



**Haringey** Council

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## Licensing Sub Committee A

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TUESDAY, 17TH JULY, 2012 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

**MEMBERS:** Councillors Ejiofor, Peacock (Chair) and Scott

### **AGENDA**

**1. APOLOGIES FOR ABSENCE**

**2. URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 7 below).

**3. DECLARATIONS OF INTEREST**

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

**4. SUMMARY OF PROCEDURE (PAGES 1 - 2)**

The Chair will explain the procedure that the Committee will follow for the hearing considered under the Licensing Act 2003 or Gambling Act 2005. A copy of the procedure is attached.

**5. BETFRED, 64 HIGH ROAD, WOOD GREEN, N22 (PAGES 3 - 94)**

To consider an application to provide the provision of facilities for betting, whether by making or accepting bets, by acting as a betting intermediary or by providing other facilities for the making or accepting of bets (a “betting premises licence”).

The application must be considered under the three licensing objectives:

- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder or being used to support crime.
- Ensuring that gambling is conducted in a fair and open way; and
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

**6. ITEMS OF URGENT BUSINESS**

To consider any new items of admitted under item 2 above.

David McNulty  
Head of Local Democracy  
and Member Services  
Level 5  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Helen Chapman  
Principal Committee Coordinator  
Level 5  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

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Monday, 9 July 2012

## **COMMITTEE PROCEDURE – GAMBLING ACT 2005 – HEARINGS REGULATIONS SI 2007 / 173** (August 2007)

Each application that comes before this committee will be treated on its own merits, and this licensing authority will take its decision based upon the requirement to aim to permit the use of premises for gambling in so far as this licensing authority think it:

- In accordance with any relevant code of practice
- In accordance with Gambling Commission guidance
- Reasonably consistent with the licensing objectives of the Gambling Act 2005
- In accordance with this licensing authority's Statement of Principles

### **THE PROCEDURE OF THE COMMITTEE IS AS FOLLOWS:**

1. Chair opens the meeting, introduces members of the committee and officers present and explains the procedure to be followed.
2. The officer outlines the details of the application, any representations received and / or reasons why the licensing authority proposes to attach / exclude conditions, with relevance to the Gambling Commission's guidance, the licensing objectives, and / or the licensing authority's Statement of Principles, highlighting what the committee should have regard to / take into consideration and drawing attention to any other matters that may require clarification or discussion.
3. Members and the parties/representatives may ask any relevant questions of officer.
4. Chair invites applicant (or representative) to address the Committee (includes calling any 'witnesses').
5. Members ask relevant questions of applicant / 'witness'.
6. Parties that made representations to ask relevant questions of applicant / 'witness'.
7. Parties making relevant representations invited to address Committee.
8. Members ask relevant questions of party.
9. Applicant / other parties making representations / officer ask relevant questions of party.
10. Officer of the licensing authority to ask relevant questions of applicant / 'witness' (where the licensing authority proposes to attach / exclude conditions or there is some other issue requiring clarification/discussion).
11. Officer of the licensing authority invited to address the committee (where the licensing authority proposes to attach / exclude conditions or there is some other issue requiring clarification/discussion).
12. Members ask relevant questions of officer.
13. Applicant / parties making representations ask relevant questions of officer.
14. All parties invited to summarise (if they so wish).
15. Chair asks all parties if they are satisfied that they have had the opportunity to say everything that they wish to.
16. Members of the Committee retire to reach a decision with the Committee Clerk and legal representative.
17. Decision and reasons will be outlined by the Committee Clerk.

## PLEASE NOTE

- Changes of committee membership (if any) will be given at the beginning of the meeting.
- Hearings may proceed even if one of the parties is absent. All notices and representations received from absent parties will be considered.
- Documentary evidence produced at the hearing will only be considered with agreement of all parties present.
- In cases where a decision cannot be given at the end of the hearing, the decision will normally be made within 5 working days after the day of the hearing and that the parties will be notified in writing.
- Parties have a right to appeal to the Magistrates Courts, within 21 days of notification of the decision.
- The committee may on occasion find it necessary to exclude members of the press and public based upon the reasons set-out in SI 2007 / 173 article 8 which are if any unfairness to a party is likely to result from a public hearing, or there is a need to protect the commercial or other legitimate interests of a party.
- The hearing is intended to take the form of a discussion led by the committee and cross-examination is not encouraged unless the committee considers that it is required for the application to be properly considered.
- The committee has the right to exclude any parties disrupting the hearing or require him / her to meet certain conditions for him / her to continue to take part in the hearing. Any person excluded in this manner is able to submit information in writing to the committee before it finishes.



**Gambling Act 2005 Licensing Sub-Committee 17<sup>TH</sup> JUNE 2012**

**Report title: Application for a Premises Licence by BET FRED, 64 HIGH ROAD, WOOD GREEN N22**

**Ward(s) Noel Park**

**1. Purpose**

To consider an application by **DONE BROTHERS (CASH BETTING) LTD T/A BETFRED** to provide the provision of facilities for betting, whether by making or accepting bets, by acting as a betting intermediary or by providing other facilities for the making or accepting of bets (a "betting premises licence").

This application must be considered under the three licensing objectives:

- -preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime.
- -ensuring that gambling is conducted in a fair and open way: and
- Protecting children and other vulnerable persons from being harmed or exploited by gambling

**2. Principles to be applied**

In exercising their functions under this part a licensing authority shall aim to permit the use of premises for gambling in so far as the authority think it-

- (a) In accordance with the any relevant code of practice under section 24.
  - (b) In accordance with any relevant guidance issued by the Commission under section 25,
  - (c) Reasonably consistent with the licensing objectives (subject to paragraphs (a) and (b), and
  - (d) In accordance with the statement published by the authority under section 349 (subject to paragraphs (a) to (c)
3. in determining whether to grant a premises licence a licensing authority may not have regard to the expected demand for the facilities which it is proposed to provide.

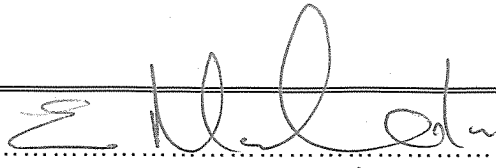
**Recommendations**

4. On considering an application for a premises licence (whether at a hearing or not) a licensing authority shall
- (a) Grant it or
  - (b) Reject it.

A licensing Authority shall not determine an application for a premises licence made in reliance on section 159(3)(b) until the relevant operating licence has been issued in a form which authorises the applicant to carry on the activity in respect of which the premises licence is sought.

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Report authorised by: Joan Hancox.....



PP Head of Neighbourhood Service

Contact Officer: Ms Daliah Barrett

Telephone: 020 8489 8232

**3. Executive summary**

For consideration by Sub Committee under the Gambling Act 2005 for a Betting Premises Licence.

**4. Access to information:**

Local Government (Access to Information) Act 1985

Background Papers

The following Background Papers are used in the preparation of this Report:

**File: BETFRED**

The Background Papers are located at Enforcement Service, Technopark, Ashley Road, Tottenham N17

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## 5. REPORT

### Background

5.1 Application by Done Brothers Ltd for a Premises Licence in respect of 64 High Road, Wood Green London N22 under the Gambling Act 2005. The application has followed the prescribed format and all consultations have been undertaken.  
App 1

5.2 Members are reminded of the three licensing objectives under the Gambling Act 2005 which are:

- (a) preventing gambling from becoming a source of crime or disorder, being associated with crime or disorder, or being used to support crime.
- (b) Ensuring that gambling is conducted in a fair and open way; and
- (c) Protecting children and other vulnerable persons from being harmed or exploited by gambling.

5.3 When determining an application the Licensing Authority 'shall aim to permit the use for gambling (Section 153) subject to:

- Section 24 Codes of Practice
- Section 25 Guidance by the Gambling Commission
- Licensing objectives
- Haringey Council Licensing Policy

5.4 The Committee are asked to consider the application in light of the representation received. 'Principles to be applied' copies of the relevant codes of practice are attached with this report. (App 2- Codes of Practice)

5.5 There are also two statutory disregards, it is expressly provided that In determining whether to grant a premises license, a licensing authority may not have regard to the expected demand for the facilities which it is proposed to provide. The licensing authority shall not have regard to whether the proposal is likely to receive planning or building regulations approval.

## 6. RELEVANT REPRESENTATIONS (CONSULTATION)

### Responsible Authorities:

#### 6.1 The Licensing Authority

No Comments received in relation to this application.

**6.2 The Gambling Commission**

A confirmation of receipt of the application has been given by the Commission

**6.3 London Fire and Civil Defence Authority**

No comments received in relation to this application

**6.4 The Planning Department**

No comment received in relation to this application

**6.5 Environmental Health - Health and Safety/Noise Team/Pollution**

No comments received in relation to this application

**6.6 Trading Standards**

Have no objections to this application

**6.7 Safeguarding children nominee**

No comments in relation to this matter.

**6.8 Her Majesty's Commissioners of Custom and Excise**

Have received notification of the application

**6.9 Interested Parties - App 3**

For the purposes of this part a person is an interested party in relation to a premises licence or in relation to an application for or in respect of a premises licence if, in the opinion of the licensing authority which issues the license or to who the application is made, the person

- (a) lives sufficiently close to the premises to be likely to be affected by the authorised activities.
- (b) Has business interests that might be affected by the authorised activities, or
- (c) Represents persons who satisfy paragraph (a) or (b)

Representations have been made by Cllr Stewart as to the crime and disorder around existing betting shops in the area.

6.9A The applicant has submitted proposed conditions at App 4

## 7.0 Financial Comments

The fee which would be applicable for this application is £2700.00

## 8.0 Licensing Officer comments

There are three types of conditions which may be attached to a Premises Licence.

- Mandatory (S167)
- Default (S168)
- Discretionary, set by the Licensing Authority (S169)

Mandatory and default conditions are prescribed in the Gambling Act 2005 Regulations for each premises type. Conditions attached by the Licensing Authority may not;

Conflict with Gambling Commission requirements (S169)

Require memberships (S170)

Limit stakes or prizes (S171)

Restrict machines numbers (S172)

The Conditions Regulations stipulate the mandatory and default conditions every Premises License will have the following conditions:

### **Mandatory conditions attaching to every premises license**

(1) The conditions specified in paragraphs (2), (3) and (4) shall be attached to every premises license.

(2) The summary of the terms and conditions of the premises license issued under section

164(1)(c) of the 2005 Act shall be displayed in a prominent place within the premises.

(3) The layout of the premises shall be maintained in accordance with the plan.

(4) The premises shall not be used for—

(a) the sale of tickets in a private lottery or customer lottery, or

(b) the sale of tickets in any other lottery in respect of which the sale of tickets on the premises is otherwise prohibited.

**Mandatory conditions attaching to betting premises licenses**

1. A notice stating that no person under the age of 18 years is permitted to enter the premises shall be displayed in a prominent place at every entrance to the premises.

2.—(1) Access to the premises shall be from a street or from other premises with a betting premises license.

(2) Without prejudice to sub-paragraph (1), there shall be no means of direct access between the premises and other premises used for the retail sale of merchandise or services.

3. Subject to anything permitted by virtue of the 2005 Act, or done in accordance with paragraphs 4, 5, 6 and 7 below, the premises shall not be used for any purpose other than for providing facilities for betting.

4. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to leave any gaming machine or betting machine in order to do so.

5. No apparatus for making information or other material available in the form of sounds or visual images may be used on the premises, except for apparatus used for the following purposes—

(a) communicating information about, or coverage of, sporting events, including—

(i) information relating to betting on such an event; and

(ii) any other matter or information, including an advertisement, which is incidental to such an event;

(b) communicating information relating to betting on any event (including the result of the event) in connection with which betting transactions may be or have been effected on the premises.

6. No publications, other than racing periodicals or specialist betting publications, may be sold or offered for sale on the premises.

7. No music, dancing or other entertainment shall be provided or permitted on the premises, save for entertainment provided in accordance with paragraph 5.

8.—(1) No alcohol shall be permitted to be consumed on the premises at any time during which facilities for gambling are being provided on the premises.

(2) A notice stating the condition in sub-paragraph (1) shall be displayed in a prominent place at every entrance to the premises.

9. A notice setting out the terms on which customers are invited to bet on the premises shall be displayed in a prominent place on the premises to which customers have unrestricted access.



**Section 183 Christmas Day**

A premises licence shall, by virtue of this section, be subject to the condition that the premises shall not be used to provide facilities for gambling on Christmas Day.

**Section 184 Annual Fee**

- (1) The holder of a premises licence-
- a. Shall pay a first annual fee to the licensing authority within such period after the issue of the licence as may be prescribed, and
  - b. Shall pay an annual fee to the licensing authority before each anniversary of the issue of the licence.

**Section 185 Availability of licence**

- (1) The holder of a premises licence shall-
- a. Keep the licence on the premises, and
  - b. Arrange for the licence to be made available on request to-
    - i. A constable
    - ii. An enforcement officer, or
    - iii. An authorised local authority officer

**The Default conditions to be attached to any premises license unless they are excluded by the Licensing Authority, these are:**

**Default conditions attaching to betting premises licenses (other than in respect of tracks)**

- No facilities for gambling shall be provided on the premises between the hours of 10pm on one day and 7am on the next day.

**Section 169 of the Act gives licensing authorities:**

- The ability to exclude from premises licenses any default conditions that have been imposed under section 168; and
- The power to impose conditions on the premises licenses that they issue.

**Door Supervisors.**

This is not a mandatory requirement.

**Section 178 Door Supervision**

- (1) Where a condition for door supervision is attached to a premises licence (whether by virtue of section 167, 168 or 169) subsection (3) shall apply in relation to the licence.
- (2) In subsection (1) "condition for door supervision" means a condition requiring that one or more persons be responsible for guarding the premises against unauthorised access or occupation, against outbreaks or disorder or against damage.
- (3) If the person carrying out the guarding mentioned in subsection (2) is required by the Private Security Industry Act 2001 (c. 12) to hold a licence under that Act authorising the guarding, the requirements under that Act shall be treated for the purpose of this Act as if it were a condition of the premises licence attached by virtue of this section.

**Appendix 1**

**Application form**

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WK/216524

**Application for a premises licence  
under the Gambling Act 2005 (standard form)**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

If you are completing this form by hand, please write legibly in block capitals using ink. Use additional sheets if necessary (marked with the number of the relevant question). You may wish to keep a copy of the completed form for your records.

Where the application is—

- In respect of a vessel, or
- To convert an authorisation granted under the Betting, Gaming and Lotteries Act 1963 or the Gaming Act 1968,

the application should be made on the relevant form for that type of premises or application.

**Part 1 – Type of premises licence applied for**

Regional Casino                       Large Casino                       Small Casino   
 Bingo                                       Adult Gaming Centre                       Family Entertainment Centre   
 Betting (Track)                               Betting (Other)

Do you hold a provisional statement in respect of the premises? Yes  No

If the answer is "yes", please give the unique reference number for the provisional statement (as set out at the top of the first page of the statement):

**Part 2 – Applicant Details**

If you are an individual, please fill in Section A. If the application is being made on behalf of an organisation (such as a company or partnership), please fill in Section B.

**Section A**

**Individual applicant**

1. Title: Mr  Mrs  Miss  Ms  Dr  Other (please specify)

2. Surname: \_\_\_\_\_ Other name(s): \_\_\_\_\_

*[Use the names given in the applicant's operating licence or, if the applicant does not hold an operating licence, as given in any application for an operating licence]*

3. Applicant's address (home or business – *[delete as appropriate]*):

Postcode:

4(a) The number of the applicant's operating licence (as set out in the operating licence):

4(b) If the applicant does not hold an operating licence but is in the process of applying for one, give the date on which the application was made:

5. Tick the box if the application is being made by more than one person.

*[Where there are further applicants, the information required in questions 1 to 4 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]*

**Section B**

**Application on behalf of an organisation**

6. Name of applicant business or organisation: Done Brothers (Cash Betting) Limited T/A Betfred  
*[Use the names given in the applicant's operating licence or, if the applicant does not hold an operating licence, as given in any application for an operating licence.]*

7. The applicant's registered or principal address:

Spectrum  
56-58 Benson Road  
Birchwood  
Warrington

Postcode: WA3 7PQ

8(a) The number of the applicant's operating licence (as given in the operating licence):  
000-001058-N-102469-001

8(b) If the applicant does not hold an operating licence but is in the process of applying for one, give the date on which the application was made:

9. Tick the box if the application is being made by more than one organisation.

*[Where there are further applicants, the information required in questions 6 to 8 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]*

**Part 3 – Premises Details**

10. Proposed trading name to be used at the premises (if known): BETFRED

11. Address of the premises (or, if none, give a description of the premises and their location):  
64 HIGH ROAD  
WOOD GREEN  
LONDON

Postcode: N22 6HL

12. Telephone number at premises (if known): NOT KNOWN

13. If the premises are in only a part of a building, please describe the nature of the building (for example, a shopping centre or office block). The description should include the number of floors within the building and the floor(s) on which the premises are located.

The premises are a ground floor unit, being part of a three storey building. The application is to provide ground floor betting facilities, the upper floors are no part of this application.

14(a) Are the premises situated in more than one licensing authority area?

No *[delete as appropriate]*

14(b). If the answer to question 14(a) is yes, please give the names of all the licensing authorities within whose area the premises are partly located, **other than the licensing authority to which this application is made:**

**Part 4 – Times of operation**

15(a). Do you want the licensing authority to exclude a default condition so that the premises may be used for longer periods than would otherwise be the case?

*/No [delete as appropriate] [Where the relevant kind of premises licence is not subject to any default conditions, the answer to this question will be no.]*

15(b). If the answer to question 15(a) is yes, please complete the table below to indicate the times when you want the premises to be available for use under the premises licence.

	Start	Finish	Details of any seasonal variation
Mon	hh:mm	hh:mm	
Tue			
Wed			
Thurs			
Fri			
Sat			
Sun			

16. If you wish to apply for a premises licence with a condition restricting gambling to specific periods in a year, please state the periods below using calendar dates:

N/A

**Part 5 – Miscellaneous**

17. Proposed commencement date for licence (leave blank if you want the licence to commence as soon as it is issued): (dd/mm/yyyy)

18(a). Does the application relate to premises which are part of a track or other sporting venue which already has a premises licence? No *[delete as appropriate]*

18(b). If the answer to question 18(a) is yes, please confirm by ticking the box that an application to vary the main track premises licence has been submitted with this application.

19(a). Do you hold any other premises licences that have been issued by this licensing authority? Yes *[delete as appropriate]*

19(b). If the answer to question 19(a) is yes, please provide full details:

90/92 West Green Rd, Tottenham, London

474 High Rd, Tottenham, London

11 Queens Parade, Brownlow Road, Bounds Green, London, N11 2DN

513 Green Lanes, Haringey, N4 1AP

Unit 2 679 Green Lanes Wood Green

20. Please set out any other matters which you consider to be relevant to your application:

Please see attached.

**Part 6 – Declarations and Checklist (Please tick)**

I/ We confirm that, to the best of my/ our knowledge, the information contained in this application is true. I/ We understand that it is an offence under section 342 of the Gambling Act 2005 to give information which is false or misleading in, or in relation to, this application.

I/ We confirm that the applicant(s) have the right to occupy the premises.

