect against breakage and leakage and have a mechanism to ensure that refilling can take place without leakage (this does not apply to disposable vapes).

Information and labelling

No one may produce or supply a vape or refill container unless it meets the requirements set out below:

- each unit packet of the vape or refill container must include a leaflet with the following information:
- instructions for storage and use, including a reference that the product is not recommended for use by young people and non-smokers
- contra-indications
- · warnings for specific risk groups of people
- possible adverse effects
- · addictiveness and toxicity
- the producer's contact details

each unit packet of the vape or refill container must include:

- · a list of all ingredients in descending order by weight
- · nicotine content and delivery per dose
- batch number
- · recommendations to keep the product out of reach of children
- each unit packet and any container pack must carry the health warning 'This product contains nicotine which is a highly addictive substance'. It must appear on the front and back surfaces and cover 30% of that area

Nicotine-containing vapes and refill containers

All producers of nicotine-containing vapes and refill containers must submit information about their products to the Medicines and Healthcare Regulatory Agency (MHRA), using a GB portal. This includes ingredients and emissions information, toxicology data, information on the nicotine dose and uptake when used normally and a description of the components of the product. Producers must also notify of the withdrawal of a product from the market.

Retailers should ensure, before they purchase these products, that they have been properly notified and not subsequently withdrawn. Retails can do this by checking the list of submitted vape products on the MHRA website or, if they cannot find them on the list, they should ask their supplier to confirm they comply with the requirements of the regulations and have been notified to MHRA. Products that have not been notified or have been withdrawn cannot be supplied and may be seized by trading standards.

For further guidance please visit the Business Companion website https://www.businesscompanion.info/ and search 'vapes'

The Association of Convenience Stores have also produced some useful guidance regarding vapes, see link below https://www.acs.org.uk/advice/selling-vapes

Age Restricted Sales

A 'nicotine inhaling product' means a nicotine inhaling device (used to inhale nicotine through a mouth piece), nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device) or nicotine refill substance (generally known as e-liquid). Nicotine inhaling devices are commonly referred to as 'vapes' and the law covers both disposable and rechargeable types. In this guide, 'vapes' refers to all the products mentioned in this paragraph, not just the inhaling devices.

A person who sells a vape to someone under 18 commits an offence. This is a strict liability offence; the owner of the business can be held responsible as well as the member of staff who made the sale.

There is an exception for vapes that are licensed as medicines or medical devices. This exemption only applies to the extent to which the product is authorised.

If you sell vapes you might want to display a poster advising customers that you will not sell to under-18s:

If I sell vapes or nicotine refills to people under 18 TRADING STANDARDS WILL PROSECUTE ME

Note: unlike the tobacco poster, this is not a legal requirement and is simply suggested wording.

Single use, disposable vapes are increasingly popular with children, largely due to their bright colours, appealing flavours and price. You and your staff should be alert to attempts by children to buy these products and take extra care to avoid underage sales.

Persistent sales to under-18s

If you are convicted of selling tobacco or vapes to persons under 18, and at least two other offences occurred in the preceding two years relating to the same premises, trading standards can make an application to a Magistrates' Court for a restricted premises order and/or a restricted sales order.

A restricted premises order prohibits the sale from the premises of any tobacco, cigarette papers or vapes to any person, by you or any of your staff for a period of up to one year. You are entitled to make representations to the court as to why they should not grant the order.

A restricted sales order prohibits a specified person who has been convicted of a tobacco or nicotine offence from selling any tobacco, cigarette papers or vapes to any person and from having any management function related to the sale of tobacco, cigarette papers or vapes for a period of up to one year.

Offences are committed if a person sells tobacco, cigarette papers or vapes when a restricted premises order is in place or if a person fails to comply with a restricted sales order.

For further guidance please visit the Business Companion website https://www.businesscompanion.info/ and search 'age restricted'

The Association of Convenience Stores have also produced some useful guidance regarding age restricted sales, see link below https://www.acs.org.uk/advice/age-restrictions

Disposal

Retailer responsibilities for all retailers selling electricals:

- All retailers selling electricals (including vapes) need to provide a way for customers buying new electricals to dispose of their old electricals on a like-for-like basis regardless of how you sell the products, whether direct or by internet, mail order or telephone
- You must take back items that have the same function, regardless of brand. For example:
 - o take back a customer's old vape when they buy a new one

You have 3 options to offer this take-back service to your customers

- provide a free, in store, take back service
- · set up an alternative, free take back service
- join the Distributor Takeback Scheme (DTS) if you sell electricals worth < £100k, or online only

If you fail to comply with the waste electrical and electronic equipment (WEEE) regulations, you can be prosecuted and fined up to £5,000 at a magistrates' court, or get an unlimited fine from a Crown Court.

