

Representation from the Licensing Authority

Premises: Bobbys Food and Wine 163 High Street, Staines-upon-Thames TW18 4PA

This representation is submitted by Spelthorne Borough Council as the Licensing Authority in support of the review of the premises licence for **Bobbys Food and Wine**.

Premises: Bobbys Food and Wine, 163 High Street, Staines-upon-Thames, TW18 4PA

Premises Licence Holder (PLH): Pawndeeep Bajaj

Designated Premises Supervisor (DPS): Pawndeeep Bajaj

Former DPS: Balwinder Singh

Applicant: Surrey Trading Standards.

The Licensing Authority is concerned that the operation of the premises is undermining the following licensing objectives:

- **The prevention of crime and disorder**
- **The protection of children from harm**

This representation supports the review application submitted by **Trading Standards**.

- Pawndeeep Bajaj has been the **Premises Licence Holder since 4 October 2023**.
- Mr Bajaj became **DPS on 22 January 2026**, replacing **Balwinder Singh**.

Despite multiple interventions and warnings from responsible authorities, the premises has continued to be associated with illegal sales of age-restricted products, possession of illicit tobacco/vapes, poor management practices, and an ongoing failure to comply with licence conditions.

The following actions have been taken:

- Trading Standards and Surrey Police visited the premises on 12 February 2025. An E-cigarette was sold to 17-year-old as part of a police operation.
- On 16 April 2025 Trading Standards revisited the shop and illegal cigarettes were seized.
- On 27 August 2025 a Surrey Police and Trading Standards visit found numerous illegal vapes and cigarettes.
- The Licensing Authority has made six compliance visits. These visits show a continued failure to comply with their licensing conditions.

The Section 182 Guidance states that there is 'certain criminal activity that may arise in connection with licensed premises which should be treated particularly

seriously'. It goes on to state that 'for the sale or storage of smuggled tobacco and alcohol'.¹ The guidance goes on to state at Point 11.28 that "it is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered."

The Licensing Authority's Statement of Licensing Policy states²:

16.57 The Licensing Authority is committed to protecting children from harm and supports the programme of **underage** test purchases arranged by the Surrey Trading Standards Service, the Licensing Team and Police. Where **underage** sales are found, the Licensing Authority supports the appropriate and proportionate use of warnings, fixed penalty notices, reviews and prosecution as a means of promoting the licensing objectives and enforcing the Licensing Act proportionately.

16.58 In keeping with the s.182 Guidance the Licensing Sub-Committee will treat **underage** sales as serious criminal activity and will give consideration to the suspension or revocation of a licence if a review is brought in respect of **underage** sales.

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All Licence Holders and Designated Premises Supervisor must promote the licensing objectives. Due to the issues detailed in this document and the review application from Trading Standards the Licensing Authority believe that the Licensing Objectives are not being adhered to- specifically, the prevention of crime and disorder and the protection of children from harm.

The following guidance is issued under section 182 of the Licensing Act 2003 and is relevant in relation to this case under the Licensing Objectives.

- **Crime and disorder**

2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as

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appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.

- **Public safety**

2.9 Good communication with local authorities and emergency services.

The DPS has not been contactable. The premises licence holder didn't know his current email address. When the LO was finally able to speak to the DPS and he was informed about the breaches found and then not all the faults were corrected. He was also not aware that the licence had been called into review.