Checklist:

- Payment of the appropriate fee has been made/is enclosed
- A plan of the premises is enclosed
- I/ we understand that if the above requirements are not complied with the application may be rejected
- I/ we understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities



**Part 7 – Signatures**

21. Signature of applicant or applicant's solicitor or other duly authorised agent. If signing on behalf of the applicant, please state in what capacity:

Signature:



Print Name: Mark Stebbings

Date: 12/04/2012 (dd/mm/yyyy) Capacity: Development Manager

22. For joint applications, signature of 2nd applicant, or 2nd applicant's solicitor or other authorised agent. If signing on behalf of the applicant, please state in what capacity:

Signature:

Print Name:

Date: (dd/mm/yyyy) Capacity:

*[Where there are more than two applicants, please use an additional sheet clearly marked "Signature(s) of further applicant(s)". The sheet should include all the information requested in paragraphs 21 and 22.]*

*[Where the application is to be submitted in an electronic form, the signature should be generated electronically and should be a copy of the person's written signature.]*

**Part 8 – Contact Details**

23(a) Please give the name of a person who can be contacted about the application:

Mark Stebbings

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted:

01925 288 584

24. Postal address for correspondence associated with this application:

Development Dept.

Betfred

Spectrum

56-58 Benson Road

Birchwood, Warrington

Postcode:WA3 7PQ

25. If you are happy for correspondence in relation to your application to be sent via e-mail, please give the e-mail address to which you would like correspondence to be sent:

mark.stebbing@betfred.com

**NOTICE OF APPLICATION FOR A PREMISES LICENCE**

This notice is issued in accordance with regulations made under section 160 of the Gambling Act 2005

Notice is hereby given that the organisation whose details are given in the Schedule to this notice have made an application for a **Betting** premises licence:

The application relates to the following premises:

Betfred  
64 High Road  
Wood Green  
London  
N22 6HL

The application has been made to the following licensing authority:

Haringey Council  
The Licensing Team  
Commercial Services  
Urban Environment  
Units 271-272  
Lee Valley Technopark  
Ashley Road  
Tottenham  
London N17 9LN

Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)

Information about the application is available from the licensing authority, including the arrangements for viewing the details of the application.

The following person connected with the applicant is able to give further information about the application:

**Mark Stebbings - Development Department – 07971 979572/01925 288584**  
[mark.stebbing@betfred.com](mailto:mark.stebbing@betfred.com)

**Any representations under section 161 of the Gambling Act 2005 must be made no later than the following date: 11<sup>th</sup> May 2012**

The organisation making the application is as follows:

**Done Brothers (Cash Betting) Limited T/A Betfred  
Spectrum  
56-58 Benson Road  
Birchwood  
Warrington**

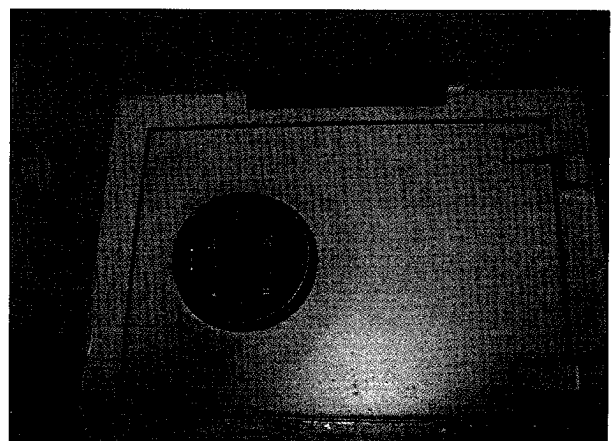
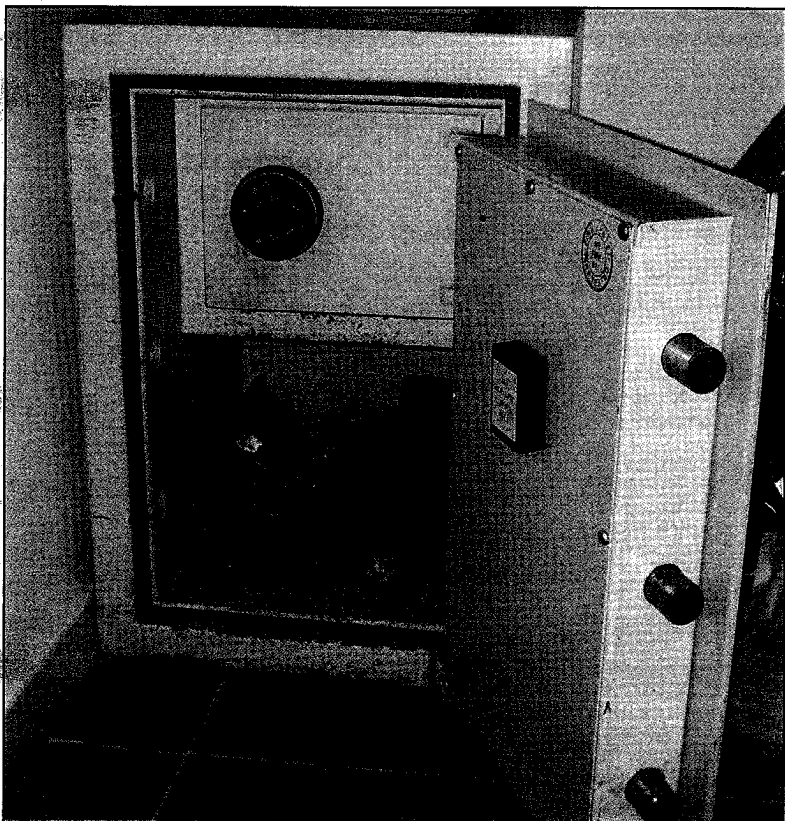
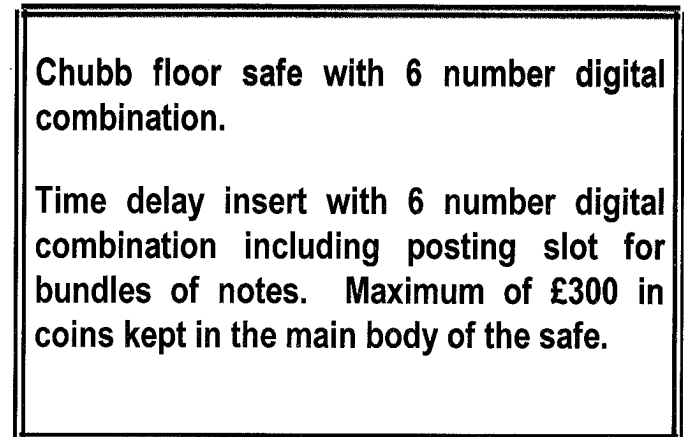
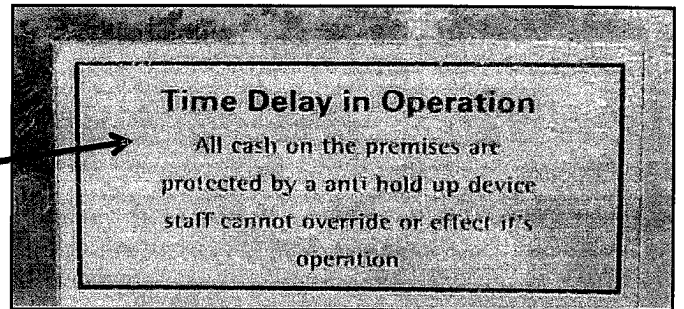
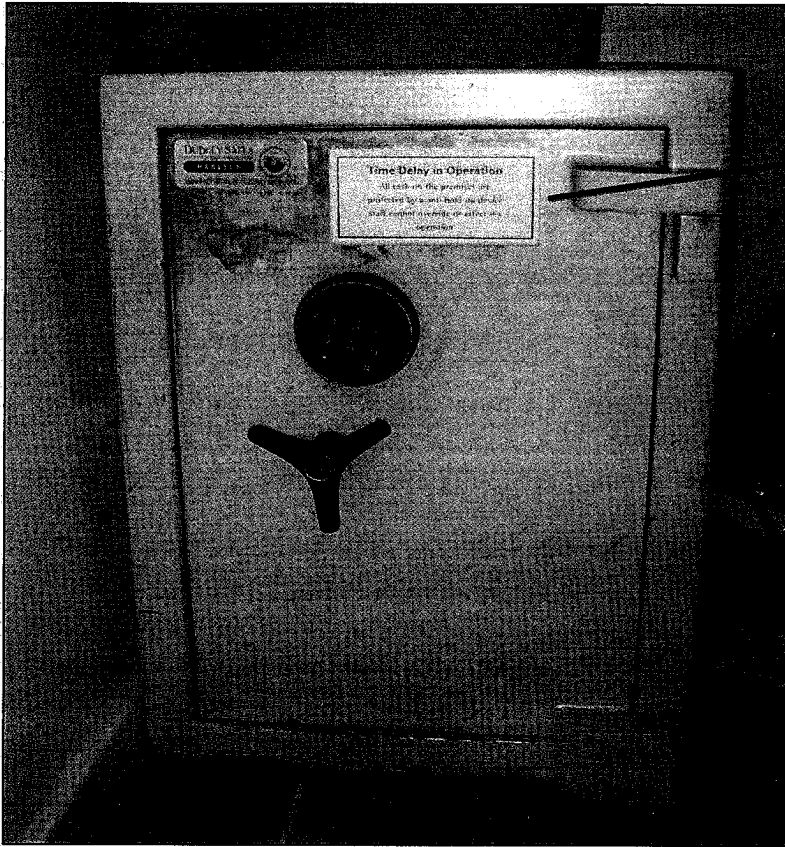
Postcode: **WA3 7PQ**

The number of the operating licence held by the Applicant is **000-001058-N-102469-001**

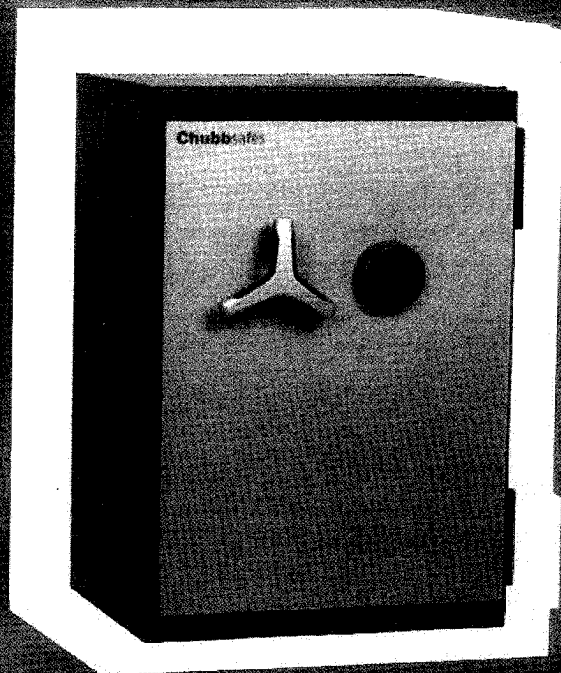
**BETFRED**

**SECURITY  
FEATURES**

## Betfred Security Features - Safe



Innovative safe for  
combined burglary and  
fire protection



# Sovereign Elite

BURGLARY- & FIRE-RESISTANT PROTECTION

Burglary protection in accordance with the European standard, EN 1143-1, as certified by ECB-S for Grades 0 and I.

- Each grade corresponds to a higher insurance rating – £6 000 for Grade 0 and £10 000 for Grade I.
- Sovereign Elite as also been approved by ECB-S in accordance with EN 1047-1 in class S 60 P for one hour's fire protection of paper documents.
- The safe's new composite, torch-resistant barrier material – Dualite – ensures burglary and fire protection whilst also reducing its total weight. The low weight minimises transportation and installation costs.
- The three-way boltwork is constructed with solid steel bolts.
- For additional security, Sovereign Elite is fitted with an active relocker and anti-drilling plates have been

incorporated into the boltwork to withstand burglary attempts. The plates are specially designed and made with manganese-coated steel for Grade 0 and T200X carbide-clad steel for Grade I.

- A Class A mechanical key lock or a Class B high-security electronic lock, approved in accordance with EN 1300, are both available as primary lock options. Electronic locks increase the level of security and prevent unauthorised access to the safe.
- Every model can be customised with a range of internal fittings to maximise storage capacity.
- A data media insert is available, certified 60 Diskette by NT Fire 017, for one hour's fire protection of heat-sensitive data media.
- Sovereign Elite has a modern design with an ergonomic soft-touch handle.



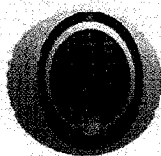
**Chubb**safes  
*Trusted the world over.*

BURGLARY RESISTANCE  
EQUIPMENT

Product Specifications

Model	External (mm)			Internal (mm)			Weight (kg)	Volume (litres)
	Height	Width	Depth	Height	Width	Depth		
40	435	500	456	335	400	295	90	40
60	590	500	521	430	400	360	115	62
110	690	600	561	590	500	386	161	114
150	875	600	561	775	500	386	196	150
200	1150	600	561	1050	500	386	243	203
300	1600	600	561	1500	500	386	322	290
350	1600	675	585	1500	575	410	352	354
450	1850	675	615	1750	575	440	415	443

Lock Options



Electronic lock

As the primary locking option, Sovereign Elite safes can be fitted with either a high-security electronic lock (Class B) or a key lock (Class A).

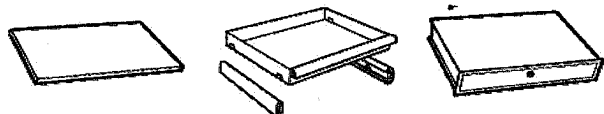
Dual locking is available from model 110 and up. The primary lock can be complemented by a combination lock or both a key lock and electronic lock can be fitted.

All locks are tested by ECB-S and are certified in accordance with the EN 1300 standard.

Sovereign Elite's high-security electronic lock – certified Class B by ECB-S includes the following features:

- 1 master code, 1 supervisor code and 7 user codes.
- Time delay of up to 99 minutes between lock being operated and door being opened. Also equipped with time-delay override.
- Protective function to raise silent alarm if lock is being opened under duress.

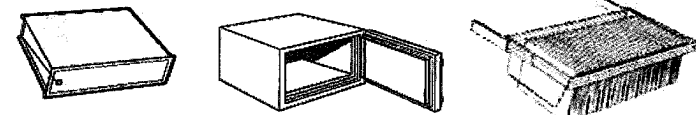
Internal Fittings



Shelf

Extendable shelf

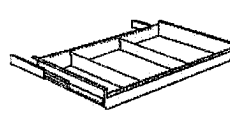
Extendable drawer



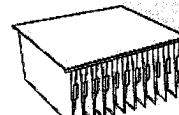
Lockable compartment

Data media insert

Suspension file frame



Extendable tray



Shelf for hanging files (available for size 110 and above)

Authorised dealer

Testing

Fire Testing

Sovereign Elite has been approved in accordance with the European standard, EN 1047-1 in fire class S 60 P, which means the safe will protect paper documents for one hour. This certification was awarded by ECB-S (European Certification Board-Security Systems).

Test Procedure

Stage 1

The cabinet is placed in a furnace and heated to a temperature of almost 1000°C for 60 minutes to simulate the effects of a severe fire.

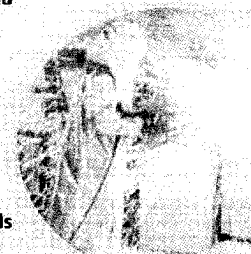
Stage 2

The cabinet is removed from the furnace and cooled. When opened, the inner temperature of the cabinet must not exceed 150°C.

Burglary Testing

Sovereign Elite has been approved by ECB-S in accordance with the European standard, EN 1143-1, for burglary protection in Grades 0 and I.

A range of attack tools were used to test Sovereign Elite's level of resistance, from basic tools to sophisticated machinery such as oxyacetylene torches and thermal lances.



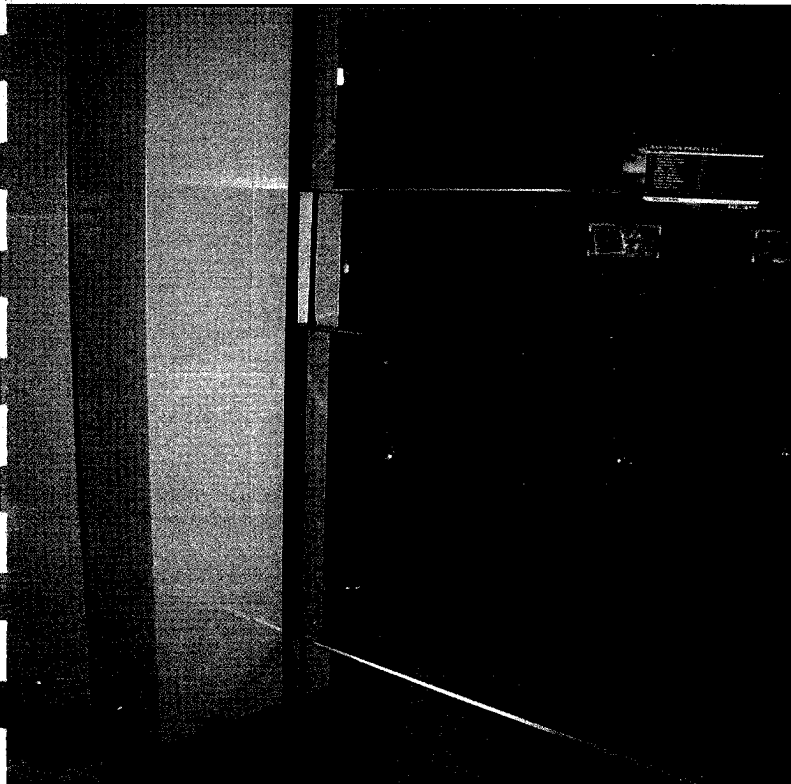
Chubb's policy is one of constant improvement. We reserve the right to alter any part of these specifications without notification.

**Chubb safes**  
Trusted the world over.

www.chubb safes.com

'Chubb' is owned by Chubb plc and is a registered trademark used under license

## Betfred Security Features – Bandit Screen



**Anti-Snatch Bandit Screens, showing small speech and service gaps.**

**Persons unable to reach over to snatch money or vault the counter.**

**Fitted with either toughened safety glass or polycarbonate.**



# Alphamet Maintenance Services Limited

Alphamet Maintenance  
Services Limited  
Unit 3-4 Alma Works  
Station Street  
Dukinfield  
Cheshire  
SK16 4SE

For the attention of Ish-Betfred

Date: September 2010

T: 0161 339 2921  
F: 0161 339 9375  
ams7@btconnect.com

Further to your recent enquiry our specification for anti bandit screen as requested.

**Specification Of Product:**

All aluminum extrusions are extruded using alloy 6063.T6 to BS1474:1987.

Profile to be used is Senior Aluminum Systems STW200 heavy duty series

All aluminum to be powder coated in standard ral color to comply with BS6496:1984

All glass used is to be 10.8 laminated security. Glazed with security beads sat on double sided heavy duty tape.

**Polycarbonate Sheet Spec**

10-years production experience

ISO-9001-2000.

Impact Resistance D-256....