Next steps

Cambridgeshire & Peterborough Trading Standards will be carrying out unannounced inspections to check compliance with the requirements detailed in this letter. If non-complaint vapes are found during the inspection they will be seized and action will be taken in line with our enforcement policy.

To ensure compliance we are advising retailers to carry out the following checks on products before buying them from your supplier and placing them on sale.

☐ Check the strength - the maximum strength should be no more than 2% nicotine.

Check the capacity - the maximum capacity should be no more than 2ml.
☐ Check the warning – it should state "This product contains nicotine which is a highly addictive substance", not ' nicotine is a highly addictive chemical'.
☐ Check there is a UK address on the product.
☐ Check the E-cigarette / refill container is child resistant, tamper evident and protected against breakage and leakage.
☐ Ensure you purchase your stock from reputable suppliers and keep receipts/invoices as proof of purchase.
☐ Ensure you have a free-to-customers take back service set up and advertise this to buyers of electrical goods, including vapes.
I trust that you will find this information useful.
Yours faithfully

Kirsty Draycott Senior Trading Standards Officer Cambridgeshire & Peterborough Trading Standards

THE LICENSING ACT 2003 REPRESENTATION FORM FOR "RESPONSIBLE AUTHORITY"

Please delete as applicable: LICENSING AUTHORITY

	·				
Your name	Alex Beebe				
Job Title	Environmental Health Officer (Commercial & Licensing)				
Postal Address (inc post code)	Cambridge City Council PO BOX 700 Cambridge CB1 0JH				
Contact telephone number:					
Mobile Number:	N/A				
Email address:					
Name of Premises you are making a representation about:	Luxa Sparkles				
Address of the premises you are making a representation about:	103 Cherry Hinton Road Cambridge CB1 7BS				
Objectives. Please detail the headings) and the reason for you you wish to be considered. (Us considering representations the a	evidence suppo or representation e additional she othority may tak	y must relate to one or more of the Licensing rting your representation, (under the relevant its. It is important that you detail all matters that eets if necessary). Regulations provide that in a into account documentary or other information with the consent of all parties, at the hearing.			
Which licensing objective(s) representation relate to?	does your				
The prevention of crime and disorder		Public safety			
See below	U .	N/A			
The prevention of public nuisance		Protection of Children from Harm			
N/A		See below			

LICENSING ACT 2003 LICENSING AUTHORITY REPRESENTATION FORM

To:

Environmental Health Manager

From:

Alex Beebe

Premises:

Luxa Sparkles, 103 Cherry Hinton Road, Cambridge

Reference: SR/390520

Review of premises licence

Comment:

Introduction

On 14th February 2024 the responsible authorities (for the purposes of the Licensing Act 2003) were consulted on a review of the premises licence for Luxa Sparkles off-licence. The review proceedings have been instigated by the Home Office (Immigration Enforcement) under the 'prevention of crime and disorder' licensing objective, following illegal working being identified at the premises. Immigration Enforcement have requested the premises licence be revoked.

The purpose of this submission is to summarise the complaints and related investigations that the licensing authority has received regarding the premises including: a) alleged underage sales of alcohol and other age-restricted products; and, b) the sale of alcohol to intoxicated customers.

May 2018

A member of staff of a local sixth form college contacted the Police alleging that a 17-year old student had bought a bottle of vodka unchallenged from the premises on 25th April 2018. The student later had to be taken to hospital due to intoxication.

There was also a separate complaint received by the licensing authority from a local resident alleging the sale of alcohol to people who were already drunk; this apparently resulted in congregations of intoxicated people outside the business at night-time causing issues such as noise disturbance.

An inspection of the premises was undertaken together with the police licensing officer. The manager was interviewed and till receipts checked, but there was no evidence of the transaction taking place. The manager was reminded of their legal duties with regard to the sale of age-restricted products. Condition 6 of the premises licence requires the business to operate a 'Challenge 21' policy.

January 2019

A complaint was received alleging that on 26th January 2019 a group of three 14–15-yearolds had been sold three bottles of Lambrini and a small bottle of vodka. The children were not asked for ID. The complainant was the mother of one of the children.