The Licensing Authority has made a total of six visits and has found that the same problems persist even when the licence holder and DPS has been made aware of them. The issues include:

- the poor management of the shop, which included
- Not displaying the summary licence, then removing details from this.
- inadequate staff training. Staff unable to explain what challenge 25 is.
- Difficulties contacting the DPS. The licence holder did not have the current up to date contact details.
- DPS not having correct address on his personal licence
- No UV light
- No section 57 notice
- No incident book
- No challenge 25 posters
- No CCTV
- CCTV log no completed
- Staff unable to operate or download the CCTV

There has been some improvement after these visits but after the last visit there are still problems with:

- CCTV log
- Licence summary
- Section 57 notice
- Staff training
- Staff unable to operate or download the CCTV

One of the Council's Licensing Enforcement Officer stopped at the premises while on his way home on 08.11.2024 due to concerns he had about a number of young males and females in the shop. As he entered the premises, he saw what he thought was a vape being hidden by the server hand and passed over the counter to

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a young male who appeared to be under 16 years of age, this server was the licence holder Mr Bajaj. He denied that it was a vape but didn't tell the officer what it was. The youths quickly left the shop. Mr Bajaj was told by the officer that he would come back Monday. When the officer returned, he was told that there had been a power surge and this had fried the CCTV recorder and this had been removed from the property. This was checked and it had been removed. It was pointed out that there had been some electrical work going on at the fuse box. There was no way to confirm the power surge. There was no CCTV available for approximately one month (November to December) despite Mr Bajaj being aware that this was a condition on his licence.

Mr Bajaj, who at this time didn't have a personal licence. was asked for the DPS (Mr Singh) email address. He provided a Gmail address, and it was only when the officer was not able to contact the DPS and challenged Mr Bajaj that he didn't believe that MR Singh was acting as the DPS that a second email address was provided. When the DPS was spoken to, he said that he had stopped using that Gmail address a long time ago. The licence holder not being able to get hold of the DPS caused concern about Mr Singh's involvement in the daily running of the business.

At the meeting at the shop on 4 March 2025 date the DPS stated that he was down there at least twice a week checking stock. He was asked to sign the CCTV log every time he attended and this would be an easy way to check his attendance. He only signed this log once up to the last visit on 30 October 2025

On one visit 22 November 2024 the Licensing Enforcement Officer was talking to MR Bajaj when a male entered the shop and produced a phone, Mr Bajaj had a short conversation with him and this male left, the officer asked MR Bajaj what was happening and he said that this male was trying to sell a phone, he stated that he was not interested in buying phones off people who just walked in. After the officer had left, Mr Bajaj was seen to exit the shop and speak to this male again and take the phone from him. I submitted intel to the police that I thought he was handling stolen goods.

The Licensing Officer route home passes the business and in the early evenings there are often youths in the shop or hanging around nearby. He has been in the shop when on duty whilst youths who would need to be age verified have entered and seen the officer, they have either hung around for a while not bought anything and the officer has not left the shop until they did just to see what would happen, or they have taken their time only to buy a small drink and then leave.

The council's policy is to identify offences, then inform the person and finally take enforcement action. As the breaches have been minor it was decided that a full and comprehensive list be made so that any enforcement action would have a higher chance of success. Mr Bajaj has been emailed twice but has been spoken to in the shop about his breach of conditions four times. Mr Singh DPS was emailed three times, but this was to his old email. Three emails to his correct account and spoken

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to once at the shop. Three times on the phone when I was chasing him up and informed him of the breaches.

The Licensing Authority recommends in line with the guidance that the premises licence should be considered for revocation. Their current licence conditions are suitable just that they will not comply with them.

This is a proportionate and necessary step to uphold the licensing objectives.

Stuart Bruce-Reid – Licensing Enforcement Officer

Police compliance visit 15.02.2024

Info from police

Layout different to plan.

Age 25 posters not displayed around the alcohol sections.

Unable to produce training records.

Section 57 not displayed.

Refusals book not bound or with pre printed page numbers. Unable to find april and may sheets.

No uv light.

No incident book.

Cctv daily log not at the premises licence holder keeps it.

Unable to check date and time of cctv.

Premises licence holder operates cctv remotely person in store unable to operate.

