

Ann Beamish
Trading Standards Officer
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www.westsussex.gov.uk/tradingstandards

Trading Standards Service
Parkside
Chart Way
Horsham
West Sussex
RH12 1XH



Contact Centre no: (01243) 642124

Mr Harshad Patel & Mrs Minal Patel
T/a the Corner Shop
109-111 Felpham Road
Felpham Road
Bognor Regis
West Sussex
Felpham Road

23rd March 2020

Dear Mr & Mrs Patel

Our ref: E201556

These are challenging times for retailers, trading in general, but West Sussex Trading Standards remain committed to protecting the rights of consumers and businesses using resources available to us over the coming weeks. During this time when we are made aware via complaint or intelligence that potential breaches of consumer protection legislation are taking place we will be consulting with businesses (where possible by phone, email or letter) in order to bring about a change in trade practices.

We were made aware via a consumer complaint that the Corner Shop charged an extra cost for the use of a credit, debit card when paying for goods.

We appreciate that mistakes happen when staff are unaware that charges no longer be taken from consumers, however you must now take immediate steps to prevent any future complaints or breaches of legislation with regard to surcharging. This legislation has been in force for over 2 years.

For your information –

Consumer Rights (Payment Surcharges) Regulations 2017 Payment Surcharging is when a fee is charged for the use of a particular payment method, most typically for a debit or credit card. These regulations came into force on **13 January 2018** banning surcharging consumers for the use of a specified payment method.

These Regulations will not impact the right to enforce a minimum spend limit for use of a payment method or handling fees, for example a £5 or £10 minimum spend. The Regulations will apply to all businesses and regardless of where a transaction is completed.

The intention of these Regulations is to prevent consumers being unaware of the total cost of a transaction until a consumer proceeds with a purchase due to unclear payment surcharges.

As stated earlier we are navigating demands on both legislation and the coronavirus pandemic, therefore on this occasion we will continue to monitor complaints and advise you of action that is needed. The onus remains with you and your company to comply. Please give matters as above immediate attention.

Should breaches of legislation occur in the future you leave your business at risk of enforcement action by the appropriate authority and there is little defence to be given as have been provided with trading guidance.

Further guidance on many trading matters can be obtained from -
www.businesscompanion.info

In order to ensure that we keep concise, accurate trading records please acknowledge receipt of this letter within the next 14 working days and provide us with the current ownership details and the name of the Management responsible for day to day running.

It would be appreciated if you could also provide us with a preferred point of contact for any future enquiries this Service may have.

Yours sincerely,

Ann Beamish
Trading Standards Officer
Chartered Trading Standards Practitioner

STATEMENT OF WITNESS

*(Criminal Procedure Rules, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF: Nadia Begdouri

Age of witness (if over 18, enter "over 18"): Over 18

Occupation of Witness: Trading Standards Officer

This statement (consisting of 2 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 20th day of December 2022

Signed:



I am employed by West Sussex County Council Trading Standards Service as a Trading Standards Officer.

On the 29th June 2022, an appointment was made with Mrs Minal Patel who is the director of Felpham Corner Shop Limited T/A Premier - Corner Shop, 109 – 111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW in relation to intelligence received re alleged underage age sales. An age restricted products advice visit was arranged for later that day at 1430 hours.

Later that day at approximately 1430 hours, I entered Felpham Corner Shop Limited T/A Premier - Corner Shop, 109 – 111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW along with Trainee Trading Standards Officer Natasha Ali and Trainee Trading Standards Officer Christina Cairns and I introduced myself to Mrs Minal Patel. I began filling in the visit paperwork (reference number 3391) and this was signed by Mrs Minal Patel at the end of the visit. I am exhibiting this paperwork as NB/FCS/1.

Several points were discussed during the advice visit. Mrs Minal Patel advised that 3 staff work in the shop in total. The statutory tobacco notice was present in the shop. Till prompt was present and comes up for age restricted products. The store operates a challenge 25 policy. Regarding a refusal log, this is done through the till point and produces receipts for any refusals made. I asked about CCTV and this was present, operational and faces outside the shop. I asked Mrs Minal Patel about how training on age restricted products is conducted with staff. Mrs Minal Patel informed me that training on age restricted products is done every 6 months. I provided printed alcohol and tobacco advice from the Business Companion website to Mrs Minal Patel and advised that this material could be used to train staff and this could be signed by staff to say the training has been received, ideally once a month.

I then advised Mrs Minal Patel that we would be attempting a test purchase with one of our underage volunteers in the near future. I also made Mrs Minal Patel aware that a failure of our upcoming test purchase attempt could result in the store's alcohol licence being revoked. This was written on the visit form being exhibited above and also reiterated in the follow up letter that I emailed over to Mrs Minal Patel on the 1st July 2022 which I am exhibiting as NB/FCS/2. We all left the store at approximately 1437 hours.