A joint visit was made with the police licensing officer on 30th January 2019. Although CCTV footage was inspected and till receipts checked (between the hours the children were said to have visited the business) no evidence could be found of the visit/transaction in question.

An advisory letter (attached as **Annex 1**) was issued to the DPS/licence holder 'Mrs Priyamwatha Mariflo'. The letter reminded Mrs Mariflo of her responsibilities regarding the sale of age-restricted products as well as the need to ensure compliance against the conditions attached to the licence. Trading Standards were sent a copy of the letter for their information.

October 2020

The Police received a complaint from a mother of a 16-year old who advised her daughter and friend were able to purchase a bottle of vodka from the business on 16th October 2020. The licensing authority was duly advised of the complaint. Although the complainant was approached for further information there was no response. The police licensing officer advised that the Police had also received two separate allegations in August 2020 of nitrous oxide canisters being sold to children.

A joint visit with the police licensing officer was made on 10th November 2020 where Mrs Mariflo's husband was present with two other staff members. During the visit staff asked questions such as: whether proxy sales were allowed (parents buying alcohol on behalf of their children); whether they could accept copies of ID e.g. photographs of passports, driving licences etc. on a phone rather than originals; and, if they needed to ask for identification of young people on each occasion even if they had seen ID previously. This raised serious concerns about the level of training given to staff: Mrs Mariflo was named as the person responsible for staff training.

An advisory letter (attached as **Annex 2**) was sent by the police licensing officer to Mrs Mariflo dated 13th November 2020. It was stressed to Mrs Mariflo that the police and licensing authority took complaints of alleged underage sales seriously, and that should evidence be obtained a review of the premises licence would be sought. Due to the concerns raised during the visit, as well as the history of complaints, Mrs Mariflo was requested to submit a minor variation to add two conditions to the premises licence. These conditions sought to promote the licensing objectives by: enhancing the training given to staff members; request 6-month refresher training; maintain records of such training; operate a 'Challenge 25' scheme; and, maintain a refusals log.

Mrs Mariflo responded to this letter with an e-mail dated 1st December 2020 (attached as **Annex 3**) where she disputed the allegations of underage sales and stated she conducted staff training every 6 months. She also indicated that she would submit a minor variation application, although this has yet to occur.

It was concluded there was insufficient evidence at the time to pursue a review of the premises licence. There was also no way to compel the licence holder to submit a minor variation. A test purchasing visit was considered but deemed not to be practical due to the impacts of the pandemic.

June 2021

A complaint was a received from a local resident alleging issues from noise and anti-social behaviour, arising from congregations of intoxicated individuals regularly seen of an evening outside the front of the business. The complainant alleged they had seen staff members giving alcohol and associating with those gathering. The matter was referred to the police where the local neighbourhood policing team was asked to lookout for on their patrols.

January 2023

The Police received a report of the business allegedly selling alcohol to children at significant risk. The licensing authority and Trading Standards were duly advised of the complaint. Trading Standards advised that they had conducted a test purchasing operation at the business in August 2022, in which a child was able to purchase alcohol. The issuing of cautions to Mrs Mariflo, her husband and a staff member was being considered. Mrs Mariflo was advised that further test purchasing activity would be considered and should they fail again then Trading Standards would be looking to review the premises licence.

Summary

Whilst the licensing authority has no direct evidence of offences being committed under the Licensing Act 2003 e.g. sales of age-restricted products to children, sale of alcohol to intoxicated customers etc. there have been six similar complaints made against the business in the past 6 years. No other off-licence premises in the city has received a similar level of complaints.

Visits to the premises have given risen to a number of concerns, especially staff training for which the licence holder and designated premises supervisor, Mrs Marfilo, is responsible. Despite persistent warnings to the business, complaints have continued. Recommendations provided by the licensing authority and the Police have also seemingly been ignored. This calls into question whether the licence holder is sufficiently promoting

the licensing objectives, namely 'prevention of crime and disorder' and 'protection of children from harm'.

It has also been noted on page 9 of the Home Office Premises Licence Review pack, where it is stated that staff at the business have been offering alcohol to customers on credit. Whilst this is not illegal, it could be considered to be unethical to those who are vulnerable and unable to pay the debt off.