*Erroll Phipps*

**Erroll Phipps**



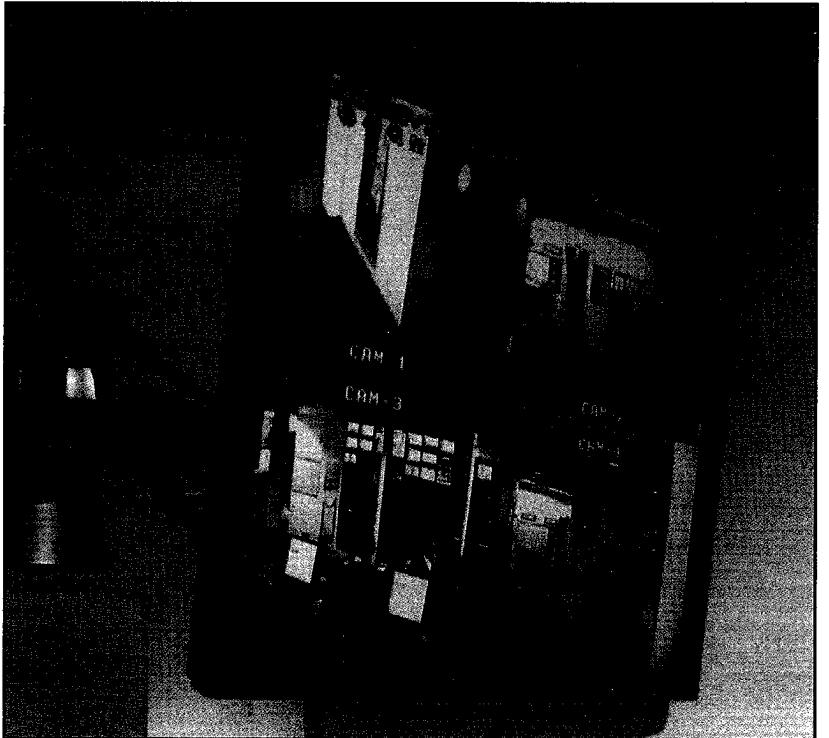
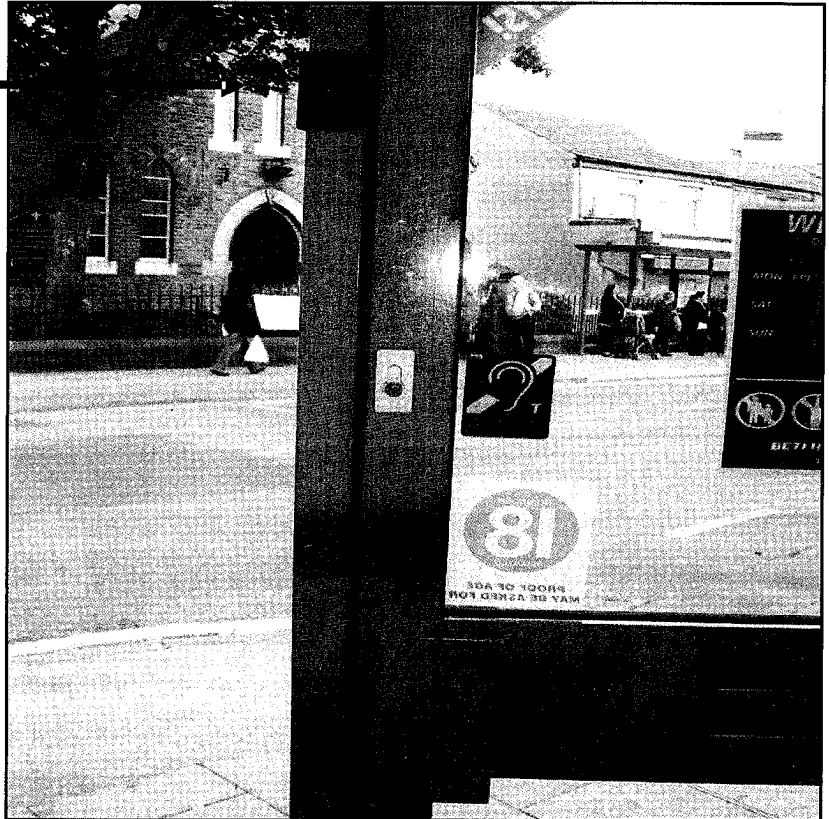
# Betfred Security Features – CCTV

Covert pinhole CCTV camera

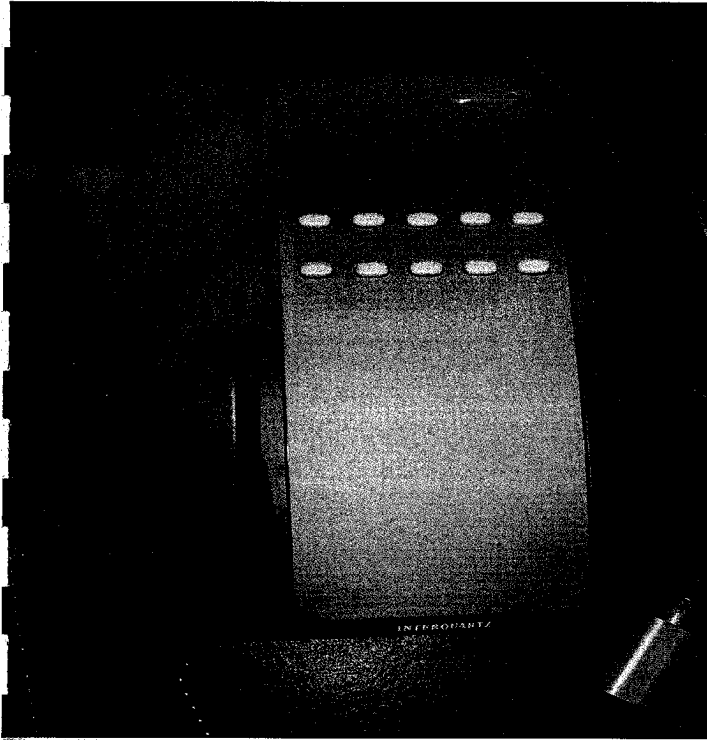
We are able to install 4, 8 or 12 camera CCTV systems.

Recordings are stored on a hard drive which is kept in a hidden location within the shop. These can be accessed remotely by the Security Manager or Head Office and burnt to as requested.

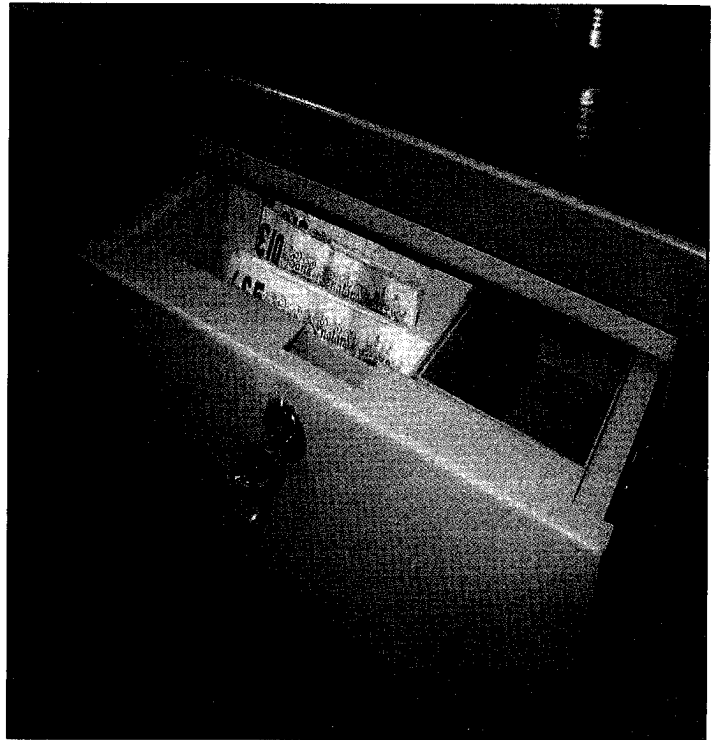
High quality still images can be printed off in the shop immediately.



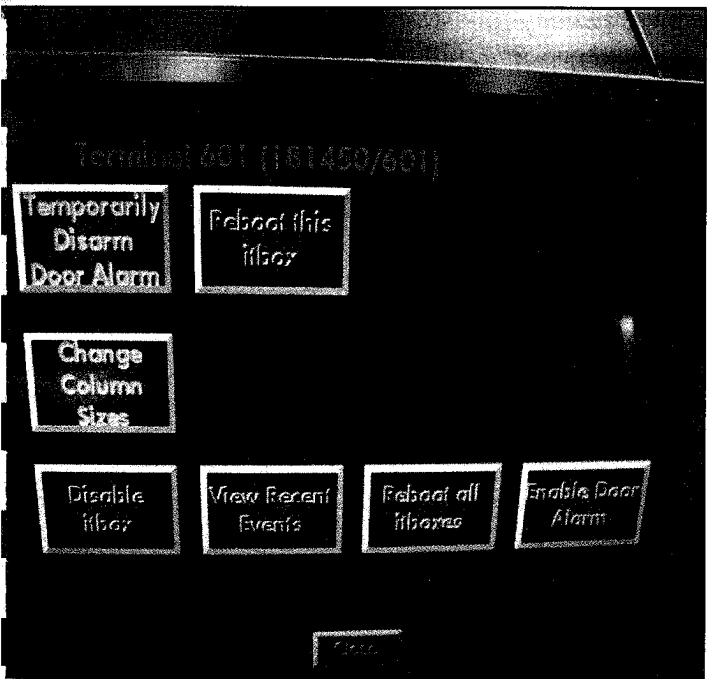
## Betfred Security Features – Other Security Measures



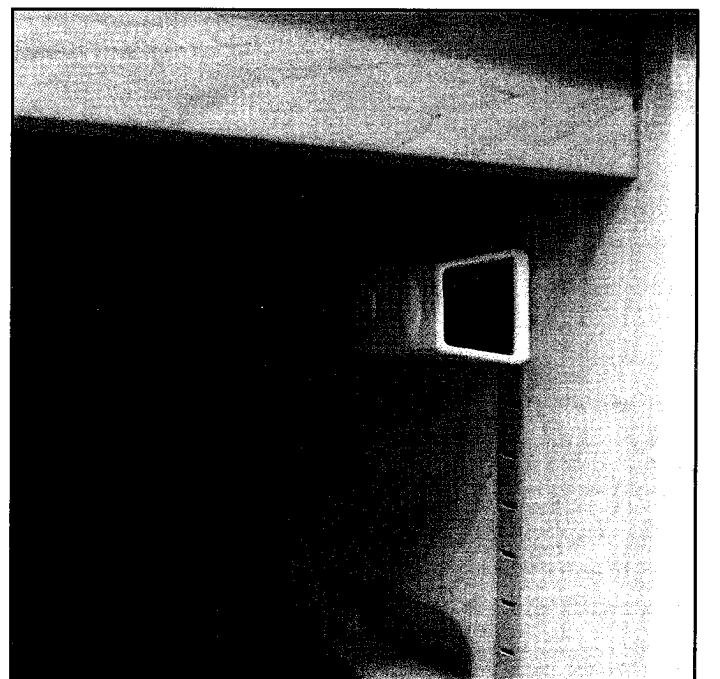
Emergency telephone with one button direct speed dial to police.



Lockable cash drawer.



Fixed Odds Betting Terminals can be disabled from behind the counter.



Panic alarm button linked to AMCO Alarm Surveillance and Response System.



# THE ALARM MONITORING COMPANY LTD

PO BOX 138, YORK, YO61 3WS

Tel 01347 822111 Fax 01347 824507

Email [info@alarm-monitoring.co.uk](mailto:info@alarm-monitoring.co.uk)

## Alarm & Emergency Response System Specification

Client - **Betfred New Shop** Installation number - / Monitoring Number - **105582**

Address - **70, The Broadway, , London, SW19 1RQ**

### GENERAL RESPONSE INFORMATION -(For operational details go to [www.alarm-monitoring.co.uk](http://www.alarm-monitoring.co.uk))

**System** = AMCO audio surveillance and emergency response system providing intruder detection and deterrence and immediate emergency support

**Normal response time** = less than 30 seconds

**Types of emergency support activated** = Police; Fire Service; Ambulance; Doctor

**Back-up support activated** = Keyholder response to Power failure; Keyholder and engineer response to system faults; Keyholder response to support all emergency calls.

### EQUIPMENT INSTALLED

#### **CENTRAL CONTROL PANEL - Type - R8++**

Description -Digitally operated and programmable panel with double pole, closed circuit wiring for all detectors with anti-tamper devices incorporated throughout. Conforming with BS4737 specification. Normal power is 240 volt mains supply backed up by a 12 v rechargeable battery capable of sustaining the panel for at least 8 hours in the event of power failure. Audio indication of setting and unsetting and visual display to give full indication of the status of the panel.

**DETECTION & EMERGENCY ACTIVATION EQUIPMENT** - See attached "Alarm System Specification Sheet"

#### **EXTERNAL DETERRENCE & WARNING - Type of "Bell" unit - D**

If fitted the siren is an external self-actuating electronic piezo sounder with built in xenon strobe fitted in a weatherproofed S.A.B. unit and all contained in a tough polycarbonate anti-tamper and anti-foam cover. Normal power is supplied by the central control panel but is backed up by an integral rechargeable battery. Automatic activation if wires are cut or system is tampered with. LED indicators where fitted provide maximum deterrence.

**Decoy box** - External siren box to provide deterrence where necessary.

**Warning Signs** - Warning that the property is monitored 24 hours a day with a £1,000 reward to provide maximum deterrence

#### **DIGITAL AUDIO COMMUNICATOR REMOTE SIGNALING DEVICE**

The digital communicator is a 5 channel audio communicator. If the alarm is activated the communicator immediately transmits a digitised audible alarm signal via the communication link listed below. Dialling continues for a maximum of 8 times to each number until a response is detected. Low battery warning is automatically signaled, with the system dialling out in the same way.

**Types of alarm that are monitored** = Intruder / Personal Attack / Fire / Medical Emergency / Power Fail

#### **AMCO ALARM SURVEILLANCE AND RESPONSE SYSTEM**

This is an interactive audio surveillance and immediate response system complying with ACPO policy for priority police response. The system is monitored 24 Hrs a day and provides immediate interrogation through a series of microphones and speakers. This interrogation provides immediate information regarding the occupants status and condition. Appropriate action is immediately commenced if intruder activity or an emergency is confirmed :-

a) If an intruder or attacker is detected, the police are immediately called, whilst warning is given over a loud speaker with the express purpose of expediting the intruders removal from the premises.

b) If a medical or fire emergency, the appropriate emergency service is summoned immediately and the occupants given verbal assistance.

**Type of AMCO system fitted** = AF3 with 1 Speaker/Microphones fitted.

#### **COMMUNICATION LINKS**

1. Standard - via secure conventional terrestrial phone lines with special line cut monitoring of vulnerable lines on site.

2. High Security - Standard telephone links backed up by a secreted audio GSM link that provides immediate notification of telephone line cuts and corresponding key holder response whilst continuing to provide the standard AMCO alarm surveillance and immediate audio response as above.

**Date :-** 11/08/10

## Betfred Security Features – Other Security Measures



Maglock fitted to front entrance

Access to the customer toilets is controlled, the toilets are locked with the key kept behind the counter.

Fixed Odds Betting Terminals are located near to the counter for supervision.

**Appendix 2**

**Codes of Practice for Betting Shops**

**GAMBLING  
COMMISSION**

**Licence conditions and codes of practice  
(consolidated version)**

December 2011

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2. Technical standards and equipment specifications
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4. Protection of customer funds
5. Cash handling
6. Provision of credit by licensees and the use of credit cards
7. General 'fair and open' provisions
8. Display of licensed status
9. Types and rules of casino and other games
10. Tipping of casino employees
11. Lotteries
12. Betting intermediaries
13. Pool betting
14. Access to premises
15. Information requirements
16. Primary gambling activity

### Personal licence conditions

## Part II: Codes of practice

### Introduction

#### Code provisions

1. Financial requirements
2. Protection of children and other vulnerable persons
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## Introduction

1. This document sets out the Gambling Commission's general licence conditions and associated codes of practice (LCCP) under the Gambling Act 2005 (the Act). The last general revision of the conditions and codes was published in October 2008 and came into force for gambling operating and personal licensees on 1 January 2009. After that a number of subsequent changes were made and published in the form of supplements to the LCCP. The last consolidation of supplements into the main LCCP document was published in March 2011 in a single document.
2. Since that date, three further changes have been made, which were included in the following separate publications:
  - Supplement 8: Types and rules of casino and other games (amending licence condition 9), July 2011
  - Supplement 9: Casino gaming reserve (revoking licence condition 3.2), September 2011
  - Supplement 10: Technical changes in respect of 2005 Act casinos, November 2011
3. The LCCP document sets out:
  - the suite of general conditions to be attached to operating licences
  - the suite of general conditions to be attached to personal licences
  - the principal codes of practice, distinguishing between 'social responsibility' provisions and 'ordinary' provisions (the social responsibility provisions are in shaded boxes within the text).
4. Copies of this and the other documents mentioned above can be obtained from the Commission's website: [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) or by writing to:

Gambling Commission  
Victoria Square House  
Victoria Square  
Birmingham B2 4BP  
T 0121 230 6666  
F 0121 230 6720  
E [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)



## **Part I: General conditions imposed by the Gambling Commission**

### **Suite of general conditions to be attached to operating licences under Section 75 of the Gambling Act 2005 ('the Act')**

#### **1 Qualified persons and personal licences**

##### **1.1 Qualified persons**

###### **All operating licences, except ancillary remote licences, issued to small-scale operators**

In this condition the terms 'small-scale operator', 'qualifying position' and 'qualified person' have the meanings respectively ascribed to them by the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.

Schedule X<sup>1</sup> lists those individuals notified to the Commission as qualified persons.

If, whilst the licensee remains a small-scale operator, an individual begins or ceases to occupy a qualifying position in relation to the licensee, the licensee must within 28 days apply to the Commission under s104(1)(b) for amendment of the details of the licence set out in Schedule X<sup>1</sup>.

An application for amendment under s104(1)(b) may be made in advance of an individual beginning or ceasing to occupy a qualifying position provided it specifies the date from which the change to which it relates is to be effective.

###### **All non-remote general betting operating licences issued to small-scale operators**

Schedule Y<sup>1</sup> to this licence lists those of the licensee's employees whose details have been provided to the Commission as authorised by the licensee to accept bets on the licensee's behalf on a track otherwise than under the supervision of a qualified person present on the same track.

Should the licensee wish to add an individual to the list or remove the name of an individual from the list the licensee must make application to the Commission under s104(1)(b) for amendment of that detail of the licence. Any employee the licensee wishes to add to the list may act unsupervised pending amendment of the licence provided a valid amendment application has been lodged with the Commission.

In this condition 'qualified person' has the same meaning as in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.

##### **1.2 Personal licences**

###### **All casino, bingo, general and pool betting, betting intermediary, gaming machine general, gaming machine technical, gambling software and lottery managers licences, except ancillary remote licences**

- (a) Subject to (e) and (f) below licensees must ensure:
- (i) that each individual who occupies one of the management offices specified in (b) below in or in respect of the licensee or in connection with the licensed activities holds a personal licence

<sup>1</sup> The schedules mentioned here will be attached to individual licences.

authorising the performance of the functions of that office (hereafter 'a personal management licence')

(ii) that at least one person occupies at least one of those offices.