Trading Standards Service
 Parkside
 Chart Way
 Horsham
 RH12 1XH
 Tel: (01243) 642124
 trading_standards@westsussex.gov.uk

Officer's Contact Details:

Tel: 0330 222 6327

Email: nodia.begdouri@westsussex.gov.uk

Proprietor: Felpham Corner Shop Ltd

Registered Office: _____

Trading Name: Corner Shop

Mobile: _____

Address: 109-111 Felpham Road,
 Felpham, Bognor Regis

Email: _____

Tel: _____ Postcode: PO22 7BW

Website: _____

Type of Business: Small retail

- | | | |
|--|--|--|
| <input type="checkbox"/> Animal Health Act 1981 | <input type="checkbox"/> Consumer Protection from Unfair Trading Regulations 2008 | <input type="checkbox"/> Explosives Regulations 2014 |
| <input type="checkbox"/> Consumer Protection Act 1987 | <input type="checkbox"/> Dangerous Substances & Explosive Atmospheres Regulations 2002 | <input type="checkbox"/> Animal Feed (Hygiene, Sampling etc. & Enforcement) (England) Regulations 2015 |
| <input checked="" type="checkbox"/> Consumer Rights Act 2015 | <input type="checkbox"/> General Product Safety Regulations 2005 | <input type="checkbox"/> Other (specify) |
| <input type="checkbox"/> Trade Marks Act 1994 | <input type="checkbox"/> Health & Safety at Work etc. Act 1974 | |
| <input type="checkbox"/> Weights & Measures Act 1985 | <input type="checkbox"/> Petroleum (Consolidation) Regulations 2014 | |

This report covers a summary of the inspection and does not indicate full compliance with any legislation. In case of dispute, contact the Service address above

FOOD STANDARDS INSPECTION REPORT

Food Safety Act 1990 | Food Safety & Hygiene (England) Regulations 2013 | Food Information Regulations 2014

- | | | | | |
|---------------------------------------|---|---|---|---|
| <input type="checkbox"/> Records | <input type="checkbox"/> Specifications | <input type="checkbox"/> Production Process | <input type="checkbox"/> Composition, Labelling, Presentation | <input type="checkbox"/> Product Design & Recipe |
| <input type="checkbox"/> Traceability | <input type="checkbox"/> Stock Rotation | <input type="checkbox"/> Completed Product | <input type="checkbox"/> Quality / Management Systems | <input type="checkbox"/> Recall / Relabelling Systems |

Corrective actions & timescales (legal requirements)

- spoke to Minal Patel who is the director and made her aware that a complaint has been received re alleged underage sale of cigarettes
- 3 people work in the shop in total
- Mrs Patel has owned the shop for 16 years
- I made Mrs Patel aware that alcohol licence could be revoked if failure of test purchase attempt

Failure to comply with legal requirements may constitute an offence and may lead to enforcement action.

Comments and recommendations

- * CCTV present and faces outside
- * Till prompt present
- * Statutory tobacco notice present
- * operate a challenge 2S policy
- * Training been done every 6 months, however I have given some business companion advice and advised to train from this every month.
- * Refusal log present as receipts from Bill
- * ID type accepted checked with Mrs Patel

Actions to be taken by Officer

Test purchase to be undertaken in due course

Guidance to follow

STATEMENT OF WITNESS

*(Criminal Procedure Rules 2020, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

STATEMENT OF: MISS NATASHA ZARA ALI

Age of witness: OVER 18

Occupation of Witness: TRAINEE TRADING STANDARDS OFFICER

This statement (consisting of 2 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 20th day of December 2022

Signed



I am currently employed as a Trainee Trading Standards Officer within West Sussex County Council Trading Standards Service.

I note that on the 29th of June 2022, I visited Felpham Corner Shop Ltd t/a Premier - Corner Shop, 109-111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW with Nadia BEGDOURI (Trading Standards Officer) and Christina CAIRNS (Trainee Trading Standards Officer) for an Underage sales advice visit. Miss BEGDOURI spoke to Mrs PATEL and advised on restricted age products and best practises. Mrs PATEL signed the visit report and we exited Felpham Corner Shop.

On 23rd of November 2022, I participated in an Underage sales test purchase day, with two colleagues, Laura SANDERS (Senior Trading Standards Officer) and Laura DERBY (Senior Trading Standards Officer). A volunteer who is a 17-year-old female participated in the Underage sales test purchase day, under the instruction and supervision of WSCC Trading Standards. The purpose of this operation is to make

sure that that West Sussex businesses are compliant with the procedures set out for age restricted products to children under the age of 18.

Prior to visiting the businesses, we collected the volunteer, where we briefed her and took photographs of her appearance that day. The volunteer is assigned a unique code "NZA1" to protect her identity.