Signed:

Date: 8th March 2024

Environmental Health Officer - Commercial & Licensing

Enquiries to:

Contact name: Alex Beebe

Job Title: Senior Technical Officer - Commercial & Licensing

T:

CAMBRIDGE CITY COUNCIL Environmental

Marifio Mariyanayagam Luxa Sparkles 103 Cherry Hinton Road Cambridge CB1 7BS



Services

Annex 1

Creating a safer ... Cambridgeshire

Tuesday 12th February 2019

Our Ref: AB/WK/201867482

Dear Mr Mariyanayagam,

Licensing Act 2003

Complaint of alleged underage sale of alcohol at Luxa Sparkles, 103 Cherry Hinton Road, Cambridge

I write following our visit to your premises on the afternoon of Wednesday 30th January 2019.

The reason for our visit was in response to a complaint received from a member of the public. The complainant had alleged that during the late afternoon of Saturday 26th January 2019, the complainant's daughter and two friends, who were all aged between 14-15 years old, were sold alcoholic beverages at your premises.

As you will be aware, the Licensing Act 2003 provides it is a criminal offence to sell alcohol to anyone under the age of 18. A person found guilty of this offence, upon summary conviction, may be subject to an unlimited fine. In addition, committing such an offence would raise questions about staff training and practices at the premises possibly culminating in a review of the Premises Licence. Options open to the Licensing Committee at such a review include the suspension and revocation of a Premises Licence.

During our visit we asked for you to show us the CCTV footage between 2:00pm and 7:00pm on Saturday 26th January 2019. The CCTV system you have in operation is motion-sensitive meaning footage is only recorded when movement is detected in front of the counter. We also asked you to produce a selection of till receipts between the times above.

In summary, on this occasion we could not find any evidence that the children in question had visited your business at the date and times alleged, and that the alcoholic beverages in question had been purchased.

It may be the case that there is no substance to this complaint, or the time/date of the visit are incorrect, but in any case, bearing in mind this is the second complaint the business has received alleging underage sales of alcohol within 12 months (the first being May 2018, which gave rise to the licensing inspection that was conducted), the Licensing Authority and the Police felt it prudent to write to you to remind you and your staff members of the requirements of the law.

I would therefore like to stress to you that the mandatory conditions attached to all Premises Licences require licence holders to implement an age verification policy to ensure alcohol is only sold to those are aged 18 years or over. In the case of Luxa Sparkles Annex 2 Condition 6 provides that the premises operate a 'Challenge 21' scheme; this means that any customer buying alcohol who looks under 21 must be asked to provide a reliable proof of age document e.g. passport, DVLA driving licence, PASS card or Military ID. Please ensure you and all staff members are aware of this requirement and are suitably trained.

I would strongly recommend, however, you upgrade your age verification policy to Challenge 25 in line with many major retailers to further limit the chance that alcohol is sold to children. Challenge 25 resources can be found online at: https://www.wsta.co.uk/challenge-25.

I hope you find the above information useful. If you would like any point clarified then please do not hesitate

Yours sincerely.

Mr Alex Beebe Senior Technical Officer - Commercial & Licensing, Cambridge City Council

PC Clare Metcalfe Licensing Officer, Cambridgeshire Constabulary

cc.

Trading Standards, Cambridgeshire County Council



Creating a safer Cambridgeshire

Parkside Police Station.

Parkside, Cambridge, Cambridgeshire, CB1 1JG.

13th November 2020



Dear Mrs. Mariflo.

I write following my visit to Luxa Sparkles on Wednesday 10th November 2020 together with my colleague Alex Beebe who represents the licensing authority, Cambridge City Council.

The reason for our visit was to discuss with your husband, allegations that age-restricted products had been sold to those underage.

The first matter regards two separate reports Cambridgeshire Constabulary have received from August alleging nitrous oxide canisters have been sold to children. Mariflo stated he has not stocked nitrous oxide for a couple of months, but it would appear the products were on sale when the reports were made. Nitrous oxide canisters may legally be sold to those aged 18 or over provided they are not to be used for the individual's own consumption e.g. substance abuse. In these instances, sale must be refused.

The second item we wished to discuss was regarding an allegation from a parent that their underage daughter had purchased a bottle of vodka at Luxa Sparkles on the evening of Friday 16th October 2020. Mariflo was able to print out a number of receipts corresponding to purchases made on the evening in question, but during our visit we were unable to substantiate whether the transaction took place. Please be advised this matter is still subject to police investigation and I may be back in touch to request further information/records. In the interim please supply me with the last 3 months' worth of records from your refusals log, which I understand is now maintained electronically.