(b) The specified management offices are those offices (whether or not held by a director in the case of a licensee which is a company, a partner in the case of a licensee which is a partnership or an officer of the association in the case of a licensee which is an unincorporated association) the occupier of which is by virtue of the terms of their appointment responsible for:

- the overall management and direction of the licensee's business or affairs
- the licensee's finance function as head of that function
- the licensee's gambling regulatory compliance function as head of that function
- the licensee's marketing function as head of that function
- the licensee's information technology function as head of that function in so far as it relates to gambling-related information technology and software
- oversight of the day to day management of the licensed activities at an identified number of premises licensed under Part 8 of the Act or across an identified geographical area
- in the case of casino and bingo licences only, oversight of the day to day management of a single set of premises licensed under Part 8 of the Act.

(c) Licensees must take all reasonable steps to ensure that anything done in the performance of the functions of a specified management office is done in accordance with the terms and conditions of the holder's personal management licence.

(d) Where an individual is authorised by a personal licence and that licence comes under review under section 116(2) of the Act, the operating licensee must comply with any conditions subsequently imposed on that licence by the Commission about redeployment, supervision, or monitoring of the individual's work and any requirements of the Commission in respect of such matters applicable during the period of the review.

(e) Paragraphs (a) to (d) above shall not apply to a licensee for so long as the licensee is a 'small-scale operator' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006 ('the Regulations').

(f) During the period of 3 years commencing with the date on which a licensee ceases to be a small-scale operator paragraphs (a) to (e) above shall apply subject to the proviso that the phrase 'each individual' in paragraph (a)(i) shall not include any individual who was a 'qualified person' (as defined in the Regulations) in relation to the licensee 28 days immediately prior to the licensee ceasing to be a small-scale operator.

### **All casino operating licences, except ancillary remote licences**

In addition to paragraphs (a) to (f) above, licensees must ensure that if any of the following operational functions:

- dealer in respect of casino games
- cashier
- inspector
- security staff employed to watch gaming
- supervisor of gaming activities

is performed in connection with the licensed activities, it is performed by an individual who holds a personal licence authorising performance of the function (hereafter 'a personal functional licence'). Licensees must take all reasonable steps to ensure that anything done in the performance of those functions is done in accordance with the terms and conditions of the personal functional licence.

### **All lottery operating licences issued to non-commercial societies and local authorities**

(a) Subject to (e) below licensees must ensure that the individual who occupies the

management office specified in (b) below in or in respect of the licensee or in connection with the licensed activities holds a personal licence authorising the performance of the functions of that office (hereafter 'a personal management licence').

(b) The specified management office is that director's post in the case of a licensee which is a company, that partner in the case of a licensee which is a partnership, or that office in a licensee which is an unincorporated association or local authority, the occupier of which has overall management responsibility for the promotion of the lottery.

(c) Licensees must take all reasonable steps to ensure that anything done in the performance of the functions of a specified management office is done in accordance with the terms and conditions of the holder's personal management licence.

(d) Where an individual is authorised by a personal licence and that licence comes under review under section 116(2) of the Act, the operating licensee must comply with any conditions subsequently imposed on that licence by the Commission about redeployment, supervision, or monitoring of the individual's work and any requirements of the Commission in respect of such matters applicable during the period of the review.

(e) Paragraphs (a) to (d) above shall not apply to a licensee for so long as the licensee is a 'small-scale operator' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.

## **2 Technical standards and equipment specifications**

### **All non-remote gaming machine technical and gambling software licences and remote operating licences, including remote gaming machine technical, remote gambling software and betting ancillary remote licences, but not remote betting intermediary (trading rooms only) licences**

Licensees must comply with the Commission's technical standards and with requirements set by the Commission relating to the timing and procedures for testing.

### **Non-remote bingo operating licences and bingo ancillary remote licences**

Licensees must comply with the Commission's specifications for bingo equipment.

### **Non-remote casino operating licences and casino ancillary remote licences**

Licensees must comply with the Commission's specifications for casino equipment.

## **3 Financial robustness**

### **3.1 Notification of shareholders**

#### **All operating licences, except ancillary remote licences, issued to companies**

All company licensees must notify the Commission of the name and address of any person who becomes a shareholder in the company or its holding company holding 3% or more of the issued share capital of the company or its holding company; or any existing shareholder who acquires a holding of 3% or more of the issued share capital of the company or its holding company.

In this condition 'holding company' has the meaning ascribed to that term by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof.

## **4 Protection of customer funds**

**All operating licences, except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and lottery licences issued to non commercial societies or local authorities**

Licensees who hold customer funds for use in future gambling must set out clearly, in information made available to customers in writing, whether they protect customers' funds in the event of insolvency and the method by which this is achieved.

**All lottery managers' operating licences**

Licensees must credit all lottery proceeds to a bank account or accounts having trustee status and at all times maintain a separation between those funds and their own trading income, or have in place other arrangements which provide legal protection, in the event of the licensee's insolvency, for society and local authority lottery funds the licensee manages.

## **5 Cash handling**

**All operating licences (including remote betting intermediary (trading rooms only) licences), except gaming machine technical, gambling software and remote licences**

Licensees, as part of their internal controls and financial accounting systems, must have and put into effect policies and procedures concerning the handling of cash, and cash equivalents (ie bankers drafts, cheques and debit cards), designed to minimise the risk of crimes such as money laundering, to avoid the giving of illicit credit and to provide assurance that gambling activities are being conducted fairly.

## **6 Provision of credit by licensees and the use of credit cards**

**All gaming machine general operating licences for adult gaming centres and family entertainment centres**

Licensees must neither:

- provide credit themselves in connection with gambling; nor
- participate in, arrange, permit or knowingly facilitate the giving of credit in connection with gambling.

## **7 General 'fair and open' provisions**

**All operating licences, except gaming machine technical and gambling software Licences**

Licensees must satisfy themselves that the terms on which gambling is offered are not unfair under the Unfair Terms in Consumer Contracts Regulations 1999 and, where applicable, meet the reasonableness test under the Unfair Contract Terms Act 1977. An accurate summary of the contractual terms on which gambling is offered must be made available to customers and set out in plain and intelligible language.

Customers must be notified of changes to terms before they come into effect.

## **8 Display of licensed status**

### **All lottery operating licences**

Lottery promoters must display 'licensed by the Gambling Commission' and details of the Gambling Commission website on lottery tickets.

### **All remote bingo, casino, general betting, betting intermediary and pool betting operating licences, except ancillary remote licences and remote betting intermediary (trading rooms only) licences**

Licensees offering gambling on websites must:

a) display the following information on a page which, by virtue of the construction of the website, customers access before gambling:

- (i) a statement that they are licensed and regulated by the Gambling Commission
- (ii) their licence number and
- (iii) a link to the Gambling Commission's website

b) display at least the information at (i) above on each page of the website which offers facilities for gambling in reliance on the licence

c) where they offer on pages of the website, or by means of a link from the website, facilities for gambling which are not provided in reliance on their Gambling Commission licence, clearly distinguish those products which are regulated by the Commission from those which are not.

### **All gaming machine technical and gambling software licences**

Licensees offering the supply of gaming machines or gambling software on websites must:

a) display the following information on the first page of the website which offers gaming machines or gambling software in reliance on the licence:

- (i) a statement that they are licensed and regulated by the Gambling Commission
- (ii) their licence number and
- (iii) a link to the Commission's website

b) display at least the information at (i) above on each page of the website which offers gaming machines or gambling software in reliance on the licence

c) where they offer on pages of, or by means of a link from, their website, the supply of gaming machines or gambling software which are not provided in reliance on their licence, clearly distinguish those products which are regulated by the Commission from those which are not.

## **9 Types and rules of casino and other games**

### **All non-remote casino operating licences**

Licensees must not offer or permit to be played casino games that appear on any list of games prohibited by the Commission.

### **All non-remote bingo operating licences**

Licensees must not offer or permit to be played prize gaming games that appear on any list of games prohibited by the Commission.

## 10 Tipping of casino employees

### All non-remote casino operating licences

Licensees must only permit tipping of staff holding personal licences where a tronc system is operated; that is to say, where all tips are pooled and distributed amongst the employees concerned. A separate tronc may be operated for each of a number of categories of licensed staff.

## 11 Lotteries

### All lottery operating licences

Licensees must ensure that at least 20% of the proceeds of any lottery promoted in reliance on the licence are applied to a purpose for which the promoting non-commercial society is conducted or the promoting local authority has power to incur expenditure.

The proceeds of any lottery promoted in reliance on this licence must not exceed £4,000,000 and the aggregate of the proceeds of lotteries promoted wholly or partly in a calendar year in reliance on the licence must not exceed £10,000,000.

The rules of any lottery promoted in reliance on this licence must be such as to ensure:

- a) that it is not possible for the purchaser of a ticket in the lottery to win by virtue of that ticket (whether in money, money's worth, or partly the one and partly the other and including any winnings arising from a rollover) more than:
  - £25,000
  - if more, 10% of the proceeds of the lottery.
- b) that membership of the class among whom prizes are allocated does not depend on making any payment (apart from payment of the price of a ticket).

A lottery promoted in reliance on this licence must not be linked to any other lottery, free draw or prize competition.

For the purposes of this condition:

- a) two or more lotteries are linked if any of them is so structured that a person who wins a prize in that lottery will also win a prize in some or all of the others, unless the maximum amount which a person can win is no more than £400,000 in aggregate. In determining whether two or more lotteries are linked it is immaterial how many of them are promoted in reliance on this licence
- b) a lottery is linked to a free draw or prize competition if:
  - (i) a person's participation in, or his being allocated a prize in, the lottery is a means of establishing his eligibility to enter the draw or competition and
  - (ii) the arrangements for the lottery and/or the draw or competition are such that a person may win more than £400,000 in aggregate as a result of his participation in the lottery and the draw or competition.

If a lottery, whilst not a linked lottery, has the feature that by selecting the same numbers, or combination of numbers in the lottery and in one or more other lottery or lotteries the participant in those lotteries may win prizes which, in aggregate, exceed £400,000, no advertisement for, nor other marketing of, the lottery may make any reference to that feature.

In the case of lottery operating licences issued to non-commercial societies and lottery managers' operating licences, licensees must ensure that each person who purchases a ticket in a lottery

promoted in reliance on this licence, or promoted on behalf of a society in reliance on this licence, receives a document which:

- identifies the promoting society
- states the name and address of a member of the society who is designated, by persons acting on behalf of the society, as having responsibility within the society for the promotion of the lottery
- either states the date of the draw (or each draw) in the lottery, or enables the date of the draw (or each draw) in the lottery to be determined.

Licensees must display 'licensed by the Gambling Commission' and details of the Gambling Commission website on lottery tickets.

The price payable for purchasing each ticket in a lottery promoted in reliance on this licence:

- must be the same
- must be shown on the ticket or in a document received by the purchaser; and
- must be paid to the promoter of the lottery before any person is given a ticket or any right in respect of membership of the class among whom prizes are to be allocated.

For the purposes of these conditions, reference to a person receiving a document includes a reference to a message being sent or displayed to him electronically in a manner which enables him, without incurring significant expense or delay, to:

- retain the message electronically
- print it.

Licensees must lodge with the Commission a description of, and a copy of the rules of, any lottery intended to be promoted in reliance on this licence, and any amendment to the rules of a lottery previously notified to the Commission, at least 28 days before any tickets in such lottery, or amended lottery, are put on sale.

Lottery tickets must not be sold to a person in any street. But tickets may be sold by a person present in a kiosk or shop premises having no space for the accommodation of customers or door to door. For the purposes of this condition 'street' includes any bridge, road, lane, footway, subway, square, court, alley or passage (including passages through enclosed premises such as shopping malls) whether a thoroughfare or not.

In respect of each lottery promoted in reliance on this licence, a lottery submission must be sent to the Commission within three months of the date of the determination of the lottery or, in the case of an 'instant lottery', within three months of the last date on which tickets in the lottery were on sale. It must show the total proceeds and how they have been distributed between prizes and expenses and the amount applied directly to the society's purposes or, in the case of licences issued to local authorities, the amount applied directly to purposes for which the authority has power to incur expenditure.

Every lottery submission must contain or be accompanied by a declaration that the information given in it is correct to the best of the signatory's knowledge and belief. The submission must be signed by:

- a) the holder of a personal licence issued under Part 6 of the Act or
- b) a 'qualified person' as defined in the Gambling Act 2005 (Definition of Smallscale Operator) Regulations 2006 or
- c) the designated person named on tickets in a lottery promoted by or on behalf of a non-commercial society as having responsibility within the society for the promotion of the lottery.

Accounting records and copies of lottery submissions must be retained for a minimum of three years from the date of any lottery to which they relate and be made available for inspection by the Commission on request. Accounting records must contain, in respect of each lottery, details of the

total proceeds of the lottery, the expenses of the lottery and the sum allocated from the proceeds to cover those expenses, and the number of sold and unsold tickets.

For any calendar year in which the cumulative proceeds of lotteries promoted in reliance on this licence exceed £1,000,000 the licensee must provide the Commission with written confirmation from a qualifying auditor confirming that the proceeds of those lotteries have been fully accounted for in their annual audited accounts. Such confirmation must be provided within ten months of the date to which the accounts are made up.

A qualifying auditor means a person who is eligible for appointment as a company auditor under section 25 of the Companies Act 1989 but, in the case of a lottery promoted by or on behalf of a non-commercial society, is not:

- a) a member of the society
- b) a partner, officer or employee of such a member or
- c) a partnership of which a person falling within (a) or (b) is a partner.

Accurate records for each lottery must be kept by the operator to support the data in the lottery submissions and must be made available for inspection by the Commission when required. Such records must include:

- the total proceeds in each lottery
- the percentage of proceeds allocated to prizes in each lottery
- the amount of proceeds allocated to expenses and details of those expenses for each lottery
- the number of sold and unsold tickets in each lottery.

In the case of lottery managers' operating licences only, all licensees must have procedures in place designed to ensure that funds belonging to a society or local authority whose lotteries they manage in reliance on this licence are accounted for to them in a timely manner.

## 12 Betting intermediaries

### All non-remote betting intermediary operating licences

Licensees must not lay bets on their own behalf when operating in their capacity as a public tic-tac on a track.

Tic-tacs must act only in relation to bets between holders of general betting operating licences (whether acting as principal or agent or through their authorised employees).

## 13 Pool betting

### All pool betting operating licences, except those restricted to football pools

Licensees must inform the Commission, within 14 days, in writing, of any person they authorise under section 93(2) of the Act to offer pool betting on a track in connection with a horserace or dog race in reliance on an occasional use notice. In doing so, they must include the terms and conditions under which this has been agreed, and provide contact details of the management and key staff of those that are authorised.

Licensees and any person they so authorise must produce and retain a record of the transactions relevant to each pool that they offer. The record must be capable of identifying individual bets into the pool and relating these to subsequent payment of winnings where applicable. Licensees must make this information available to the Commission on request.



### **All pool betting operating licences which authorise football pools**

Licensees must inform the Commission, within 14 days, in writing, of any person they authorise under Section 93(3) of the Act in respect of football pool betting. In doing so, they must include the terms and conditions under which this has been agreed.

Licensees and any person they so authorise must produce and retain a record of the transactions relevant to each pool that they offer. The record must be capable of identifying individual bets into the pool and relating these to the subsequent payment of winnings where applicable. Licensees must make this information available to the Commission on request.

### **All pool betting operating licences**

Licensees must produce annual accounts which should be certified by a qualified independent accountant. Licensees must make copies available to the Commission.

## **14 Access to premises**

### **All operating licences**

Licensees must have and put into effect policies and procedures (including staff training programmes) designed to ensure that their staff co-operate with the Commission's enforcement officers in the proper performance of their compliance functions and are made aware of those officers' rights of entry to premises contained in Part 15 of the Act.

## **15 Information requirements**

### **15.1 Reporting suspicion of offences etc**

#### **All operating licences, except betting, betting intermediary, ancillary remote betting and remote betting intermediary (trading rooms only) licences**

Licensees must provide the Commission with any information that they know relates to or suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition.

#### **All betting operating licences, including betting intermediary, ancillary remote betting and remote betting intermediary (trading rooms only) licences**

Licensees must provide the Commission with any information that they:

- know relates to or suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition
- suspect may lead the Commission to consider making an order to void a bet.

Licensees who accept bets, or facilitate the making or acceptance of bets between others, on the outcome of horse races or other sporting events governed by one of the sport governing bodies for the time being included in Part 3 of Schedule 6 to the Act must also provide the relevant sport governing body with sufficient information to conduct an effective investigation if the licensee suspects that information in their possession may:

- lead the Commission to consider making an order to void a bet
- relate to a breach of a rule on betting applied by that sport governing body.

## 15.2 Reporting 'Key Events'

### All operating licences, except ancillary remote licences

A key event is an event that could have a significant impact on the nature or structure of a licensee's business. Licensees must notify the Commission of the occurrence of any of the following key events as soon as reasonably practicable and in any event within five working days of the licensee becoming aware of the event's occurrence<sup>2</sup>.

- in the case of licensees which are companies, a petition being presented for their winding up or the winding up of any group company of theirs, or they or any group company being placed in administration or receivership: in this condition a 'group company' is any subsidiary or holding company of the licensee – as those terms are defined in section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof – and any subsidiary of such holding company
- in the case of a licensee who is an individual (or a partner in a partnership licensee) their being presented with a petition for their bankruptcy or sequestration or their entering into an individual voluntary agreement
- where the licensee is required to have their accounts independently audited, any unplanned change of auditor including a change prompted by a dispute or resulting from auditors being unable or unwilling to sign an unqualified audit report
- the departure from the licensee's business of any person occupying a 'qualifying position' as defined by Regulation 2(2) of the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006
- any breach of a covenant given to a bank or other lender
- any default in making repayment of the whole or any part of a loan on its due date
- any court judgments remaining unpaid 14 days after the date of judgment
- the commencement of any material litigation against the licensee
- the imposition of a disciplinary sanction, including dismissal, against the holder of a personal licence or a person occupying a qualifying position for gross misconduct; or the resignation of a personal licence holder or person occupying a qualifying position following commencement of disciplinary proceedings in respect of gross misconduct against that person
- in the case of remote gambling, the commencement or cessation of trading on website domains (including WAP URLs) or broadcast media through which the licensee provides gambling facilities.

## 15.3 General and Regulatory Returns

### All operating licences

On request, licensees must provide the Commission with such information as the Commission may require about the use made of facilities provided in accordance with this licence, and the manner in which gambling authorised by this licence and the licensee's business in relation to that gambling are carried on, including in particular information about:

- the numbers of people making use of the facilities and the frequency of such use
- the range of gambling activities provided by the licensee and the numbers of staff employed in connection with them
- the licensee's policies in relation to, and experiences of, problem gambling.

In particular within 28 days of the end of each quarterly period or, for those only submitting annual returns, within 42 days of the end of each annual period, licensees must submit a Regulatory Return to the Commission containing such information as the Commission may from time to time require<sup>3</sup>.

<sup>2</sup> Key events can be reported securely online at the Commission's website at [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) or by email to [key.events@gamblingcommission.gov.uk](mailto:key.events@gamblingcommission.gov.uk) or posted to Key Events, Compliance Administration Team, Gambling Commission, Victoria Square House, Victoria Square, Birmingham B2 4BP

<sup>3</sup> Regulatory returns can be submitted securely online at the Commission's website at

## 16 Primary gambling activity

### **Non-remote bingo operating licences, except where bingo is offered under a 2005 Act casino premises licence**

Gaming machines may be made available for use in licensed bingo premises only on those days when sufficient facilities for playing bingo are also available for use.