14.10.2024

Info from police

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'Whilst in the shop for making a purchase (off duty) it was noted that by the checkout they were advertising slushies for sale. Empty plastic cups next to the slushie machine contained miniature bottles of alcohol and they were offering different drinks for example 'tequila slushie with haribo £3.99'

Unknown if they are selling as a package or ready made'

Licensing Authority Interaction and Correspondence

- **Compliance check 27.02.2024**

Licensing Officer (LO) attended the premises on 28/02/2024 and spoke with the shop assistant. The premises licence was available for inspection and on display.

There was a refusals book which had recently had entries made in it, all recent entries were in the same colour ink and appeared to be by the same person. The LO signed and dated the log. Challenge 25 signs were in place

There was no UV light at the premises and the officer could not explain what this was to the assistant.

The assistant said he was trained but there were no training records

CCTV is in place but there is no log. CCTV is controlled by the licence holders phone so CCTV cannot be downloaded by any other staff

There is no Incident Book at the premises

Officer asked for the licence holder to phone when he returns from India so that the remaining problems can be rectified.

- **Site Visit 08.11.2024**

As a LO drove past the shop there were numerous youths in the shop. The officer parked up and as he was walking back to the shop there was a group of 4 young girls aged between 14-16 years old they were opening new vapes. The officer was not able to see where they had bought these from.

As the officer entered the shop there was a group of youths at the counter, between 14 - 16 years old. The server was Mr Pawandeep Bajaj, the licence holder. He passed a package with a green end which the officer believed to be a vape, which was covered with his hand and this was quickly palmed by the youth and the group and they left quickly. The officer spoke to MR Bajaj and told him he had seen him selling a vape and he denied this.

The officer told him I would be back Monday to review the CCTV.

The officer left the shop but on looking back through the window he saw two young females between 12 -16 standing next to the drinks display and were

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holding drinks and looking at him, eventually they put the drinks back and walked off without making any purchases.

- **11.11.2024 - Licensing compliance check email**

Pawandeep Bajaj	Contact:	Licensing
Balwinder Singh	Service:	Environmental Health
Via email	Direct line:	+441784444202
	E-mail:	licensing@spelthorne.gov.uk
	Our ref:	23/00589/LAPRE
	Date:	11 September 2024

Dear Mr Pawandeep Bajaj and Mr Balwinder Singh

Licensing Act 2003 Premises Licence.

Bobby's Food and Wine, 163 High Street, Staines, TW18 4PA

I write further to my visit on 11th September 2024 with Mr Pawandeep Bajaj the licence holder, Mr REDACTED shop employee. In attendance was myself Stuart Bruce-Reid Licensing Enforcement Officer and Nessa Killen-McGuirk Licensing Enforcement Officer.

This visit was initiated, as on Friday 8th November at 17:51 I was going past the shop and saw that there was a large number of youths in the there. As I entered I saw Mr Bajaj passing a small rectangle box with a green end to a youth that appeared to be under 18. This was palmed by the youth who left the shop straight away.

I believed that this was a vape. I spoke to Mr Bajaj who denied that it was and I told him that I would be back on Monday to review the CCTV. After I left the shop, I returned to the front within a couple of minutes and observed via the window two young females who definitely below 18 years of age standing next to the soft drink display. They were picking drinks up looking at them and then replacing them, they were fully aware that I was watching. In the end they made no purchase and left the store. I would question why this took place.

My concern is that on Monday there had been an electrical fault and the CCTV was now broken. The hard drive had been removed and there was no way to check the condition of this unit. Also there is now no CCTV of my visit and events leading up to it.

Premises summary licence

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The summary licence must be on display at all times; we recommend that this is in a frame on the wall where it can be read. It was not displayed at the time of the visit. The first page of the full licence was displayed.

Section 57

Under the Licensing Act 2003 you are required to display a notice under section 57 Licensing Act 2003 advertising who the premises licence is under the control of. The required notice was not displayed. Please ensure the required notice is on display at all times

UV light

A working UV light is to be kept at the premises, near to the point of sale area, to check IDs.

This was missing.