At the conclusion of our visit Mr Beebe and I had several concerns about the operation of Luxa Sparkles that I wish to address with you as the designated premises supervisor and licence holder.

Wearing of face coverings – when we entered the premises staff were initially not wearing
face coverings. It is a <u>legal requirement</u> during the COVID-19 pandemic that staff working in
customer-facing areas wear a face covering unless they have an exemption. Mariflo and the
other two gentleman present were advised of this.

- Complaints other than the two matters mentioned above 1 am aware the Council has
 received complaints of underage sales of alcohol at Luxa Sparkles previously in: April 2014,
 May 2018 and January 2019. This now makes 6 similar complaints since 2014; however, as
 we expressed to Mariflo, seldom do we receive complaints alleging underage sales at other
 supermarkets and shops in Cambridge.
- Challenge 21 a reminder that it is a licence condition that staff need to be asking for ID (driving licence, passport, PASS card or military ID), in its original form, every time someone they believe is under 21 attempts to buy alcohol.
- 4. Training/knowledge the staff members present, including Marifio, appeared to be confused on a number of matters relating to alcohol sales. We were asked: whether proxy sales were allowed (parents buying alcohol on behalf of their children); whether they could accept copies of ID e.g. photographs of passports, driving licences etc. on a phone rather than originals; and, if they needed to ask for identification of young people on each occasion even if they had seen ID previously.

It is extremely troubling to us that members of staff, who are in control of selling alcohol, need to ask these questions as their role mandates they must know the law regarding alcohol sales. This raises the question of staff training; Mariflo advised that you give training to staff members. In light of the above, it would appear to us that the level of training provided is inadequate. I therefore require you to ensure that all staff are appropriately trained in their role of selling age-restricted products. Whilst this does not have to be a formal training course, you may wish to consider recognised qualifications such as the <u>Level 1 Award in Responsible Alcohol Retailing</u> or the <u>Level 2 Award for Personal Licence Holders</u>. Please update me with the details of what training staff members will receive and how this will be completed.

5. Designated Premises Supervisor (DPS) – the DPS is the key person who will usually be charged with day to day management of the premises by the premises licence holder, including the prevention of disorder. Whilst the DPS does not need to be on site at all times, they are expected to be involved enough with the business to be able to act as its representative, and they must be contactable at all times. I understand that it is Mariflo, his brother and another staff member who run the shop. Bearing in mind the recommendations I have made above in point 4, I suggest that Mariflo, or another member of staff, may be better suited to being appointed as the DPS as they are seemingly more closely involved in the day-to-day running of the business. The DPS must hold a Personal Licence so any individual wishing to become DPS would first need to pass the Level 2 Award for Personal Licence Holders and then obtain a Personal Licence from their local licensing authority.

I would like to stress to you that the police and licensing authority take reports of alleged underage sales extremely seriously. If evidence is obtained proving alcohol, or another age-restricted product, is sold to someone under the relevant age then the police and/or licensing authority will likely pursue a review of the Premises Licence for Luxa Sparkles. Options available to the Licensing Sub-Committee at a review hearing include the revocation of the licence. Please also note that both the police and trading standards can authorise test purchasing operations where individuals under the age of 18 attempt to buy alcohol in licensed premises.

In light of our concerns and history of complaints I would like to seek your permission to add some additional conditions to the licence via a minor variation application as follows:

- Staff will receive full training on responsible alcohol sales and this will be refreshed every 6 months, this training will take place prior to staff commencing customer facing duties. The training will include responsibilities in the sale of alcohol, in particular with regard to drunkenness and underage persons and to the use of Challenge 25 policy correctly and effectively, and display notices on the premises. Records will be kept of such training and will be immediately available for inspection by Cambridgeshire Police for inspection upon request.
- A written or electronic log will be kept of all refusals including refusals to sell alcohol. The
 Premises Licence holder shall ensure that refusals log is checked on a regular basis. The log
 will be kept and maintained at the premises and will be available at all times whilst the
 premises are open for inspection immediately upon request by Cambridgeshire Police and any
 responsible authority.

The above conditions are common for off-licence premises. If you agree to their addition it could help demonstrate your commitment to the responsible sale of alcohol and the promotion of the licensing objectives. An <u>application for a minor variation</u> needs to be made to Cambridge City Council; this carries an application fee of £89.00.