At approximately 1421 hours, I saw Mrs SANDERS enter Felpham Corner Shop Ltd t/a Premier - Corner Shop, 109-111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW, I then saw the volunteer follow after a few seconds.

At approximately 1423 hours I witnessed the volunteer coming out of Felpham Corner Shop Ltd t/a Premier - Corner Shop, 109-111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW with two cans of Gordons Pink Gin and Tonic. The two cans of Gordons Pink Gin and Tonic are placed into an evidence bag by Mrs SANDERS.

At approximately 14:30 myself and Mrs SANDERS enter Felpham Corner Shop Ltd t/a Premier - Corner Shop, 109-111 Felpham Road, Felpham, Bognor Regis, West Sussex, PO22 7PW. Mrs SANDERS explained to the owner Mr Harshad PATEL and his wife Mrs PATEL about the failed underage sales test purchase.

At approximately 14:35 Mrs SANDERS cautioned Nicola KING who is the shop employee who sold the alcohol to our underage volunteer and proceeded to ask a set of questions.

Mrs SANDERS explained at the end that we will be in touch, and we exited the shop at approximately 14:48 hours.

At the end of the operation, we returned to our offices in Horsham, where we placed the evidence from the Underage sales test purchase day in the evidence room.

I identify as evidence a photocopy of my Pocket notebook entry I made at the time of the incident as **NA/FC/1**



STATEMENT OF WITNESS

*(Criminal Procedure Rules 2020, Rule 16.2,
Criminal Justice Act 1967, s. 9)*

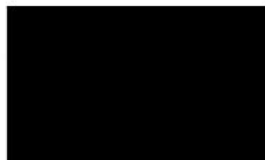
STATEMENT OF: CHRISTINA CEREN CAIRNS

Age of witness (if over 18, enter "over 18"): OVER 18

Occupation of Witness: TRAINEE TRADING STANDARDS OFFICER

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 4th day of January 2023



Signed

I am employed by West Sussex County Council Trading Standards Service as a Trainee Trading Standards Officer. On 29th June 2022, I travelled to the premises of Felpham Corner Shop, 111 Felpham Rd, Bognor Regis, West Sussex PO22 7PW with Senior Trading Standards Officer Laura Derby, Trading Standards Officer Nadia Begdouri and Trainee Trading Standards Officer Natasha Ali, for the purpose of giving advice to businesses regarding under age sales and to ensure the businesses are compliant. At around 14:30, I entered the premises with Nadia Begdouri and Natasha Ali, whilst Laura Derby waited in the car. I observed Nadia Begdouri announce herself as a Trading Standards Officer to a female employee behind the counter and I observed Nadia Begdouri announce herself as a Trading Standards Officer to the Director of the business, named Ms Patel. I observed Nadia Begdouri explain to Ms Patel that we were there to advise on age restricted products such as prohibited sales to under-age customers such as children. I observed Ms Patel sign the visit report and the powers of inspection report.



Alcohol may cause health problems.
For more information, visit

DRINKIQ.COM

The UK Chief Medical Officers recommend that adults
do not regularly drink more than 14 units per week.
Drinkaware.co.uk



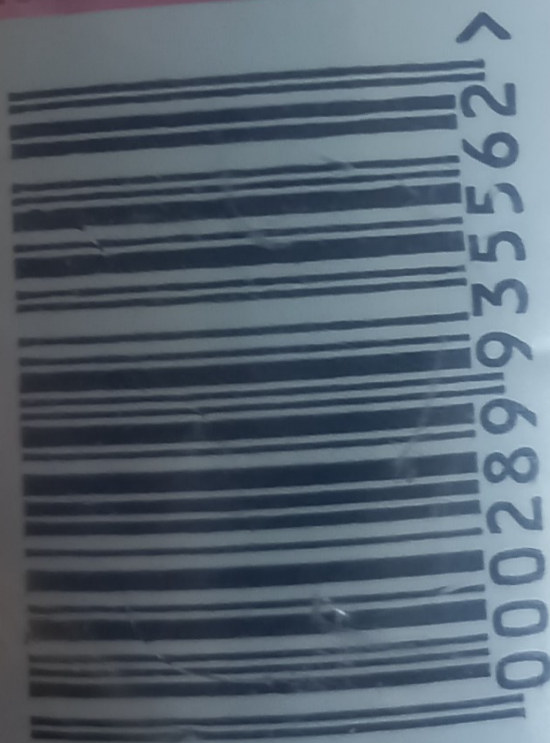
PLEASE RECYCLE

SERVE CHILLED IN A TALL GLASS OVER ICE
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Gordon's™ PREMIUM PINK DISTILLED
GIN MIXED WITH TONIC WATER
(WITH QUININE).

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Best before end: see base
STORE IN A COOL DRY PLACE



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