In cases where bingo is exclusively offered by means of electronic bingo terminals or bingo machines, there must be more individual player positions made available for bingo than there are gaming machines made available for use.

### **Non-remote casino operating licences, except 2005 Act casino operating licences**

Gaming machines may be made available for use in licensed casino premises only on those days when sufficient facilities for playing casino games and/or games of equal chance are also available for use.

When a casino exclusively offers fully automated casino games, there must be more individual player positions made available for these games than there are gaming machines made available for use.

### **Non-remote general betting licences, except where betting is offered under a 2005 Act casino premises licence**

Gaming machines may be made available for use in licensed betting premises only at times when there are also sufficient facilities for betting available.

Such facilities for betting must include the provision of information that enables the customer to access details of the events on which bets can be made and to be able to place those bets, obtain details of the outcome of the events, calculate the outcome of their bets and be paid or credited with any winnings.

Where licensees provide facilities for betting only by means betting machines (machines which are designed or adapted for the purpose of making or accepting bets on future real events) the licensee must ensure that the number of betting machines is greater than the number of gaming machines which are made available for use in reliance on the premises licence.

## Suite of general conditions to be attached to personal licences under Section 75 of the Gambling Act 2005

- 1 Personal licence holders must take all reasonable steps to ensure that the way in which they carry out their responsibilities in relation to licensed activities does not place the holder of the operating or any relevant premises licence in breach of their licence conditions.
- 2 Personal licence holders must keep themselves informed of developments in gambling legislation, codes of practice and any Commission guidance (whether issued on the Commission website or communicated direct to licence holders) relevant to their role. Holders of personal functional licences must keep their technical competence in respect of their licensed activities up to date.
- 3 Personal licence holders must notify the Commission of the occurrence of any of the following key events within five working days, or as soon as reasonably practicable after the licensee becomes aware of the event's occurrence<sup>4</sup>:
  - the imposition of a disciplinary sanction against them, including dismissal, for gross misconduct
  - their resignation from a position for which a personal licence is required following commencement of disciplinary proceedings in respect of gross misconduct
  - their disqualification from acting as a company director
  - the entry of any court judgment against them
  - the presentation of a petition for their bankruptcy or sequestration or their entering into an individual voluntary agreement
  - their conviction for any criminal offence or receipt of a formal police caution or any other out-of-court disposal
  - the imposition of any sanction or penalty against them following an investigation by any professional, statutory, regulatory or government body
  - a change in their name or address.

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<sup>4</sup> Key events can be reported securely online at the Commission's website at [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) or by email to [key.events@gamblingcommission.gov.uk](mailto:key.events@gamblingcommission.gov.uk) or posted to Key Events, Compliance Administration Team, Gambling Commission, Victoria Square House, Victoria Square, Birmingham, B2 4BP

## Part II: Codes of practice

### Introduction

These are the Commission's principal codes of practice, issued under section 24 of the Gambling Act 2005. These codes will come into effect on 1 January 2009. There are two types of provisions in this document:

- social responsibility code provisions: compliance with these is a condition of licences; therefore any breach of them by an operator may lead the Commission to review the operator's licence with a view to suspension, revocation or the imposition of a financial penalty and would also expose the operator to the risk of prosecution; these provisions are in shaded boxes in this section
- ordinary code provisions: these do not have the status of licence conditions, but are admissible in evidence in criminal or civil proceedings and must be taken into account in any case in which the court or tribunal think them relevant and by the Commission in the exercise of its functions; any breach of ordinary code provisions by an operator may be taken into account by the Commission on a licence review, but cannot lead to imposition of a financial penalty; these code provisions are in the unshaded parts of this section and generally set out good practice in these areas.

### Code provisions

#### 1 Financial requirements

##### **All remote and non-remote casino licences**

##### **Ordinary code provision**

In order to help prevent activities related to money laundering and terrorist financing, licensees should act in accordance with the Commission's guidance on anti-money laundering, *The Prevention of Money Laundering and Combating the Financing of Terrorism - Guidance for remote and non-remote casinos*.

##### **All remote and non-remote betting licences, except those restricted to football pools only and remote betting intermediary (trading rooms only) licences**

##### **Ordinary code provision**

As part of their procedures for compliance with the requirements in respect of the prevention and detection of money laundering in the Proceeds of Crime Act 2002 and the Terrorism Act 2000, licensees should:

- unless there is a specific reason not to do so, appoint one or more nominated officers whose duty it is to take overall responsibility for the anti-money laundering procedures within the operation, in particular with respect to Suspicious Activity Reporting; and ensure, through appropriate training and guidance, that all staff who handle money or accounts or accept bets are aware of their duties under anti-money laundering legislation to report all suspicious activity to the nominated officer in a timely manner or, where there is no such nominated officer, directly and promptly to the police. It is the nominated officer's duty to consider such reports and to forward them where appropriate to the Serious Organised Crime Agency
- adopt (or reflect in their procedures) the Association of British Bookmakers' guidelines.

## All licences, except casino licences

### Ordinary code provision

In order to help prevent activities related to money laundering licensees should take into account the Commission's advice on the Proceeds of Crime Act 2002, *Duties and responsibilities under the Proceeds of Crime Act 2002. Advice for operators (excluding casino operators)*.

## 2 Protection of children and other vulnerable persons

### 2.1 Combating problem gambling

#### All licences

#### Social responsibility code provision

Licensees must have and put into effect policies and procedures intended to promote socially responsible gambling.

Licensees' policies and procedures for socially responsible gambling must include but need not be confined to:

- the specific policies and procedures required by the following provisions of section 2 of this code
- a commitment to and how they will contribute to research into the prevention and treatment of problem gambling
- a commitment to and how they will contribute to public education on the risks of gambling and how to gamble safely
- a commitment to and how they will contribute to the identification and treatment of problem gamblers.

### 2.2 Access to gambling by children and young persons

#### All non-remote casino licences

#### Social responsibility code provision

Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

Licensees must designate one or more supervisors for each casino entrance.

A supervisor's responsibilities include ensuring compliance with this section of the code.

A supervisor must implement the following procedures:

- checking the age of customers who appear to be, or are suspected of being, underage
- refusing entry to anyone unable to produce an acceptable form of identification, ie one which:
  - contains a photograph from which the individual can be identified
  - states the individual's date of birth
  - is valid
  - is legible and shows no signs of tampering or reproduction
- taking action when there are unlawful attempts to enter the premises, including removing anyone who appears to be underage who tries to access gambling facilities and cannot produce an acceptable form of identification.

Licensees must not deliberately provide facilities for gambling in such a way as to appeal particularly to children or young people, for example by reflecting or being associated with youth culture.

In premises restricted to adults, service must be refused in any circumstances where any adult is accompanied by a child or young person.

Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling. This should include appropriate training which must cover the legal requirements on returning stakes and not paying prizes to underage customers.

## **All non-remote casino licences**

### **Ordinary code provision**

There should be a sufficient number of supervisors at casino entrances to enable a considered judgement to be made about the age of everyone attempting to enter the casino and to take the appropriate action (for example checking identification) whilst at the same time not allowing others to enter unsupervised. The nature of this task means that it cannot be properly accomplished only by using CCTV; it will require a physical presence. Heavily used entrances may require more than one designated supervisor.

Supervisors may be assisted by other door keepers provided the supervisor retains the responsibility for compliance with this section of the code and deals personally with any case where there is any doubt or dispute as to someone's eligibility to enter.

The Commission considers acceptable forms of identification to include: any identification carrying the PASS logo (for example Citizencard or Validate); a driving licence (including provisional licence) with photocard; or a passport.

Licensees should put into effect procedures that require their staff to check the age of any customer who appears to them to be under 21.

Licensees should consider permanent exclusion from premises of any adult accompanied by a child or young person on more than one occasion to premises restricted to adults, or if there is reason to believe the offence was committed knowingly or recklessly.

Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on premises restricted to adults, including oral warnings, reporting the offence to the Gambling Commission and the police, and making available information on problem gambling.

## **All adult gaming centre licences**

### **Social responsibility code provision**

Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

This must include procedures for:

- checking the age of apparently underage customers
- removing anyone who appears to be under age who tries to access the gambling facilities and cannot produce an acceptable form of identification
- taking action when there are attempts by under-18s to enter the premises.

Licensees must not deliberately provide facilities for gambling in such a way as to appeal particularly to children or young people, for example by reflecting or being associated with youth culture.

In premises restricted to adults, service must be refused in any circumstances where any adult is accompanied by a child or young person.

Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling. This must include appropriate training which must cover the legal requirements on returning stakes and not paying prizes to underage customers.

Licensees must only accept identification which:

- contains a photograph from which the individual can be identified
- states the individual's date of birth
- is valid
- is legible and has no visible signs of tampering or reproduction.

## **All adult gaming centre licences**

### **Ordinary code provision**

The Commission considers acceptable forms of identification to include any identification carrying the PASS logo (for example Citizencard or Validate); a driving licence (including a provisional licence) with photocard; or a passport.

Licensees should put into effect procedures that require their staff to check the age of any customer who appears to them to be under 21.

Licensees should consider permanent exclusion from premises for any adult accompanied by a child or young person on more than one occasion to premises restricted to adults, or if there is reason to believe the offence was committed knowingly or recklessly.

Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on premises restricted to adults, including oral warnings, reporting the offence to the Gambling Commission and the police, and making available information on problem gambling.

## **All non-remote bingo and family entertainment centre licences**

### **Social responsibility code provision**

Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

This must include procedures for:

- checking the age of apparently underage customers
- refusing entry to any adult-only areas to anyone unable to produce an acceptable form of identification
- taking action when there are unlawful attempts to enter the adult-only areas.

Licensees must not permit children or young people to gamble in the adults-only areas of premises to which they have access. If there is a 'no under-18s' premises policy, licensees must pay particular attention to the procedures they use at the entrance to the premises to check customers' ages.



Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling, returning stakes and not paying prizes to underage customers and particularly for challenging any adult who may be complicit in allowing a child or young person to gamble.

Licensees must only accept identification which:

- contains a photograph from which the individual can be identified
- states the individual's date of birth
- is valid
- is legible and has no visible signs of tampering or reproduction.

## **All non-remote bingo and family entertainment centre licences**

### **Ordinary code provision**

The Commission considers acceptable forms of identification to include: any identification carrying the PASS logo (for example Citizencard or Validate); a driving licence (including a provisional licence) with photocard; or a passport.

Licensees should require a person who appears to relevant staff to be under the age of 21 to be asked to produce proof of age, either at the point of entry to the gambling area or as soon as it comes to the attention of staff that they wish to access gambling facilities.

Licensees should have procedures for dealing with cases where an adult knowingly or recklessly allows a child or young person to gamble. These procedures might include refusing to allow the adult to continue to gamble, removing them from the premises, and reporting the incident to the police or local authorities, or taking action where forged identification is produced.

Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on their premises, including oral warnings, reporting the offence to the Gambling Commission and the police, and making available information on problem gambling to the child or young person concerned.

Where it is likely that customers' young or otherwise vulnerable children will be left unattended on or adjacent to their premises, licensees should consider reminding customers of their parental responsibilities and assess whether there is a need to develop procedures for minimising the risk to such children.

## **All non-remote betting and remote betting intermediary (trading rooms only) licences**

### **Social responsibility code provision**

Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

This must include procedures for:

- checking the age of apparently underage customers
- removing from adult-only licensed premises anyone who appears to be underage who tries to access the gambling facilities and cannot produce an acceptable form of identification
- taking action when there are attempts by under-18s to enter adult-only premises
- refusing entry to any adult-only area of a track to anyone unable to produce an acceptable form of identification
- taking action when there are unlawful attempts to enter the adult-only areas.

Licensees must not deliberately provide facilities for gambling in such a way as to appeal particularly to children or, except in the case of football pools, young people, for example by reflecting or being associated with youth culture.

In premises restricted to adults, service must be refused in any circumstances where any adult is accompanied by a child or young person.

Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling. This must include appropriate training which must cover the legal requirements on returning stakes and not paying prizes to underage customers.

Licensees must only accept identification which:

- contains a photograph from which the individual can be identified
- states the individual's date of birth
- is valid
- is legible and has no visible signs of tampering or reproduction.

In the case of non-remote pool betting licensees, where pool entries or payments are collected door to door by the licensee or the licensee's authorised agent the licensee's procedures must include procedures for:

- checking the age of apparently underage entrants to the pool; and
- taking action when there are unlawful attempts to enter the pool.

### **All non-remote betting and remote betting intermediary (trading rooms only) licences**

#### **Ordinary code provision**

The Commission considers acceptable forms of identification to include any identification carrying the PASS logo (for example Citizencard or Validate); a driving licence (including a provisional licence) with photocard; or a passport.

Licensees should put into effect procedures that require their staff to check the age of any customer who appears to them to be under 21.

Licensees should consider permanent exclusion from premises for any adult accompanied by a child or young person on more than one occasion to premises restricted to adults, or if there is reason to believe the offence was committed knowingly or recklessly.

Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on premises restricted to adults, including oral warnings, reporting the offence to the Gambling Commission and the police, and making available information on problem gambling.

### **All non-remote lottery licences**

#### **Social responsibility code provision**

Licensees must have and put into effect policies and procedures designed to minimise the risk of lottery tickets being sold to children (that is, persons under 16). This must include procedures for:

- checking the age of apparently underage purchasers of lottery tickets
- taking action when there are unlawful attempts to purchase tickets.

Licensees must take all reasonable steps to ensure that all those engaged in the promotion of lotteries in reliance on the licence understand their responsibilities for preventing underage gambling, returning stakes and not paying prizes to underage customers.

## All non-remote lottery licences

### Ordinary code provision

Licensees should require a person who appears to be under the age of 16 to be asked to produce proof of identity and age before purchasing a lottery ticket.

### All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote casino, ancillary remote bingo and remote betting intermediary (trading rooms only) licences

#### Social responsibility code provision

Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

Such procedures must include:

- a) warning potential customers that underage gambling is an offence;
- b) requiring customers to affirm that they are of legal age;
- c) regularly reviewing their age verification systems and implementing all reasonable improvements that may be made as technology advances and as information improves;
- d) ensuring that relevant staff are properly trained in the use of their age verification procedures; in particular customer services staff must be appropriately trained in the use of secondary forms of identification when initial verification procedures fail to prove that an individual is of legal age;
- e) enabling their gambling websites to permit filtering software to be used by adults (such as parents or within schools) in order to restrict access to relevant pages of those sites;
- f) in the case of any UK resident customer who deposits money using any type of payment method other than a credit card, and unless the licensee has established that a third party has satisfactorily carried out age verification, the following age verification procedures:
  - i) verifying additional information about the customer, such as carrying out searches of credit reference and other databases that list names and addresses of individuals over the age of 18;
  - ii) carrying out secondary age verification checks in any circumstances which give the operator reason to suspect that the person may be underage;
  - iii) not permitting the customer to withdraw any winnings from their account until age verification has been satisfactorily completed; and
  - iv) in any event, a requirement that if age verification has not been satisfactorily completed within 72 hours of the customer applying to register to gamble and depositing money:
    - the account will be frozen
    - no further gambling will be permitted until age verification has been successfully completed
    - if on completion of age verification the customer is shown to be underage, the operator must return to the customer any money paid in respect of the use of the gambling facilities, but no winnings shall be paid.
- g) in the case of any non-UK resident customer who deposits money using any type of payment method other than a credit card, and unless the licensee has established that a third party has satisfactorily carried out age verification, the following age verification procedures:
  - i) taking all reasonable steps to make use of information available for age verification purposes from whichever country the potential customer is resident in; and

ii) each of the following steps, unless they can not reasonably be implemented or, in the case of the fourth bullet point, a period of more than 72 hours was reasonably required:

- verifying additional information about the customer, such as carrying out searches of credit reference and other databases that list names and addresses of individuals over the age of 18
- carrying out secondary age verification checks in any circumstances which give the operator reason to suspect that the person may be underage
- not permitting the customer to withdraw any winnings from their account until age verification has been satisfactorily completed
- a requirement that if age verification has not been satisfactorily completed within 72 hours of the customer applying to register to gamble and depositing money:
  - the account will be frozen;
  - no further gambling will be permitted until age verification has been successfully completed; and
  - if on completion of age verification the customer is shown to be underage all deposits held by the operator are returned to the customer and no winnings paid.

h) in the case of any customer who registers to gamble and deposits money using a credit card, conducting a programme of random checks of credit card users for compliance with age restrictions.

**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

#### **Ordinary code provision**

Licensees should, and should request their contracted partners to, draw attention to parental responsibility as part of the purchasing process of facilities such as mobile phones and interactive television.

### **2.3 Information on how to gamble responsibly and help for problem gamblers**

**All licences, except gaming machine technical, gambling software, ancillary remote bingo and ancillary remote casino licences**

#### **Social responsibility code provision**

Licensees must make information readily available to their customers on how to gamble responsibly and how to access information about, and help in respect of, problem gambling.

The information must cover:

- any measures provided by the licensee to help individuals monitor or control their gambling, such as restricting the duration of a gambling session or the amount of money they can spend
- timers or other forms of reminders or 'reality checks' where available
- self-exclusion options
- information about the availability of further help or advice.

The information must be directed to all customers whether or not licensees also make available material which is directed specifically at customers who may be 'problem gamblers'

For gambling premises, information must be available in all areas where gambling facilities are provided and adjacent to ATMs where these are not located in a gambling area. As a minimum,



information must be displayed prominently on posters appropriate to the size and layout of the premises and contained in leaflets that may be taken away. Licensees must take all reasonable steps to ensure that this information is also readily accessible in locations which enable the customer to obtain it discreetly.

**All licences, except gaming machine technical, gambling software, ancillary remote bingo and ancillary remote casino licences**

**Ordinary code provision**

Licensees who market their services in one or more foreign languages should make available in that, or those, foreign languages:

- the information on how to gamble responsibly and access to help referred to above
- the players' guides to any game, bet or lottery required to be made available to customers under provisions in this code
- the summary of the contractual terms on which gambling is offered, which is required to be provided to customers as a condition of the licensee's operating licence.

**2.4 Customer interaction**

**All licensees, except gaming machine technical and gambling software licences**

**Social responsibility code provision**

Licensees must put into effect policies and procedures for customer interaction where they have concerns that a customer's behaviour may indicate problem gambling. The policies must include:

- identification of the appropriate level of management who may initiate customer interaction and the procedures for doing so
- the types of behaviour that will be logged/reported to the appropriate level of staff and which may trigger customer interaction at an appropriate moment
- the circumstances in which consideration should be given to refusing service to customers and/or barring them from the operator's gambling premises
- training for all staff on their respective responsibilities, in particular so that they know who is designated to deal with problem gambling issues.

But such policies and procedures must be consistent with, and implemented with due regard to, licensees' duties in respect of the health and safety of their staff.

**2.5 Self-exclusion**

**All non-remote licences and remote betting intermediary (trading rooms only) licences, but not gaming machine technical and gambling software licences**

**Social responsibility code provision**

Licensees must have and put into effect procedures for self-exclusion and take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.

Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.

Licensees must take steps to remove the name and details of a self-excluded individual from any

marketing databases used by the company or group (or otherwise flag that person as an individual to whom marketing material must not be sent), within two days of receiving the completed self-exclusion notification.

This covers any marketing material relating to gambling, or other activities that take place on the premises where gambling may take place. However, it would not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.

Licensees must close any customer accounts of an individual who has entered a self exclusion agreement and return any funds held in the customer account. It is not sufficient merely to prevent an individual from withdrawing funds from their customer account whilst still accepting wagers from them. Where the giving of credit is permitted, the licensee may retain details of the amount owed to them by the individual, although the account must not be active.

Licensees must put into effect procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling. These procedures must include:

- a register of those excluded with appropriate records (name, address, other details, and any membership or account details that may be held by the operator)
- photo identification (where available and in particular where enforcement of the system may depend on photographic ID), and a signature
- staff training to ensure that staff are able to enforce the systems
- the removal of those persons found in the gambling area or attempting to gamble from the premises.

### **All non-remote licences and remote betting intermediary (trading rooms only) licences, but not gaming machine technical and gambling software licences**

#### **Ordinary code provision**

Self-exclusion procedures should require individuals to take positive action in order to self-exclude. This can be a signature on a self-exclusion form.

Wherever practicable, individuals should be able to self-exclude without having to enter gambling premises.

Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.

Licensees should take all reasonable steps to extend the self-exclusion to premises of the same type owned by the operator in the customer's local area. In setting the bounds of that area licensees may take into account the customer's address (if known to them), anything else known to them about the distance the customer ordinarily travels to gamble and any specific request the customer may make.

Licensees should encourage the customer to consider extending their self exclusion to other licensees' gambling premises in the customer's local area.

Customers should be given the opportunity to discuss self-exclusion in private, where possible.

Licensees should take steps to ensure that:

- the self-exclusion period is a minimum of six months and give customers the option of extending this to a total of at least five years
- a customer who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the customer wishes to consider the self-exclusion further (for example to discuss with problem gambling groups) the customer may return at a later date to enter into self-exclusion

- at the end of the period chosen by the customer (and at least six months later), the self-exclusion remains in place, unless the customer takes positive action in order to gamble again. No marketing material should be sent to the individual unless the individual has taken positive action in order to gamble again, and has agreed to accept such material
- where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again, the customer is given one day to cool off before being allowed access to gambling facilities. The contact must be made via telephone or in person.

The licensee should retain the records relating to a self-exclusion agreement at least until the agreement has been formally ended.

(Please note that the Commission does not require the licensee to carry out any particular assessment or make any judgement as to whether the previously self-excluded individual should again be permitted access to gambling. The requirement to take positive action in person or over the phone is purely to a) check that the customer has considered the decision to access gambling again and allow them to consider the implications; and b) implement the one day cooling-off period and explain why this has been put in place.)

**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

**Social responsibility code provision**

Licensees must have and put into effect procedures for self-exclusion and take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.

Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.

Licensees must take steps to remove the name and details of a self-excluded individual from any marketing databases used by the company or group (or otherwise flag that person as an individual to whom marketing material must not be sent), within two days of receiving the completed self-exclusion notification.

This covers any marketing material relating to gambling. However, it would not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.

Licensees must close any customer accounts of an individual who has entered a self-exclusion agreement and return any funds held in the customer account. It is not sufficient merely to prevent an individual from withdrawing funds from their customer account whilst still accepting wagers from them. Where the giving of credit is permitted, the licensee may retain details of the amount owed to them by the individual, although the account must not be active.

Licensees must put into effect procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling. These procedures must include:

- a register of those excluded with appropriate records (name, address, other details, and any membership or account details that may be held by the operator)
- a record of the card numbers to be excluded
- staff training to ensure that staff are able to enforce the systems
- the removal of access from those persons found to have gambled or who have attempted to gamble on the facilities.

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**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

**Ordinary code provision**

Self-exclusion procedures should require individuals to take positive action in order to self-exclude:

- over the **internet**; this can be a box that must be ticked in order to indicate that they understand the system
- by **telephone**; this can be a direct question asking whether they understand the system.

Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.

Licensees should encourage the customer to consider extending their self exclusion to other remote gambling operators currently used by the customer.

Customers should be given the opportunity to self-exclude by contacting customer services and in addition, where technically possible, by entering an automated process using remote communication. In order to avoid inadvertent self-exclusion it is acceptable for an automated process to include an additional step that requires the customer to confirm that they wish to self-exclude. The licensee should ensure that all staff who are involved in direct customer service are aware of the self-exclusion system in place, and are able to direct that individual to an immediate point of contact with whom/which to complete that process.

Within the licensee's information about self-exclusion policies, the licensee should provide a statement to explain that software is available to prevent an individual computer from accessing gambling internet sites. The licensee should provide a link to a site where further information is available.

Licensees should take all reasonable steps to ensure that:

- the self-exclusion period is a minimum of six months and give customers the option of extending this to a total of at least five years
- a customer who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the customer wishes to consider the self-exclusion further (for example to discuss with problem gambling groups) the customer may return at a later date to enter into self-exclusion
- at the end of the period chosen by the customer (and at least six months later), the self-exclusion remains in place, unless the customer takes positive action in order to gamble again. No marketing material should be sent to the individual unless the individual has taken positive action in order to gamble again, and has agreed to accept such material
- where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again, the customer is given one day to cool off before being allowed access to the gambling facilities. The contact must be made via telephone or in person; re-registering online is not sufficient.

The licensee should retain the records relating to a self-exclusion agreement at least until the agreement has been formally ended.

(Please note that the Commission does not require the licensee to carry out any particular assessment or make any judgement as to whether the previously self excluded individual should again be permitted access to gambling. The requirement to take positive action in person or over the phone is purely to a) check that the customer has considered the decision to access gambling again and allow them to consider the implications; and b) implement the one day cooling-off period and explain why this has been put in place.)

## 2.6 Employment of children and young persons

### All lottery licences and pool betting licences restricted to football pools

#### Ordinary code provision

Licensees who employ young persons (16 and 17 year olds) to sell tickets, collect payments or pay out winnings should have and put into effect policies and procedures designed to ensure that all staff, including staff who are young persons themselves, are made aware that the law prohibits underage gambling, and that tickets may only be sold to persons aged 16 or over.

### All non-remote bingo licences

#### Ordinary code provision

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 or 17) should be aware that it is an offence:

- a) to employ them to provide facilities for playing bingo;
- b) for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine; and
- c) to employ a child to perform any function on premises where, and at a time when, facilities are being provided for playing bingo.

As to b) it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

- children and young persons are never asked to perform tasks within a) or b) above
- all staff, including those who are children and young persons themselves, are instructed about the laws relating to access to gambling by children and young persons.

and should consider adopting a policy that:

- children are not employed to work on bingo licensed premises at any time when the premises are open for business
- neither children nor young persons are in any event asked to work in areas where gaming machines are situated.

### All non-remote casino licences

#### Ordinary code provision

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:

- a) to employ them to provide facilities for gambling;
- b) if gaming machines are sited on the premises, for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine at any time; and
- c) to employ them to carry out any other function on casino licensed premises while any gambling activity is being carried on in reliance on the premises licence (except that they can be employed on a part of regional casino premises when that part of the premises is not being used for the provision of facilities for gambling).

As to b) it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

- children and young persons are never asked to perform tasks within a) or b) above
- all staff, including those who are children or young persons themselves, are instructed about the laws relating to access to gambling by children and young persons

and should consider adopting a policy that:

- children and young persons are not employed to work on casino licensed premises (other than in an area of a regional casino where gambling does not take place) at any time when the premises are open for business
- gaming machines are turned off if children and young persons are working on the premises outside the hours when the premises are open for business.

### **All non-remote general, pool betting and remote betting intermediary (trading rooms only) licences**

#### **Ordinary code provision**

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:

- a) to employ children to provide facilities for gambling in connection with football pools;
- b) otherwise to employ children and young persons to provide facilities for gambling;
- c) if gaming machines are sited on the premises, for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine at any time; and
- d) to employ them to carry out any other function on betting licensed premises while any gambling activity is being carried on in reliance on the premises licence.

As to c) it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

- children are never asked to perform tasks within (a) above
- children and young persons are never asked to perform tasks within b) above
- all staff, including those who are children or young persons themselves, are instructed about the laws relating to access to gambling by children and young persons

and should consider adopting a policy that:

- children and young persons are not employed to work on betting licensed premises at any time when the premises are open for business
- gaming machines are turned off if children and young persons are working on the premises outside the hours when the premises are open for business.

### **All adult gaming centre licences**

#### **Ordinary code provision**

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:

- a) to employ them to provide facilities for gambling;

b) if gaming machines are sited on the premises, for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine at any time; and

c) to employ them to carry out any other function on adult gaming centre licensed premises while any gambling activity is being carried on in reliance on the premises licence;

As to b) it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

- children and young persons are never asked to perform tasks within a) or b) above
- all staff, including those who are children or young persons themselves, are instructed about the laws relating to access to gambling by children and young persons

and should consider adopting a policy that:

- children and young persons are not employed to work on adult gaming centre licensed premises at any time when the premises are open for business
- gaming machines are turned off if children and young persons are working on the premises outside the hours when the premises are open for business.

## **All family entertainment centre licences**

### **Ordinary code provision**

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:

a) to employ them to provide facilities for gambling; and

b) if gaming machines are sited on the premises, for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine at any time.

As to b) it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

- children and young persons are never asked to perform tasks within a) or b) above
- all staff, including those who are children or young persons themselves, are instructed about the laws relating to access to gambling by children and young persons

and should consider adopting a policy that:

- children and young persons are not employed to carry out any work in an adult-only area of family entertainment licensed premises at a time when any gambling is taking place
- gaming machines sited in adult-only areas are turned off if children and young persons are working on the premises outside the hours when the premises are open for business.

## **All remote licences, except remote lottery, remote pool betting, remote gaming machine technical, remote gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

### **Ordinary code provision**

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence to employ them to provide facilities for gambling.

## All remote pool betting licences

### Ordinary code provision

Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:

- a) to employ children to provide facilities for gambling in connection with football pools; and
- b) otherwise to employ children and young persons to provide facilities for gambling.

## 2.7 Provision of credit by licensees and the use of credit cards

**All non-remote general betting licences, except where betting is offered under a 2005 Act casino premises licence, pool betting, betting intermediary and lottery licences and all remote licences, except gaming machine technical, gambling software, ancillary remote casino, ancillary remote bingo and remote betting intermediary (trading rooms only) licences**

### Social responsibility code provision

Licensees who choose to accept credit cards must:

- accept payment by credit card for gambling only where that payment is made to a customer account
- make available for gambling, funds deposited via credit card only after the card issuer has approved the transaction.

**All non-remote general betting licences, except where betting is offered under a 2005 Act casino premises licence, pool betting licences and all remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote casino, ancillary remote bingo and remote betting intermediary (trading rooms only) licences**

### Ordinary code provision

Licensees who choose to offer credit to members of the public who are not themselves gambling operators should also:

- have procedures for checking and scoring applications for credit from such customers, for setting, and for the increase of, credit limits
- explain these procedures to customers
- set a maximum credit limit for each customer and not permit customers to exceed that limit without further application
- apply a 24-hour delay between receiving a request for an increase in a credit limit and granting it in those cases where the limit exceeds that which the operator previously set
- not require a minimum spend within a set time period
- take all reasonable steps to ensure that offers of credit are not sent to vulnerable persons, including those who have self-excluded from gambling
- ensure that information about an offer of credit includes a risk warning of what may happen in the event of default.

## 2.8 Money lending between customers

### All non-remote casino licences

#### Ordinary code provision

Licensees should take steps to prevent systematic or organised money lending between customers on their premises.

While the nature of those steps will depend to some extent on the layout and size of the premises, they should cover matters such as:

- systems for monitoring for such activity
- instructions to staff concerning what they should do if they spot what they believe to be significant money lending and to managers about the ways in which they should handle and act on any such lending
- excluding from the premises, either temporarily or permanently as appropriate, any person whom the evidence suggests has become involved in organised or systematic money lending.

There should be appropriate arrangements in place to cover any cases where it appears that the lending may be commercial in nature or may involve money laundering. In the latter case, the requirements in respect of reporting suspicious transactions must be followed. In all cases where the operator encounters systematic or organised money lending, a report should be made to the Commission.

### All non-remote bingo, general betting, adult gaming centre, family entertainment centre and remote betting intermediary (trading rooms only) licences

#### Ordinary code provision

Licensees should seek to prevent systematic or organised money lending between customers on their premises. As a minimum, they should have arrangements in place to ensure staff are requested to report any instances of substantial money lending when they become aware of them.

## 2.9 Identification of individual customers

### All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

#### Social responsibility code provision

Licensees must have and put into effect policies and procedures designed to identify separate accounts which are held by the same individual.

Where licensees allow customers to hold more than one account with them, the licensee must link all of a customer's such accounts to that customer and ensure that:

- if a customer opts to self-exclude from one account they are excluded from all accounts they hold with the licensee
- all of a customer's accounts are monitored and decisions that trigger customer interaction are based on the observed behaviour and transactions across all the accounts
- where credit is offered or allowed the maximum credit limit is applied on an aggregate basis across all accounts
- individual financial limits can be implemented across all of a customer's accounts.

**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

**Ordinary code provision**

Where a licensee:

- i) is a company, the licensee should take all reasonable steps to comply with the above social responsibility code provision as if it also applied to accounts held in respect of gambling carried on in reliance on a remote operating licence held by any Group Company;
- ii) also holds a licence in another jurisdiction permitting it to provide facilities for remote gambling (a 'foreign licence') or is a company one or more of whose Group Companies holds one or more foreign licences, the licensee should take all reasonable steps to comply with the above social responsibility code provision as if it applied also to accounts held in respect of gambling carried on in reliance on a foreign licence held by the licensee or any Group Company.

A company is a Group Company in relation to a licensee if it is the holding company of, subsidiary of, or shares a common holding company with, the licensee. For these purposes 'holding company' and 'subsidiary' respectively have the meanings ascribed to them by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof.

**3 'Fair and open' provisions**

**All licences, except gaming machine technical and gambling software licences**

**Social responsibility code provision**

Licensees must be able to provide evidence to the Commission, if required, showing how they satisfied themselves that their terms are not unfair.

**All non-remote casino licences**

**Social responsibility code provision**

In complying with any condition on a casino premises licence requiring the display of rules about gaming, licensees must ensure that the following are included:

- the rules of each type of casino game available to be played
- a player's guide to the house edge
- a player's guide to the rules of any equal chance games which are made available.

**All non-remote bingo licences**

**Social responsibility code provision**

In complying with any condition on a bingo premises licence or a 2005 Act large casino premises licence requiring the display of rules about gaming, licensees must ensure that the following are included:

- rules about each variant of bingo made available
- rules about any prize gaming made available.



**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

**Social responsibility code provision**

Licensees must make the following available to customers:

- a player's guide to each gambling opportunity (bet, game or lottery) made available by the operator
- such additional information relating to the available gambling as the Commission shall from time to time publish to licensees: the current requirements are set out in an Annex to the Commission's Technical Standards.

**All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences**

**Ordinary code provision**

Where practicable, the player's guide and additional information referred to in the social responsibility code should be made available through the medium in which the remote gambling is to be conducted. Where that is not practicable, licensees should either:

- send a copy of the guide and required additional information by post, fax or email or
- make these available to the customer in another medium to which he has access.

**All non-remote casino licences**

**Social responsibility code provision**

Licensees must have and put into effect policies and procedures designed to ensure that proper supervision of gaming at tables is carried out by supervisors, pit bosses and croupiers in order to ensure the integrity of the gaming is not compromised. Such policies and procedures must take into account, but need not be limited by, any mandatory premises licence conditions relating to the layout of premises.

**All general betting and betting intermediary licences, except remote betting intermediary (trading rooms only) licences**

**Social responsibility code provision**

Licensees must set out within the full rules that they make available, the core elements for the acceptance and settlement of bets. These rules must cover:

- the circumstances under which the operator will void a bet
- treatment of errors, late bets and related contingencies
- availability of odds for any ante-post, early show or starting price betting, and treatment of place, forecast bets etc
- treatment of withdrawals, non-runners, and reformed markets
- maximum payout limiting liability for a specific betting product or generally
- any charges made to customers for the use of betting services or products, and how these are calculated (including deductions from winnings for commission, or in respect of withdrawn horses etc)



- means or medium by which the outcome of an event will be determined
- the rules for the event itself to be specified (eg horserace bets only to be accepted where the racing is subject to Horseracing Regulatory Authority rules)
- where bets are accepted on 'pari-mutuel' terms
- any special arrangements for settling bets on 'coupled' horses.

Where special rules have been agreed in relation to a particular bet these must not be overridden by any conflicting rules or subsequent rule changes.

Licensees must issue a betting slip or an electronic acknowledgement (other than in the case of telephone betting) for each transaction which includes information as to the operator's name and contact details, and words equivalent to 'Bets are accepted in accordance with the operator's rules'.

## **All non-remote general betting licences**

### **Social responsibility code provision**

In their terms on which bets may be placed (required to be displayed in accordance with mandatory conditions attaching to their premises licences) licensees must give prominence to their rules concerning voiding, late bets and maximum payouts.

When providing facilities for betting on-course, licensees must display on their 'joints' in an intelligible format:

- any rules that differ from Tattersalls' 'Rules on Betting' or the British Greyhound Racing Board's 'Regulations for the conduct of on-course bookmaking' as applicable<sup>5</sup>
- any types of unorthodox bets accepted (such as forecast betting, betting without the favourite, distance betting etc)
- whether win-only or each way bets are accepted
- any concessions or bonuses offered
- all of the runners and the odds available to the public
- the operator's trading name and contact address
- the minimum bet accepted
- the maximum guaranteed liability.

Licensees operating within the ring at horserace tracks must issue customers with a betting slip or ticket for each transaction accepted. Betting slips or tickets must include the following information:

- operator's name and contact details
- race day name or code, date and race number
- name and/or number of the selection
- the stake and potential return
- the odds, or whether the bet will be settled according to the Starting Price
- the type of bet.

Any special rules which have been agreed in relation to a particular bet must not be overridden by any conflicting rules or subsequent rule changes.

<sup>5</sup> The references to Tattersalls' 'Rules on Betting' and the British Greyhound Racing Board's Regulations for the conduct of on-course bookmaking' reflect the current position and may need to be amended in future.

**All remote licences (including remote betting intermediary (trading rooms only) licences), except remote gaming machine technical, remote gambling software and ancillary remote licences**

**Ordinary code provision**

Licensees should ensure that the terms on which they contract with third parties who provide user interfaces enabling customers to access their remote gambling facilities:

- include a term that any such user interface comply with the Commission's technical standards for remote gambling systems
- enable them to terminate the third party's contract promptly if, in the licensee's opinion, the third party is in breach of that term.

**All betting operating licences, including betting intermediary, ancillary remote betting and remote betting intermediary (trading rooms only) licences**

**Ordinary code provision**

Where licensees offer to accept bets, or facilitate the making or acceptance of bets between others, on the outcome of a sport regulated by a sport governing body for the time being included in Part 3 of Schedule 6 of the Act they should take all reasonable steps to familiarise themselves with the rules applied by that body on betting, in particular betting by registered participants.