In summary, the action points I need you to complete by Monday 30th November are as follows:

- Send me the last 3 months' worth of records from your refusals register;
- Remind staff of the need to wear face coverings in public and customer-facing areas;
- Provide adequate training for staff on age-restricted products and send me the details of how staff have been trained; and
- Consider my proposal to submit a minor variation to add conditions, which we feel are appropriate to the running of the licensed premises, to the licence.

I will send you a hardcopy of this letter to you in the post.

I shall look forward to hearing from you in due course.

Police Constable 446 Clare Metcalfe
Licensing Officer
Cambridgeshire Constabulary.

CC - Alex Beebe

From:

Sent: Tuesday, December 1, 2020 4:28 PM

To: Licensing South

Subject: Re: Luxa Sparkles

Dear Police Constable 446 Claire Metcalfe,

I am writing this email regarding your visit to my shop Luxa Sparkles on Wednesday 10th Nov 2020 together with your colleague Alex Beebe who represents the licensing authority to Cambridge City Councils.

On your visit, you discussed with my husband that age restricted products had been sold. I am very disappointed with the reports that you have received on nitrous oxide canister as I am aware that nitrous oxide can only sold to those aged +18 and I am sure that no sale to anyone under 18 has been made. I am certain that all my staff are well trained on the product as I have been up to date with my staff training and I always ensure they are trained to full requirement every six months. This training helps our staff effectively and confidently to refuse the purchase of restricted items by young people.

I am rather a concerned about a complaint from a parent where their underaged daughter had purchased a bottled of vodka at Luxa Sparkles on the evening of Friday 16th October 2020. I have dealt with a similar allegation with regards to this matter. When I had checked the cctv camera, my husband and I found out that the girl tried to buy a bottle of vodka from us, one of our staff requested for an ID and he refused the sale of alcohol. Consequently the girl got frustrated and used foul language towards our staff. When the parent of that girl visited my shop I showed the video clearly showing that we refused the sale. She found out that her daughter bought it somewhere else, accused us and used our shop name out of frustration that we denied the sale. Her mum apologised and requested not to complain to the police. As a mother I had to respect her request because I am also a mother of two girls. Since that case my husband I were extremely cautious with regards to sale to young people. During my regular visits to the shop, I always ensure the staff follow the Think 21 model and Challenge 25 policy correctly and effectively. We had some test purchasing operations authorised by trading standards. We had proved that we never sold to under the age of 18.

I would like to apologise sincerely that my staff were not wearing face coverings during the COVID 19 pandemic. I have ensured that it has not happened since and will make sure this won't happen again. My husband Mariflo may have appeared to be confused on a few matters relating to alcohol sales. I am certain that he has got more than necessary knowledge to become a Designated Premises Supervisor(DPS) and knows that we shouldn't accept any photocopies of ID as any form for ID only accept originals. He has been trained on your guide to sell alcohol as well as other staff working in the shop. I hold this training every six months. Mariflo may had panicked and therefore his responses did not comply with the licensing objectives.

My husband and I have been running this business for the past 15 years and trying hard to our continued commitment to prevent the sale of alcohol to those under the age of 18. My husband is a one of the most hard working person who has committed his whole life for his family. He goes to cash and carry in London every week in the last 15 years he never slept one day without his knee pain. We have two daughter one 18 and 9 years and we work incredibly hard as a family to get this position.

We hope to run this business without any further complaints against us. I will follow all the licensing objectives, obey the law and co-operate with the Cambridgeshire Constabulary and Cambridgeshire Trading Standard Service.

For action point-

- 1.I have attached the last three months record of refusal register.
- 2. I have reminded my staff the importance of wearing face covering mask during this COVID 19 pandemic and will endure masks are worn at all times
- 3. I have provided adequate training for the staff on age restricted products. I will ask my husband to do the level 2 Award for personal Licence Holders for extra certainty.
- 4. I will submit the application for a minor variation.

I look forward to your reply.

If you have any query regarding this matter please do not hesitate to contact me.