Incident Book

All incidents of crime and disorder will be reported to the Police as soon as is practicable and be recorded in an incident book which will be kept at the premises and be available for inspection by any responsible authority on request.

There was not one

CCTV

No CCTV warning signs were displayed.

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There are numerous conditions relating to CCTV but as the system was broken/missing all these have not been complied with.

One part also states.

An operational daily log must be kept, showing the CCTV has been checked and is working, bearing the signature of the person checking the system.

Mr Bajaj produce a log but this showed that he was only checking once a week last checked on the 11.11.2024.

The Premises Licence Holder must ensure at all times when the premises is open to the public that there is a person nominated in writing by themselves present who can operate the system. This staff member shall be able to show police recent data or footage with the minimum of delay when requested.

There was no written nomination.

Challenge 25

Challenge 25 posters will be displayed in the shop in prominent areas around the alcohol section and at the point of sale area.

There was one sign high up on the wall and covered by. There should be posters so more than one will be required.

All staff, paid and unpaid, will be trained on the Challenge 25 policy and a signed training record will be kept for each trained member of staff.

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Having spoken to Mr Taha he was not aware of what identification he should be asking for

Staff Licensing Training

All staff (paid or unpaid) shall be fully trained in licensing legislation in relation to the Licensing Act 2003, including:

- ***proof of age training***, including training on recognising fake identification
- ***proxy purchasing***
- ***assertiveness training*** to ensure that all staff are capable of being robust in refusing sales of alcohol to underage or drunk persons,
- ***conditions of this premises licence.***
- *Training records will be available for inspection on request and will include details of the names of staff members trained including their signature, date of training, and a summary of the matters covered in the training including any material used.*

As mentioned under challenge 25 Mr REDACTED was lacking in training, also he didn't know what proxy purchasing was and didn't know the conditions of the premises licence.

Mr Bajaj said that he was completing the training, and this verbally completed and just a note in the training records to say it had been given but not recording what training had been given. The training needs to be completely revamped as MR Bajaj also didn't know what proxy purchasing was and his knowledge of suitable ID was also lacking.

Mr Singh as the DPS for this premises it is your responsibility to make sure the conditions of the licence are being complied with.

I will visit the premises in about 1 months' time to see that these faults have been rectified.

Mr Bajaj is the licence holder and he is also accountable, but the initial responsibility falls upon yourself.

I would also ask how many times a month you visit these premises and check that the conditions are being complied with.

If you have any concerns, please contact me.

Thanks

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

Environmental Health and Licensing

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- **Site Visit 22.11.2024**

Licensing officer visit at approximately 14:15 to check on CCTV. Whilst speaking to the staff a white male apparent age 25 wearing a dark hat and jacket, unshaven with a distinctive small black mark left side of face below eye entered the shop and asked for the 'boss'. The server stated that he was not in, and this male hung around outside. Within 5 minutes the manager Mr Pawandeep Bajaj arrived, and this male went to speak to him, but Mr Bajaj told him that he could not speak and to come back later. Mr Bajaj went outside as the officer pointed out his parking was blocking the pavement and this male approached him again and stated that he had a S20 phone in a green rubber case on the back and showed the phone to him. Mr Bajaj told him to go away. The officer asked what was going on and Mr Bajaj said he wanted items on tick.

Whilst in the shop another white male AA 55 entered the shop and just stood behind a display watching us, he made no effort to browse or buy anything. When we left, Mr Bajaj was observed to approach the male outside and engage him in conversation and take the phone from him.

- **06.12.2024 Email to DPS. (sent to his Gmail address provided by Mr Bajaj).**

Mr Singh

As a result of my previous visit to Bobbys, I will be attending next Tuesday 10th December at 10am. I will require your attendance at the shop for this. You are the DPS and therefore responsible for making sure the licence conditions are complied with.

Please could you let me know you will be attending.