## **4 Marketing**

**All licences (including ancillary remote licences), except gaming machine technical and gambling software licences**

**Social responsibility code provision**

If a licensee makes available to any customer or potential customer any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or any other advantage (including the discharge in whole or in part of any liability of his) ('the benefit') the scheme must be designed to operate, and be operated, in such a way that:

- a) the circumstances in which, and conditions subject to which, the benefit is available are clearly set out and readily accessible to the customers to whom it is offered;
- b) neither the receipt nor the value or amount of the benefit is:
  - (i) dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency; or
  - (ii) altered or increased if the qualifying activity or spend is reached within a shorter time than the whole period over which the benefit is offered;
- c) if the value of the benefit increases with the amount the customer spends it does so at a rate no greater than that at which the amount spent increases;

and further that:

- d) if the benefit comprises free or subsidised travel or accommodation which facilitates the customer's attendance at particular licensed premises the terms on which it is offered are not directly related to the level of the customer's prospective gambling.

**All licences (including ancillary remote licences), except gaming machine technical and gambling software licences**

**Ordinary code provision**

Licensees should only offer incentive or reward schemes in which the benefit available is proportionate to the type and level of customers' gambling.

**All non-remote bingo and casino licences**

**Social responsibility code provision**

If licensees offer customers free or discounted alcoholic drinks for consumption on the premises they must do so on terms which do not in any way link the availability of such drinks to whether, or when, the customer begins, or continues, to gamble.

Licensees must not make unsolicited offers of free alcoholic drinks for immediate consumption by customers at a time when they are participating in a casino game, bingo game or playing a gaming machine.

**All non-remote casino licences**

**Social responsibility code provision**

Where a licensee employs agents to promote its business (wherever that business is conducted), it must ensure that its agreement with any agent makes clear that the agent must not encourage players to play longer or wager more than the player might otherwise do. In particular, payments should not be directly dependent upon, nor directly calculated by reference to, the length of time for which, or frequency with which, the customer gambles. If the payment to the agent increases with the amount the customer spends it must do so at a rate no greater than that at which the amount spent increases.

**All lottery licences**

**Ordinary code provision**

With a view to minimising the risk of fraud, licensees who are non-commercial societies or external lottery managers should adopt one or more of the following measures:

- prohibit the unsolicited mailing of tickets to non-members of the promoting society
- limit the value of tickets sent to any one address which is not that of a member of the promoting society to £20
- maintain records of tickets distributed and not returned.

**All licences**

**Ordinary code provision**

All advertising of gambling products and services should be undertaken in a socially responsible manner. In particular, licensees should comply with the advertising codes of practice which apply to the form and media in which they advertise their gambling facilities or services, and for media not explicitly covered should apply the principles included in these codes of practice as if they were explicitly covered. Licensees should also follow any relevant industry code of practice on advertising.

However, the particular restriction on allowing people aged under 25 to appear in adverts need not be applied to point of sale advertising material, provided that the images used depict the sporting activity that may be gambled on and not the activity of gambling itself and do not offend any other aspect of the advertising codes.

### **All remote licences, except gaming machine technical, gambling software and ancillary remote licences**

#### **Ordinary code provision**

Licensees should ensure that the terms on which they contract with their affiliates (that is those who are given a right to advertise, or provide a hyper-link to, a licensee's gambling website) enable them to terminate the affiliate's rights promptly if, in the licensee's opinion, the affiliate is in breach of the advertising codes.

## **5 Complaints and disputes**

### **All licences (including ancillary remote licensees), except gaming machine technical and gambling software licences**

#### **Social responsibility code provision**

Licensees must put into effect a written procedure for handling customer complaints and disputes.

In this code a 'complaint' means a complaint about any aspect of the licensee's conduct of the licensed activities, and a 'dispute' is any complaint which:

- a) is not resolved at the first stage of the complaints procedure; and
- b) relates to the outcome of the complainant's gambling transaction.

Licensees must ensure that:

- customers are told the name and status of the person to contact about their complaint
- customers are given a copy of the complaints procedure on request or on making a complaint
- all complaints are handled in accordance with the procedure.

Licensees must also ensure that they have arrangements in place for disputes to be referred to an independent third party. Customers whose disputes are not resolved to their satisfaction by use of the operator's complaints procedure may refer those disputes to this independent third party. The arrangements under which such complaints are referred may, but need not, provide for the third party's decision to be binding on the licensee and the customer.

Licensees must keep a record of all complaints that are not resolved at the first stage of the complaints procedure.

Licensees must arrange for a copy of the decision on, or a note of the outcome of, each dispute referred to the independent party to be provided to the Commission quarterly, either by the independent party or by the licensee.



## 6 Gambling licensees' staff

### All non-remote casino licences

#### Social responsibility code provision

Licensees must have and put into effect policies and procedures to manage relationships between staff and customers, based on the principle that in carrying out their duties staff must not engage in any conduct which is, or could be, likely to prejudice the licensing objectives.

### All licences, including betting ancillary remote licences, but not other ancillary remote licences

#### Social responsibility code provision

Licensees must take all reasonable steps to ensure that staff involved in the provision of facilities for gambling are made aware of advice on socially responsible gambling and of where to get confidential advice should their gambling become hard to control.

## 7 Pool betting

### All pool betting licences

#### Social responsibility code provision

Licensees or any person they authorise to offer pool betting on their behalf under authority of section 93 of the Act must publish their rules relevant to the following:

- the deduction levels for overheads, taxes, profits etc, expressed as a percentage, from each available pool
- the rounding of winning dividends to a whole unit
- the procedure for when there is no winner of the pool, and the circumstances in which the pool is carried over
- the period of time in which a winning bet may be claimed from the pool operator.

### All non-remote pool betting licences authorised to offer pool betting on dog races

#### Social responsibility code provision

Licensees or any person they authorise to offer pool betting on their behalf under authority of section 93 of the Act, must only accept bets through equipment capable of communicating bets to a central recording system.

The equipment must supply the person placing the bet with a betting slip or ticket containing the following information:

- the date on which the bet is made
- the amount of the stake
- the identity of the track, the number or time of the race and the pool in respect of which the bet is made
- the selection or selections or combination of selections as indicated
- means of identifying the equipment recording the bet.

The central recording system must collect all bets made to each of the operator's pools and all

information required to calculate the winnings of each pool and be capable of storing this information for subsequent retrieval if required by the Commission.

Licensees and any person they authorise to offer pool betting on their behalf under authority of section 93 of the Act must:

- provide a public display system within sight of all of the operator's terminals capable of accepting pool bets situated on-course. The system must display the potential dividend returns in respect of win and place outcomes from each pool operated, and in at least one place the units staked on all types of combination bets offered. This information is to be updated whilst the pool market is open. Following conclusion of the event to which the pool relates, the total amount payable as winning dividends must be displayed as soon as practicable
- display prominently the minimum stake that will be accepted as a bet.

## 8 Information requirements

### All licences, except ancillary remote licences

#### Ordinary code provision

The Commission expects licensees to work with the Commission in an open and cooperative way and to inform the Commission of any matters that the Commission would reasonably need to be aware of in exercising its regulatory functions. These are matters that will have a material impact on the licensee's business or on the licensee's ability to conduct its business. Such matters, which should be notified to the Commission as soon as reasonably practicable<sup>6</sup>, include the following:

- the departure from the licensee's business of any person named in the licence application, or that person's successor, who holds a personal management licence, but who does not occupy a 'qualifying position'
- any reduction in the number of staff employed by the licensee where that has a material impact on the licensee's business
- the acquisition or disposal by the licensee of gambling premises or pitches where that has a material impact on the size or nature of the licensee's business
- in the case of corporate licensees, the disposal or acquisition of any group company where that has a material impact on the licensee's ability to conduct its business
- any disposal of the licensee's assets where that has a material impact on the licensee's business
- any investigation by a professional, statutory, regulatory or government body into the licensee's activities, or the activities in relation to the licensed entity of a personal licence holder or a person occupying a qualifying position employed by them, where such an investigation could result in the imposition of a sanction or penalty which, if imposed, could reasonably be expected to raise doubts about the licensee's continued suitability to hold a Gambling Commission licence
- any instance of criminal activity, including repeated instances of small-scale theft or fraud, where that has a material impact on the licensee's business
- any major breach in the licensee's information security where that adversely affects the confidentiality of customer data or prevents customers from accessing their accounts for a substantial period of time
- any other matters that have a material impact on the licensee's business or on the licensee's ability to conduct its business.

<sup>6</sup> These matters can be reported securely online at the Commission's website at [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) or by email to [key.events@gamblingcommission.gov.uk](mailto:key.events@gamblingcommission.gov.uk) or posted to Key Events, Compliance Administration Team, Gambling Commission, Victoria Square House, Victoria Square, Birmingham, B2 4BP

## 9 Primary gambling activity

### **Non-remote general betting, bingo and casino operating licences, except where facilities are offered under a 2005 Act casino premises licence**

#### **Ordinary code provision**

In order to demonstrate that the primary gambling activity for which an operating licence has been issued is being offered in each licensed premises, licensees should have regard to the following general factors:

- the ratio of the space available to customers allocated to the primary gambling activity, to that allocated to other gambling activities
- the extent to which the primary gambling activity is promoted on the premises and by way of external advertising compared to other gambling activities
- the use, either expected or actual, to be made of the different gambling facilities.

Licensees should also have regard to the following additional sector specific factors:

### **Non-remote bingo licences, except where bingo is offered under a 2005 Act casino premises licence**

#### **Ordinary code provision**

- the frequency and extent that bingo is, or is intended to be played on the premises, compared with the periods when the premises are open
- whether there is:
  - capacity on the premises for the generation of main stage bingo numbers
  - a facility to sell tickets or cards for bingo games on the premises
  - bingo available to be played whenever sessions are advertised
  - display of prize board information
  - a means of stopping a game to claim a win.

Not all the indicators would need to be present in a particular case, nor do they preclude others, but the combination of those factors that are present should be sufficient to indicate that the activity is the primary one in any given premises.

### **Non-remote casino operating licences, except 2005 Act casino operating licences**

#### **Ordinary code provision**

- the proportion of the gaming day for which live tables are, or will, be made available on demand.

Not all the indicators would need to be present in a particular case, nor do they preclude others, but the combination of those factors that are present should be sufficient to indicate that the activity is the primary one in any given premises.

### **Non-remote general betting licences, except where betting is offered under a 2005 Act casino premises licence**

#### **Ordinary code provision**

- the range and frequency of events on which bets can be made.

Not all the indicators would need to be present in a particular case, nor do they preclude others, but the combination of those factors that are present should be sufficient to indicate that the activity is the primary one in any given premises.

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**Keeping gambling fair and safe for all**

For further information or to register your interest in the Commission please visit our website at:  
**[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)**

Copies of this document are available in alternative formats on request.

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**LCCP 11/04  
December 2011**

**Appendix 3**

**Letter of representation from Cllr Stewart**

To whom it may concern,

We are writing to object to the application from Betfred for a licence to set up a betting shop at 64 High Road, Wood Green, London, N22 6HL.

As the application will be considered under the Gambling Act 2005, we have highlighted evidence to support our objection within the criteria specified within the Act.

### **Keeping gambling free from crime**

#### **Criminality in Noel Park connected to betting shops**

On Wood Green High Road, there is a specific problem with crime connected to betting shops.

The local police recognise that a large proportion of the crime in Noel Park is linked to betting shops within the area. The police have identified that over a short period between November 2011 and January 2012, 15 calls were made to the police associated with betting shops and 19 crimes were linked to betting shops in Noel Park.

The police have recently obtained a General Dispersal Zone (GDZ) for a stretch of the High Road due to anti-social behaviour. Rich Davies, the Noel Park Safer Neighbourhood Team Sergeant, has said:

*"The reason for the GDZ, were the high levels of ASB and drug use along a small stretch of the High Road. There are 5 betting shops with the GDZ and there is no doubt that the ASB is linked to them."*

Given the link between betting shops on the Wood Green High Road and criminality, Sergeant Rich Davies has said:

*"Another betting shop on Wood Green High Road would further contribute to levels of ASB and crime. The police are in total objection to this application."*

This evidence demonstrates clearly that there is a connection between betting shops and crime in Noel Park.

#### **Increased risk of crime resulting from the Betfred application**

The Betfred application represents a significant increase in the clustering of betting shops on the Wood Green High Road. As the approval of the GDZ confirms, the clustering of betting shops is significant in that crime data for Noel Park relates to criminality both around but also between betting premises.

In addition, the premises are adjacent to an alleyway and recessed area that is prone to crime and impossible to secure and monitor: betting premises in this location are likely to

increase the opportunity and prevalence of crime.

### **Rise in criminality in and around betting shops**

In addition to the specific local evidence highlighted above, there is also evidence of an increased trend in anti-social behaviour and crime associated with betting shops across London.

A recent report developed by the Union for Betting Shop Workers highlighted:

*“Following a series of Freedom of Information requests to the London Metropolitan Police, Community—the Union for Betting Shop Workers has found an astonishing 65% rise in Anti-Social Behavior in and around betting shops since 2005... Theft Offences and allegations are both up significantly since 2006, 16% and 35.3% respectfully.”<sup>1</sup>*

Furthermore, the report also highlights that Haringey is one of the three worst councils in London for anti-social behaviour in and around betting shops; theft offences in betting shops; and theft allegations in betting shops. Given a very high proportion of Haringey’s betting shops are in Wood Green, this is further evidence that there is significant criminality associated with betting shops in Noel Park.

### **Academic research**

Academic research that supports the existence of gambling related criminality. Smith, Wynne & Hartnagel (2003)<sup>2</sup> highlight that there are four distinct types of criminality associated with gambling, these are:

- *Illegal gambling* – Gambling activity that is counter to jurisdictional regulations statutes, such as operating without a gambling license, cheating at play, etc.;
- *Criminogenic problem gambling* – Activities such as forgery, embezzlement, and fraud, typically committed by problem gamblers to support a gambling addiction;
- *Gambling venue crime* – Crimes that occur in and around gambling locations, such as loan sharking, money laundering, passing counterfeit currency, theft, assault, prostitution and vandalism;
- *Family abuse* – Victimization of family members caused by another family member’s gambling involvement, (e.g., domestic violence, child neglect, suicide, and home invasion).

While betting shops in Wood Green may be associated with all these types of criminality, we have shown specific evidence above – from the local police and other sources – that there is evidence of “gambling venue crime” in Wood Green.

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<sup>1</sup> <http://www.community-tu.org/information/104365/numbers/>

<sup>2</sup> Smith, G., Wynne, H. & Hartnagel, T. (2003). *Examining police records to assess gambling impacts: a study of gambling-related crime in the city of Edmonton*. Report for the Alberta Gaming Research Institute.

**Protecting children and other vulnerable persons from being harmed or exploited by gambling**

**Children using Wood Green Betting Shops**

The local police confirm that people below that age of 18 who have been involved in ASB have been known to use the betting shops on the Wood Green High Road. The Act is clear in its aim to prevent children being exploited by gambling – on the grounds that there is evidence that children have been illegally using betting shops on the Wood Green High Road, we ask that the application is rejected on this basis.

**Risk to vulnerable people**

The 2010 Gambling Prevalence Survey estimates that there are approximately 451,000 in the UK with a gambling problem<sup>3</sup>. Given this sizable figure, it is likely that a significant number of problem gamblers live within the Wood Green area and will therefore be exposed to yet another opportunity to service their addiction.

The Survey also highlights that there is an association with problem gambling and people that are unemployed. As Haringey has an unemployment rate of 12.5 per cent – significantly higher than the national average of 7.9 per cent – it is likely that the additional betting shop will be in an area where there is a higher than average number of problem gamblers.

**Summary**

One of the criteria within the 2005 Gambling Act that needs to be met before a licence for a betting shop is granted is “keeping gambling free from crime”. Given the significant evidence that we have outlined above, it is clear that gambling in Noel Park is not free from crime. Moreover it is connected to a large amount of anti-social behaviour and other criminality in Noel Park. As the application fails to meet this important criteria of the Act, we ask that this application is refused on this basis.

In addition, the application is for a location that significantly raises the risk of crime as the new betting shop would be in close proximity to an alleyway and would increase the clustering of betting shops. Local evidence supports the contention that this is likely to significantly increase crime in the area.

Moreover, there is significant evidence that residents of Haringey are disproportionately at risk of becoming problem gamblers. As a consequence, we believe that this application should be rejected on the grounds that vulnerable people will be put at risk.

Yours faithfully,

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<sup>3</sup> <http://www.gamblingcommission.gov.uk/PDF/British%20Gambling%20Prevalence%20Survey%202010.pdf>

**Wood Green Action Group (comprising Noel Park councillors and a range of local residents groups)**

**Appendix 4**

**Letter of offered conditions from Bet Fred**



**PROPOSED LICENCE CONDITIONS**

**Betfred 64 High Road Wood Green**

1. The premises shall be fitted out and operational within 6 months of the issue of the licence.
2. The Licensee shall notify the Licensing Authority when the premises have been fitted out and are ready for operation, so that the Licensing Authority can inspect the premises. Such notification to the Licensing Authority shall be given no less than 10 days prior to the premises opening under the licence.
3. CCTV Conditions:
  - 3.1 The premises shall have a CCTV system which shall be operational and recording twenty hour hours of the day. The position of the cameras shall be agreed with the police licensing team in advance, and shall include a covert pinhole camera on the door, so as to capture a good clear facial image of all persons leaving the premises. If the CCTV system is not working and fully operational, the manager of the premises or a member of staff shall contact the police licensing team immediately and the fault rectified as soon as practicable. If the CCTV is not in full working order after 2 working days, the premises shall remain closed until the CCTV system is fully operational.
  - 3.2 The medium on which CCTV images are recorded will be clearly identifiable, stored securely and shall be retained for a period of 14 days and shall be made available for inspection by the Police or an Officer of the Licensing Authority, upon request.
4. Where a person is suspected of using the premises in connection with criminal activity, then the Manager of the premises shall inform the Police promptly and the Licensee's Head of Compliance.
5. Notices shall be prominently displayed on the premises and visible to members of the public stating:
  - a) CCTV is recording on the premises;
  - b) Drugs will not be tolerated and persons found possessing/dealing will be excluded from the premises;
  - c) Drunkenness and those under the influence of drugs will not be tolerated and shall not be permitted to remain on the premises;
  - d) No Pay, No Play Policy shall be implemented, i.e. if customers are not making a bet or using the betting terminals they will not be permitted to remain on the premises.
6. Access to the toilets will be managed via a magnetic door lock system approved by the Police and shall be operated and controlled by staff.
7. Magnetic locks will be fitted and in working order on the main front doors of the premises and shall be controlled by staff.

8. "Challenge 21":

- 8.1 The Licensee shall adopt a "Challenge 21" policy whereby all customers who appear to be under the age of 21 are asked for proof of their age.
- 8.2 The Licensee shall prominently display notices advising customer of the "Challenge 21" policy.
- 8.3 The following proofs of age are the only ones to be accepted:
  - Proof of age cards bearing the "Pass" hologram symbol
  - UK Photo Driving Licence
  - Passport

9. Staff Competence and Training:

- 9.1 The Licensee shall maintain a written record of all staff authorised to verify the age of customers, the record to contain the full name and home address of each person so authorised. The staff record shall be made available for inspection by the Police or an Officer of the Licensing Authority upon request.
- 9.2 The Licensee shall ensure that each member of staff authorised to verify the age of customers has received adequate training on the law with regard to under age gambling and the procedure if an underage person enters the premises, and, that this is properly documented and training records kept. The training records to be kept on the licensed premises and made available for inspection by the Police or an Officer of the Licensing Authority upon request.
- 9.3 The Licensee shall ensure that each member of staff authorised to verify the age of customers is fully aware of his/her responsibilities in relation to verifying a customer's age and is able to effectively question customers and check evidence of proof of age.