Thanking You

Kind Regards

Priyamwatha Mariflo

Part A

Licensing Act 2003 Format of premises licence CAMBRIDGE CITY COUNCIL



Premises licence number

PRECAM 000531

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description

Luxa Sparkles
103 Cherry Hinton Road

Post town
Cambridge
CB1 7BS

Telephone number

Where the licence is time limited the dates

Licensable activities authorised by the licence

Supply of Alcohol

Activity	Supply of Alcohol								
Day	Times								
Sun	06:00	23:30							
Mon	06:00	23:30							
Tue	06:00	23:30				Accommoder Marie Silver State Services			
Wed	06:00	23:30							
Thurs	06:00	23:30				BVANCOR PROMP			
Fri	06:00	23:30							
Sat	06:00	23:30							
Non Std Timings & Seasonal Variations						9			

The opening hours of the p	remises		es, brigares	i. need		p0190L	الأرمي	Maria		
Day	Times									
Sun	06:00	23:30								
Mon	06:00	23:30					- 44			
Tue	06:00	23:30	2000	W W	The	1	J. 19	T T		
Wed	06:00	23:30	B - B						# 12	
Thurs	06:00	23:30	The of	N.J.	J.	H	Hand			
Fri	06:00	23:30		-	to the second second					
Sat	06:00	23:30							170	
Non Std Timings &										
Seasonal Variations										

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies **Off the premises only**

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

Mrs Priyamwatha Mariflo

Registered number of holders, for example company number, charity number (where applicable)

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol Mrs Priyamwatha Mariflo Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Annex 1 - Mandatory Conditions

- 1. No supply of alcohol may be made under the premises licence -
- (a) at a time when there is no designated premises supervisor in respect of the premises, or
- (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
- 2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either-
- (a) a holographic mark, or
- (b) an ultraviolet feature.
- 4. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
- 5. For the purposes of the condition set out in paragraph 4-
- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(6);
- (b) "permitted price" is the price found by applying the formula-

 $P = D + (D \times V)$

where-

- (i) P is the permitted price,
- (ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence-
- (i) the holder of the premises licence,
- (ii) the designated premises supervisor (if any) in respect of such a licence, or
- (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence:
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "valued added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(7).
- 6. Where the permitted price given by Paragraph (b) of paragraph 5 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 7. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 5 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 - Conditions consistent with the operating schedule

No adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children shall be permitted in the premises at any time.

General

The Prevention of Crime & Disorder

- 1. CCTV equipment must be installed at the premises and maintained in working order.
- 2. At least two members of staff shall be on duty after 21.00.
- 3. Security shutters with security locks shall be installed to the front and rear.

Public Safety

4. Fire fighting equipment shall be installed at the premises and maintained in working order.

The prevention of public nuisance

5. Adequate and suitable receptacles must be provided to receive and store refuse from the premises.

The protection of children from harm

6. On occasions when the venue is open for the sale of alcohol the DPS or relevant person will actively operate a 'Challenge 21 policy'. This will include a voluntary agreement to only accept identity cards with a 'pass' accreditation, passports or photoID driving licences, or any future identification card as approved by central government, as bona-fide recognised forms of identification.

Annex 3 - Conditions attached after a hearing by the licensing authority

Annex 4 - Plans

See attached.

This licence was granted on:

10th December 2007

Part B

Licensing Act 2003 Premises licence summary



Premises licence number

PRECAM 000531

Premises details

Postal address of premises, or if none, ordnance survey map reference or description Luxa Sparkles 103 Cherry Hinton Road Post code Post town **CB1 7BS** Cambridge Telephone number

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

Supply of Alcohol

Activity	Supply of Alcohol									
Day	Times									
Sun	06:00	23:30				A DESCRIPTION OF THE PROPERTY				
Mon	06:00	23:30								
Tue	06:00	23:30	_		Heir					
Wed	06:00	23:30								
Thurs	06:00	23:30	Barr							
Fri	06:00	23:30								
Sat	06:00	23:30								
Non Std Timings & Seasonal Variations	JE-J									

Day	Times									
Sun	06:00	23:30	E L		Ph.		超 日			
Mon	06:00	23:30	1. F		1 4	d to		,s)		
Tue	06:00	23:30	- Post	Wheeler I		7 700	party Special			
Wed .	06:00	23:30								
Thurs	06:00	23:30								
Fri	06:00	23:30					9			
Sat	06:00	23:30								
Non Std Timings & Seasonal Variations				0		760	×			

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

Name, (registered) address of holder of premises licence

Mrs Priyamwatha Mariflo

Registered number of holder, for example company number, charity number (where applicable)

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol **Mrs Priyamwatha Mariflo**

State whether access to the premises by children is restricted or prohibited

This licence was granted on:

10th December 2007