Thanks

BRUCE

10.12.2024 Compliance visit by council follow up email.

Pawandeep Bajaj
Balwinder Singh
Via email

Contact: Licensing
Service: Environmental Health
Direct line: +441784444202
E-mail: licensing@spelthorne.gov.uk

Our ref: 23/00589/LAPRE
Date: 10 December 2024

Dear Mr Pawandeep Bajaj and Mr Balwinder Singh

Licensing Act 2003 Premises Licence.
Bobby's Food and Wine, 163 High Street, Staines, TW18 4PA

I write further to my visit on 10th December 2024 with Mr Pawandeep Bajaj the licence holder, Mr REDACTED shop employee. In attendance was myself Stuart Bruce-Reid Licensing Enforcement Officer and Nessa Killen-McGuirk Licensing Enforcement Officer.

I am pleased to say that most of the failures I discovered on my last visit have been rectified.

Premises summary licence

This is now displayed but the first 2 pages of the full licence is also on display, I would recommend that these pages are removed and kept with the rest of the full licence.

Section 57

Under the Licensing Act 2003 you are required to display a notice under section 57 Licensing Act 2003 advertising who the premises licence is under the control of. The required notice was not displayed.

This was still not displayed, and this was discussed, you were shown where to download this form from the Spelthorne website, and you tried to get it printed this day but were not able to do so. Please complete as soon as possible.

UV light

A working UV light is to be kept at the premises, near to the point-of-sale area, to check IDs.

You now have a UV light.

Incident Book

All incidents of crime and disorder will be reported to the Police as soon as is practicable and be recorded in an incident book which will be kept at the premises and be available for inspection by any responsible authority on request.

You were able to now produce an incident book.

CCTV

No CCTV warning signs were displayed.

There are now CCTV signs in place.

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You now have 3 CCTV cameras working, 2 of these are linked to the hard drive in the shop and can be reviewed and downloaded there and then, the 3rd is linked in with your account and can be viewed from your phone.

The recordings go back to the 19th November which is the day you informed me that they had been installed.

I was unable to check that recordings go back 30 days as the system has not been installed for that period of time, but you have assured me with the hard drive installed this would be no problem.

One part also states.

An operational daily log must be kept, showing the CCTV has been checked and is working, bearing the signature of the person checking the system.

This log was checked and found to be fully updated.

The Premises Licence Holder must ensure at all times when the premises is open to the public that there is a person nominated in writing by themselves present who can operate the system. This staff member shall be able to show police recent data or footage with the minimum of delay when requested.

There was no written nomination.

This was discussed and it was suggested that this information could be put on the bottom of the Sec. 57 notice.

You mentioned that you might not want staff to have immediate access to this in case they decided to delete any footage. If you wanted this removed, then a minor variation would have to be submitted but with something that would be suitable for the current technology and for the downloading of footage that would be acceptable to the police.

Challenge 25

Challenge 25 posters will be displayed in the shop in prominent areas around the alcohol section and at the point-of-sale area.

This was displayed as you enter.

All staff, paid and unpaid, will be trained on the Challenge 25 policy and a signed training record will be kept for each trained member of staff.

Mr REDACTED was able to demonstrate a much better understanding of this.

Staff Licensing Training

All staff (paid or unpaid) shall be fully trained in licensing legislation in relation to the Licensing Act 2003, including:

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- ***proof of age training***, including training on recognising fake identification
- ***proxy purchasing***
- ***assertiveness training*** to ensure that all staff are capable of being robust in refusing sales of alcohol to underage or drunk persons,
- ***conditions of this premises licence***.
- *Training records will be available for inspection on request and will include details of the names of staff members trained including their signature, date of training, and a summary of the matters covered in the training including any material used.*

Again, Mr REDACTED was able to show a much better understanding of the licence conditions, proof of age and proxy sales

The training record didn't contain too much information and must include a summary of the training and any materials used.