10. Refusals Book:

- 10.1 The Licensee shall keep a register (Refusals Book) to contain details of the time and date of Under 21 Challenges, and the name/signature of the sales person who verified that the person was under age.
- 10.2 The Refusals Book shall be kept on the licensed premises and made available for inspection by the Police or an Officer of the Licensing Authority upon request.
- 10.3 All staff shall be trained in the use of the Refusals Books and are to receive on-going refresher training and this must be recorded in the training logs.

11. Points of Contact

- 11.1 The Licensee shall appoint an appropriate representative, of significant seniority, to meet with the Police (and Licensing Authority) within one month of opening and every 3 months thereafter in order to agree and implement a suitable action plan to tackle any issues relating to the licensing objectives that arise.
- 11.2 Before opening, the Licensee shall supply to the police, Licensing Authority and to any other suitably appointed local representatives and/or Ward

councillor, the telephone number and email address of the Licensee's security department, and shall ensure that such details remain up to date.

- 11.3 And the Licensee shall retain in the premises appropriate contact details for the police, Licensing Authority and any suitably appointed local representatives and/or Ward Councillor responsible for the area in which the premises are situated.

Betfred, 64 High Road, Wood Green, London, N22 6HL

**Application for Betting Premises Licence Under the Gambling Act 2005**

**Response by Betfred to Representations Received from Wood Green Action Group**

**1. Introduction**

- 1.1 Betfred acknowledges the representation received from the Wood Green Action Group regarding this application in respect of 64 High Road, Wood Green. When lodging its application, Betfred submitted copies of its Social Compliance Manual and Security Manual, together with copies of a Security Features Brochure. In this response reference will be made to those manuals, further copies of which will be available at the hearing.
- 1.2 It is also to be noted that there have been no representations received from any of the Responsible Authorities tasked with the responsibility of scrutinising this application, so as to ensure that any grant falls squarely within to Section 153 of the Gambling Act 2005. Accordingly, in deciding whether the grant of this application falls to be granted, having regard to the terms of Section 153, Betfred pray in aid particularly the decisions taken by the Licensing Authority and the Metropolitan Police not to object.
- 1.3 Betfred also wishes to draw to the Licensing Sub-Committee's attention the recent grant of their application for a betting premises licence in respect of 145 High Road Wood Green. The acquisition of those premises was not completed, by reason of time constraints with regard to the planning process, and accordingly, the premises never opened and the betting premises licence was recently surrendered. This application, if granted, would restore the number of licenses in the locality to those previously granted by the Licensing Sub-Committee.

**2. Betfred the Company**

- 2.1 Betfred presently trade 5 betting offices in Haringey. As a company Betfred have 200 shops trading within the M25, and it operates 1350 shops Nationwide. It is the Country's 4<sup>th</sup> largest Bookmaker and operates with the benefit of an Operating Licence issued by the Gambling Commission.
- 2.2 Betfred was first established by brothers Fred Done (from whom the company now gets its trading name) and Peter Done, in 1967 in Salford Greater Manchester. It is widely regarded in the industry, and beyond, as an "Independent" Bookmaker providing a competitive independent package of terms and conditions, distinct from those terms offered by the likes of the "Big 3" Ladbrokes, William Hills and Coral and other smaller independents. A significant part of its growth in recent years has been through new applications for licences such as this one.
- 2.3 Consequently, Betfred contend that they are extremely well versed and experienced in opening up and trading successfully, new betting shops, particularly in the context of the regulatory regime now established under the Gambling Act 2005. Indeed Betfred are not aware of any regulatory concerns that have come to the attention of either the Licensing Authority

or the Metropolitan Police, in respect of their existing betting shops in Haringey, since the licences were granted under "Grandfather Rights" in September 2007.

- 2.4 And finally, when determining whether the grant of this application would undermine a relevant licensing objective sufficient to justify a refusal, Betfred would particularly draw the Licensing Committee's attention to its recent acquisition of the Tote from the Government. It is respectfully submitted that had the Government (or indeed the Gambling commission) had concerns regarding Betfred's "fitness and propriety" and ability to run (successfully) high street betting offices (without regulatory concerns and without undermining the licensing objectives) then they would not have been allowed to have acquired the Tote.

**3. Licensing Objective Section 1(a) Gambling Act 2005**

**"Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime"**

- 3.1 Betfred has considered this licensing objective, to which the Licensing Committee must have regard, particularly in the light of the representations that have been received.

- 3.2 Betfred intend to fully promote this licensing objective and contends, in the light of all the matters to which reference will be made, that the grant of this licence will be reasonably consistent with this licensing objective. In particular:-

1. Betfred have spoken with the Metropolitan Police and are keen to continue to work with them as they do elsewhere within the capital. Betfred also attend regular meetings with the Police elsewhere and are keen to work together with the pro active Licensing Unit in addressing issues of crime and disorder should any arise.
2. Betfred's Security Manual, which demonstrates a high level of commitment to ensuring that this licensing objective is promoted, has already been lodged in support of the application, and the Licensing Committees is referred to it.
3. All members of staff are expected to be familiar with and adhere to the standards and policies to be found in the Company's Security Manual, a copy of which is always maintained in the branch. Regular audits are also undertaken by the Area Manager; the Company also have a team of Security Manager's who are also responsible for supporting staff in this important area of compliance.
4. To further detail the particular security features that will be available in these premises, the Licensing Authority has also been provided with a copy of a security features brochure. This brochure illustrates the security features that will be installed at the premises in the event of the licence being granted and, to the extent that the Licensing Committee think it necessary or desirable, such features can be made the subject of appropriately worded special conditions (see below).

5. The layout plan submitted with the application shows a spacious betting office. All areas of the shop can be easily and comfortably supervised and the frontage to the premises will be relatively open with a fully glazed front door. The toilet is to remain locked when not in use.
6. The main betting activity of the shop, and hence the focus of the betting facilities, will be the main gantry to the right of the shop. The main counter will be screened with a Polycarbonate sheet so as to enhance levels of security for the staff working behind the counter. It is intended for this shop to have 20 screens in the main gantry.

Ancillary to that provision is the FOBT zone which is positioned on the left wall of the premises, in a position where it can be seen directly from the main counter. CCTV will also enhance the levels of supervision throughout the shop.

7. The premises will be fitted out to a very high standard, commensurate with the location of these premises in the heart of Wood Green. Every effort will be made to ensure that the fit out is appropriate to its location.
8. Betfred contends there is nothing unique or unusual in the locality as regards trading a licensed betting office.
9. Betfred would also wish to draw the Licensing Committee and Metropolitan Police's attention to the Voluntary Code of Safety and Security National Standards for Bookmakers; a Code arising from the Safe Bet Alliance of which Betfred is an active member. In the event of a licence being granted for these premises, Betfred fully intend to adhere to the Code as set out by the Safe Bet Alliance. A copy can be made available on request.

#### 4. Licensing Objective Section 1(c) Gambling Act 2005

##### **"Protecting children and other vulnerable persons from being harmed or exploited by gambling"**

- 4.1 Betfred have also considered this licensing objective very carefully and, in the light of all the matters to which reference will be made below, contends that the grant of this application will also be reasonably consistent with this third licensing objective.
- 4.2 To ensure that Betfred retain, at the heart of its estate operations, adherence to all of the licensing objectives and, in particular, licensing objective three, the Company employ a Compliance Manager, Mr Jim Winder. He is responsible for ensuring that all of Betfred's staff are conversant with and adhere to the Company's established policies and procedures designed to ensure compliance. That is also achieved through the network of Regional Managers, Area Managers and Area Supervisors working throughout the country. But, in particular:
  1. In every Betfred shop is a Social Compliance Manual a copy of which was lodged with this application. It is maintained and kept up to date by the Shop Manager. The Licensing Committee is invited to consider the

stated principles of the Company and, in particular, the approach to licensing objective three.

2. Persons under the age of 18 are not permitted to enter any of Betfred's licensed premises and staff are given a number of tools to support them in their efforts to prevent under age gambling;
  - Under age signage
  - Promotion of the Citizen Card
  - An under 18 log to record all instances of refusal
  - A shop self audit form to ensure literature and signage remains in place

Betfred is also a member of the BAVA; the Bookmakers Age Verification Alliance. This is an ABB (Association of British Bookmakers) led group comprising Betfred and the other four major bookmakers. As a group, it meets regularly to review best practice and analyse the results of its independent 3<sup>rd</sup> party testing programme.

3. Additionally Betfred have adopted the "Think 21" best practice, which means that although signage states that the legal age is 18, in order to err on the side of caution and so as to assist with prevention, staff are asked to broaden their validation checks to include anyone who looks to be under 21. Moreover staff can only accept identification that meets a number of stringent criteria, including the need for it to contain a photograph; it must also be valid and legible.
4. Care has also been taken with the design, layout and external appearance of the premises so as to ensure that it is not attractive to children. The FOBT's have been positioned away from the entrance and it will be difficult to view them from outside the premises. Betfred also takes care in the design of promotional material so as to ensure that it will not encourage the use of any of their premises by children or young persons.
5. When concerned with the protection of vulnerable persons from being harmed or exploited by gambling, Betfred maintains policies and procedures to ensure that this licensing objective is promoted in all of its shops. The Licensing Authority is invited to have regard to the responsible approach advocated by Betfred, and pay particular heed to the self exclusion procedures and monitoring forms available in the branch for staff to complete.
6. And again, in the event that the Licensing Committee consider it necessary or desirable, Betfred are willing to agree to suitably worded conditions.

## **5. Particular measures proposed to meet the licensing objectives**

- 5.1 Betfred anticipates that the Licensing Sub-Committee will give consideration to a number of measures when determining this application in the light of its Policy. Where relevant, Betfred contends as follows:

- An appropriate and sufficiently robust proof of age scheme will be in operation in the premises;
- CCTV will be available and can be made the subject of an appropriately worded condition;
- An entry control system, through the use of a magnetic lock, will be provided as part of the premises security specification and a condition imposed to that effect;
- The one entrance to the premises, and the FOBT playing area, is capable of being supervised from behind the main counter;
- Notices and signage appropriate for underage and Gamcare will be prominently displayed throughout the premises. All of Betfred's shops meet the display of information requirements set out in the Gambling Act and the LCCP;
- In the event of this licence being granted, it will not be Betfred's intention to depart from the standard default hours for betting premises licences, and will open at times common to the other bookmakers in the locality.
- A self exclusion scheme will be in operation in the premises;
- Gamcare leaflets will be displayed in the premises and staff will be sufficiently trained to assist those customers who require assistance in that regard.

5.2 In addition, the Licensing Sub-Committee is also invited to attach weight to those other measures proposed by Betfred so as to promote the licensing objectives. These include, amongst other things;

- Toilets to be kept locked when not in use;
- Covert pin hole CCTV camera at the entrance to the premises;
- Screened counter;
- Adherence to the Safe Bet Alliance Voluntary Code of Safety and Security;
- Auditing of social compliance policies and procedures by shop staff and area management;
- The maintenance of logs for the recording and reporting of underage refusals and self exclusions;
- Appropriate induction and refresher training for all staff on social compliance;
- The careful design of the frontage and any promotional literature used to advertise Betfred's facilities.

## 6. The premises

6.1 As the Licensing Sub-Committee will know, the premises the subject of this application formally traded as Prestige Amusements.

6.2 Betfred are proposing to take an assignment of an existing lease with an expiry date of December 2020 at an annual rent of £80,000 and are also investing £107,000 in the refurbishment of the premises. In addition, Betfred are also providing local employment; as a minimum, opportunities for 3 full time and 2 part time staff along with a cleaner.



**7. Conditions**

7.1 In the light of the representations received, and although there are no objections from any of the Responsible Authorities, Betfred believes that it would nevertheless be appropriate and helpful, and indeed in line with Guidance from the Gambling Commission, if the question of conditions were discussed with the Licensing Sub-Committee at the hearing.

7.2 Accordingly, a draft set of conditions that Betfred propose is attached at **Appendix 1**. Similar conditions have been accepted elsewhere by other Licensing Authorities and Magistrates Courts, when dealing with comparable applications elsewhere in Capital. They are designed to reassure the Licensing Sub-Committee and ensure that any application granted is reasonably consistent with the licensing objectives.

**8. The licensing objectives in the context of the representations received**

8.1 Betfred contends that the scheme of the Act means that “there is a presumption in favour of permitting the relevant premises to be used for gambling...” (Gambling Commission Guidance 5.5). Accordingly, Betfred submits that the onus is on those raising representations against the grant of an application, to demonstrate that the grant of the licence would not be in accordance with Section 153. Particularly given that both the Licensing Authority and the Metropolitan Police have not objected.

8.2 Many of the letters of representation refer to problems or issues that are associated with the existing licensed betting offices in the locality and, in particular matters concerning crime and disorder. Two points arise:

8.2.1 Firstly, Betfred contend that, in view of the extensive measures to which reference has already been made (and which can if necessary be made the subject of special condition) it believes that the grant of this license would be reasonably consistent with the licensing objectives. If there are issues or problems particularly with regard to crime and disorder associated with the existing operators, then Betfred contends that may very well be due to site specific and locational issues to do with the exiting operator; its frontage; the staff working at the premises and the management of the shop; the layout of the shop; the position of the counter; the position of any machines; whether CCTV is installed in the premises; the number of people using the premises, and its advertising and marketing strategy etc. Betfred contends that it cannot be said for certain that their new premises will be a source of crime, will be associated with crime and disorder, or will be used to support crime, particularly in view of the measures designed to promote the licensing objectives to which reference has already been made.

8.2.2 And secondly, if there are real issues of concern regarding the operation of the existing licensed betting offices in the locality, particularly with reference to crime and disorder, then such matters are not the fault of Betfred but rather, may very well be due to the fault of the existing operators. If the existing shops are a source of crime and disorder or if they are being used to support crime and disorder, and there is evidence of that, then there are steps

available to the Licensing Authority the Metropolitan Police or interested parties to bring such matters to the attention of the Licensing Sub-Committee by way of an application for review under Section 197 of the Gambling Act 2005. And short of such an application, the Metropolitan Police certainly have a plethora of powers available to them in order to tackle crime and disorder particularly in partnership with existing operators. And yet no such applications for review have been made and, there is no objection to this application from either the Licensing Authority or the Metropolitan Police. It is therefore respectfully submitted that if the tipping point for an application for review has not been reached, then there are no grounds to refuse this application based on problems in the existing shops in the locality, bearing in mind that the criteria on an application for review is precisely the same as the criteria on an application for the grant of a new licence.

8.3 As for the licensing objective of protecting children and other vulnerable persons from being harmed or exploited by gambling, Betfred invites the Licensing Committee to note that the levels of problem gambling in this country have been consistently low. And, there is no evidence to suggest that increasing betting shops in whatever area, results in a corresponding increase in the levels of problem gambling. Indeed Betfred does not expect or anticipate that there will be substantial growth in the overall level of betting activity in this locality in the event of the license being granted. Predominantly the application is designed to provide a spacious, well presented, convenient, first class national independent alternative betting facility, from those already trading in the area.

8.4 Consequently, although Betfred have no evidence of gambling addiction in the area or problem gambling, arising from the use of the existing betting offices, given the lack of growth in demand and the measures designed to promote this licensing objective, Betfred believes that the grant of this licence will be reasonably consistent with the licensing objective of protecting children and other vulnerable persons from being harmed or exploited by gambling.

## 9. Observations on the representations received

9.1 Wood Green Action Group contends that there is a link between the existing betting shops on the High Road and criminality. To demonstrate such a link exists, statistics (in isolation) are put forward and the Noel Park Safer Neighbourhood Team Sergeant is quoted. Betfred wishes to make the following observations.

9.1.1 No objection has been received to this application from Metropolitan Police in their capacity as one of the Responsible Authorities.

9.1.2 There has been no application for review in respect of any of the licences presently trading in Wood Green, notwithstanding the alleged criminality associated with them.

9.1.3 No reference is made to the number of betting shops responsible for the 15 calls and 19 crimes recorded during the snap shot period

referred to. Were they all attributed to one or a handful, whilst others made no calls and were not linked to any crimes?

- 9.1.4 Betfred submits that it cannot be said for certain that Betfred's new shop will be a source of crime and disorder or will be associated with crime and disorder.
- 9.1.5 The Licensing Sub-Committee is invited to adopt a proportionate approach. If there were one crime associated with the existing betting offices in Wood Green would that result in an objection? Betfred submits that their application need only be reasonably consistent with the licensing objectives, and contend that the level of crime relied upon is not sufficient to justify a refusal, particularly as the tipping point (for an application for review) has not been reached and the Metropolitan Police have not objected.
- 9.1.6 Betfred invites the Licensing Sub-Committee to adopt a cautious approach in relying upon these figures in isolation. During the same snap shot period what was the comparable evidence for pubs, off licences, clubs and hot food takeaways and the like? Without such comparable evidence the Licensing Sub-Committee is unable to judge the seriousness of the alleged criminality and whether a refusal is a justified response to it. It is said that there is 'significant criminality' associated with betting shops in Noel Park but that is not accepted by Betfred and it is not borne out by the evidence relied upon.
- 9.2 As for the immediate environs of the premises; Betfred are willing to discuss with the Licensing Authority and the Metropolitan police the use of external CCTV and lighting if it is believed that such measures would assist in dealing with the matters referred to.
- 9.3 As for the assertion regarding the prevalence of "gambling venue crime" Betfred invites the Licensing Sub-Committee to have regard to the observations at paragraph 10.1 and paragraphs 9.2.1 and 9.2.2 above.
- 9.4 If "children have been illegally using betting shops of the word Green High Road" then steps should have been taken already by the Metropolitan Police (or others) to deal with that. At the very least, the existing operators should have been warned and/or should have agreed to additional conditions on their premises licenses. Betfred however cannot be blamed, and nor should they be penalised, for the shortcomings of other operators, if indeed it is the case that children are using the betting shops in the locality. That is not something that Betfred would tolerate, it is not something that is tolerated in their existing shop, and the proposed conditions offered will assist in reassuring the Licensing Sub-Committee of Betfred's resolve and intentions in that regard.
- 9.5 Moreover, Betfred do not accept that there is any evidence to support the contention that a significant number of the country's 451,000 problem gamblers live within the Wood Green area. There is no reason to suppose that Wood Green has any more or indeed any less, problem gamblers, as a percentage of the population, than any other area, either in Haringey or

within the Capital, with comparable demographics in terms of population and unemployment.

**10. Conclusion**

- 10.1 Having regard therefore to all the submissions put forward in this response, Betfred believe that the grant of this application is reasonably consistent with the licensing objectives, and that any concerns that the Licensing Committee may have regarding the grant of this application, can be adequately dealt with through the imposition of the proposed conditions.

**Betfred**

**2<sup>nd</sup> July 2012**