Refusal Book

The refusal book was checked and there were 2 entries since my last visit, the last was on 26.11.2024 at 3:24pm refusal for a vape sell. CCTV was checked for this incident, and it shows over a period of 10 minutes numerous children in school uniform enter the shop and several of them engaged you in conversation at the till and left the shop without purchasing anything.

I am happy with this as it shows that refusals are being made and recorded.

I have still not heard anything from Mr Singh the DPS. I am concerned that he no longer has anything to do with this premises, even though Mr Bajaj has assured me that he still does. Mr Bajaj has stated that he has spoken to Mr Singh and he will contact me but at this time there is a family crisis and he will be focusing on that.

If you have any concerns, please contact me.

Thanks

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

Environmental Health and Licensing

- **10.01.2025 Further email to DPS using his Gmail address.**

Mr Singh

I have tried to contact you before, but I haven't had any reply. You are shown as the DPS for the above premises. Please will you contact me as a matter of urgency.

Thanks

BRUCE

Stuart Bruce-Reid
Licensing Enforcement Officer

- **10. 14.01.2025 Email to licence holder asking if DPS was actually working there.**

Mr Bajaj

As a result of the numerous visits and correspondence with you over the licence conditions at Bobbys I have not been able to contact the DPS MR Balwinder Singh. At this time, I do not believe Mr Singh is acting as the DPS for this premises. Please can you make every effort for him to contact me this week, as without a DPS you will not be able to sell any alcohol.

PLEASE TREAT THIS AS URGENT.

Regards.

BRUCE

Stuart Bruce-Reid
Licensing Enforcement Officer

- **Site visit 17.01.2024**
Attended shop and spoke to MR Bajaj, he confirmed the DPS email address was correct (the Gmail one), he provided the officer with his telephone number again saying that the DPS father was seriously ill. Mr Bajaj then took a picture of the officer's business card and Whatsapp'd to the DPS.

The officer told Mr Bajaj that he believed the DPS had nothing to do with the premises and was just a name and that he needed urgently to speak to him.

- **25.01.2025 1st email reply from DPS**

Hello

Thanks for your email and update on fone.

As discussed over the phone I will surely meet you on 31st around 11.30am only if I get my dad discharged from hospital. we are hoping he will get discharge by 29th Jan as per doctors but that too only if he clear certain blood checks.

So far am ok with 31st if anything changed will update you in email.

Thanks

Balwinder Singh

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- **13. 22.01.2025 Reply from DPS.**

Mr Singh

Please can I meet you at Bobby's on Friday 31st January 2025 at 11:30 am. I need to discuss your role as the DPS for this premises. Please make sure you bring your personal licence with you, along with any evidence which shows what actions you have taken in your role as the DPS for at least the last 6 months.

As I explained I don't believe you have been acting as the DPS and unless you can provide any things to contrary, I will be considering calling the licence into review.

Regards

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

- **Site visit 03.02.2025**

DPS failed to attend meeting, and officer emailed him asking why. The officer spoke to him on the phone, and he stated that he had a family medical emergency and had emailed him.

Mr Singh.

With reference to our telephone conversation last Friday, I have checked all my mail boxes and cannot find the last email you sent saying that you would not be available to attend Bobbys.

I appreciate that due to family problems you have not been to make this meeting, I will still need to speak to you and ask that you provide a suitable date to meet me within the next 7 working days.

I would again ask that you provide any document evidence you have been involved in the day to day running of Bobbys.

Regards

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

- **26.02.2025 email to DPS**

Mr Singh

Good morning, I have been trying to get hold of you for some time to discuss with you your role as DPS for Bobbys in Staines. I have not been able to show that you are involved in the daily running of this premises, and you have not replied with any details to show that you have.

Please can you contact me as soon as possible as I will be considering calling the premises licence into review as they do not have a DPS.

Regards.

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

- **04.03.2025 follow up email to DPS after meeting on site.**

Balwinder Singh

Via email

Contact: Licensing

Service: Environmental Health

Direct line: +441784444202

E-mail: licensing@spelthorne.gov.uk

Our ref: 23/00589/LAPRE

Date: 11 March 2025

Dear Mr Balwinder Singh

Licensing Act 2003 Premises Licence.

Bobby's Food and Wine, 163 High Street, Staines, TW18 4PA

Mr Singh, thank you for meeting me at Bobbys 4th March 2025. As a result of our conversation, I happy that now you will be undertaking your role as DPS for this premises.

You are supposed to be able to present you personal licence when a check is carried out, especially if this has been arranged beforehand.

I will expect that the next time we have a meeting you will be able to produce this. I will contact you and arrange a meeting in two weeks' time.

I did raise several points and feel you should incorporate this into you best practice policy.

Every time you attend the shop sign the daily CCTV record.

Staffing.

We discussed the staff working in the shop, you as DPS are responsible to make sure that you and the staff are complying with all the immigration procedure.

You need to be able to show that you have completed the right work checks and a copy of these should be retained at the shop so that any one from a relevant authority can check these.

We discussed your 'due diligence' which should include things like

A roster to show how many hours you are employing person who have a limit on their working hours.

A regular email from your employees stating that they still have a right to work and if they are still attending any courses.

I will require a check code for both your employees so I can complete this check.

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Can you provide the full name and date of birth for Mr REDACTED and the college he is studying at.

REDACTED I have her date of birth and also what college she is studying at.

As I said if there are any breaches of immigration law you will be liable to a fine. I mention this as REDACTED stated that she was not working but under a trial.

Having a person on a trial is still counted as employed.

I am concerned that both of these staff members are working more than their allocated 20hrs per week. As on the day of my visit REDACTED stated that she was working until midday but when I went past the shop at 5pm she was still there with Mr Taha both behind the counter.

I also told you that the allowed to work 20hrs a week was a total and not per premises. The scenario I gave was that if the person was working in another town and it would not be reasonable for you to know this, then this would be a reasonable excuse, but if they were working close by and it is likely that you would know then you would be responsible to make sure the 20 hrs employment was not exceeded whilst in your employment.

On Monday 10th March I was driving past at 5pm and I saw MR REDACTED working in Singh Vape 3 doors from Bobbys. I spoke to him and at first he denied he was working there but later admitted that he had been.

I spoke to Mr Bajaj and informed him that I had seen Mr REDACTED working and that he was only allowed to work 20hrs total and not at each premises. He seemed to be aware of Mr REDACTED working there.

If it is found that Mr Taha is working in excess of his permitted hours and any fine is imposed, you will as the DPS will could be liable for this.

I strongly recommend that you review your staffing arrangements as a matter of urgency.

If you have any concerns, please contact me.

Thanks

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

Environmental Health and Licensing

- **17.04.2025 follow up email to DPS after meeting him on site.**

Good afternoon Mr Singh.

I went to Bobbys yesterday and have seen that you have not been attending as I asked you to sign the CCTV sheet when you did. You have not replied to my previous email and we are back where we started.

Please reply to this email ASAP.

Regards

BRUCE

Stuart Bruce-Reid

Licensing Enforcement Officer

- **18. 16.04.2025** Compliance email after council visit.

Bobby's Food & Wine
Via email

Contact: Stuart Bruce-Reid
Service: Environmental Health
Direct line: 01784 446301
E-mail: s.bruce-reid@spelthorne.gov.uk
Our ref: 24/03568/LAPLIV
Your ref:
Date: 16 May 2025

Mr Balwinder Singh

LICENSING ACT 2003

Bobby's Food & Wine 163 High Street Staines-upon-Thames TW18 4PA

I write further to a visit carried out to the above premises on 16 April 2025 with Jacquie Clark, Surrey Police Licensing Officer. Surrey Police, and Stuart Bruce-Reid Licensing Enforcement Officer and Surrey Trading Standards officer REDACTED. In attendance at the premises was REDACTED serving.

Also included is my visit on 29 April 2025.

Section 57 Notice

Under the Licensing Act 2003, you are required to display a notice advertising who the premises licence is under the control of.

This was missing.

Summary Licence

This had all the details of the licence holder "tippexed" out. If the address is a private one and you do not want this to be visible to the public then you will need to amend your licence to the shop address, instead of your home address. You must display the original licence or a certified copy only.

If you want to do this, please let me know as there will be a fee of £10.50.

Staff Licensing Training

All staff (paid or unpaid) shall be fully trained in licensing legislation in relation to the Licensing Act 2003.

The training record for REDACTED could not be found and when questioned about who should be refused alcohol she failed to mention drunk people.

CCTV

The Premises Licence Holder must ensure at all times when the premises is open to the public that there is a person nominated in writing by themselves present who can

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operate the system. This staff member shall be able to show police recent data or footage with the minimum of delay when requested.

The Premises Licence Holder must also ensure that at all times when the premises is open to the public there is a person, nominated in writing by themselves, that is capable and competent at downloading CCTV footage onto CD rom format for the police or local authority within 48 hours of request and have the necessary equipment to be able to do this.

REDACTED was asked if she could download the CCTV and she was not able to do so.

CCTV time

Your clock on the CCTV was 1 hour slow, this needs to be changed to the correct time. Mr Baja was informed of this on the 16 April but still on my visit 29 April this had not been corrected.

Refusals Log Book

A refusals book, bound and with pre-printed page numbers

Your refusal book was just sheets of paper, this needs to be changed to the above.

Premises plan

You plan held on file does not match the current layout of the shop and you will need to submit a minor variation with a current plan. This should be completed as soon as possible.

I have attached the guidance for plans at the end of this document. Minor Variations can be applied for online here: [Application for a minor variation to a premises or club certificate from Spelthorne Borough Council](#). There is a cost of £89 and the application will need to be advertised at the premises as well. You can download a notice to display using the above link.

On my visit on the 29 April I discussed with you about the need for a plan, access to the staff toilet and kitchen which must be kept clear so that staff can use these facilities.

Again I must remind you, that as the DPS for these premises you are responsible for breaches of the legislation identified.

Once you have your new personal licence, please could you send me a copy of this, so I can confirm all the details are correct.

Regards.

Stuart Bruce-Reid

Licensing Enforcement Officer

Police test purchase pass.

BOBBY'S FOOD AND CONVENIENCE STORE, 163 High Street, Staines-Upon-Thames, TW18 4PA

Appendix D

Police check for selling alcohol to minors NEGATIVE.

Check on BOBBY'S FOOD AND WINE conducted as part of a multi-agency op on 27th AUGUST 2025 during the afternoon to determine if they are selling alcohol to underage minors, based on previous information that they may have been doing so. OFFICER attended BOBBY'S in plain clothes, witnessing 16-year-old TEST PURCHASER attending and asking to buy alcohol. BOBBY'S did not serve the TEST PURCHASER alcohol. The beginning of the conversation was not clearly overheard by the OFFICER but the OFFICER heard the female serving TEST PURCHASER say 'NO' before the TEST PURCHASER left the store without alcohol.

31.10.2025

Site visit by LO.

A group of 3 young girls all looking around 16 years old or younger were seen to go into the shop. After they left the LO went and asked the server if they could play the CCTV back but they stated that they were in training and didn't know how to.

Mr Bajaj was spoken to on the phone at this time and reminded that it was part of his licensing conditions was that someone had to be in the shop who could play back and download the CCTV.

01.11.2025

Site visit by LO.

Same server on and was still not able to review or download the CCTV.

01.11.2025

Message left on the DPS phone asking him to contact me. He has not called the LO since then.

MR Singh was spoken to 16 January 2025 and asked if he knew about the review and he stated that he didn't and asked that the Licensing Authority send him the forms to have himself removed as DPS. Mr Bajaj has become the DPS on 22 January 2026.