# **SPECIAL LICENSING SUB COMMITTEE**

# Wednesday, 28th July, 2021, 4.00 pm - MS Teams (watch it here)

**Members:** Councillors Sheila Peacock (Vice-Chair, in the Chair), Viv Ross, and Yvonne Say.

### Quorum: 3

## 1. FILMING AT MEETINGS

Please note this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the 'meeting room', you are consenting to being filmed and to the possible use of those images and sound recordings.

The Chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual, or may lead to the breach of a legal obligation by the Council.

# 2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

### 3. URGENT BUSINESS

It being a special meeting of the Sub Committee, under Part Four, Section B, Paragraph 17, of the Council's Constitution, no other business shall be considered at the meeting.

# 4. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and

(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.



A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

#### 5. SUMMARY OF PROCEDURE

The Chair will explain the procedure that the Committee will follow for the hearing considered under the Gambling Act 2005.

### 6. APPLICATION FOR A PREMISES LICENCE FOR AN ADULT GAMING CENTRE AT ADMIRAL, 513 GREEN LANES, LONDON, N4 (PAGES 1 -248)

To consider an application for a premises licence for an adult gaming centre.

Fiona Rae, Principal Committee Co-ordinator Tel – 020 8489 3541 Email: fiona.rae@haringey.gov.uk

Fiona Alderman Head of Legal & Governance (Monitoring Officer) River Park House, 225 High Road, Wood Green, N22 8HQ

Tuesday, 20 July 2021

| Report for:               | Licensing Sub Committee 28 <sup>th</sup> July 2021  |
|---------------------------|---|
| Item number:              |   |
| Title:                    | Determination of Application for a Premises Licence for an Adult<br>Gaming Centre Licence for Luxury Leisure T/A Admiral, 513<br>Green Lanes, London N4 |
| Report<br>authorised by : | Director of Community and Environment.  |
| Lead Officer:             | Daliah Barrett – Licensing Team Leader  |
| Ward(s) affected:         | Green Lanes   |

Report for Key/

Non Key Decision: Non key

### 1. Describe the issue under consideration

The purpose of this report is to advise the Sub-Committee that an application has been received for a Premises Licence, (Adult Gaming Centre) under the Gambling Act 2005 ("the Act"). The application has drawn representations from responsible authorities and interested parties, therefore a hearing is required.

## 2 **Principles to be applied:**

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. Recommendations

The Sub-Committee is asked to determine whether to grant the application for an Adult Gaming Centre Premises Licence at 513 Green Lanes London N4 The application is submitted by Luxury Leisure .

A copy of the application for the premises licence and accompanying documentation that the applicant submitted with their application is at **App1**.

- 2.1 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.
- 2.2 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.



# 3. Reasons for decision

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)
- 4.2 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.
- 4. Alternative options considered None

## 5. Background information

- 5.1 This report concerns an application made under section 159 of the Gambling Act 2005 (the Act) by Luxury Leisure for a Premises Licence (Adult Gaming Centre) at 513 Green Lanes, London N4.
- 5.2 An application for a premises licence may only be made by a person who:
  - Holds an operating licence which authorises him to carry on the activity in respect of which the premises licence is sought and
  - Who has a right to occupy the premises to which the application relates.
- 5.3 An Adult Gaming Centre (AGC) premises licence authorises a premises to be used for making available Category B, C and D gaming machines. An AGC premises licence may make available for use a number of Category B machines not exceeding 20% of the total number of gaming machines that are available at the premises and any number of Category C or D machines. Category B machines should be restricted to sub category B3 or B4 machines but not B3A machines.
- 5.4 Taken from the Gambling Commission Guidance to Local Authorities, attached at **Appendix 2** is the Summary of Machine Provisions by premises.
- 5.6 Attached at **Appendix 3** is Part 9 from the Gambling Commission Guidance to Local Authorities which concerns Premises Licence conditions.
- 5.7 Attached at Appendix 4 is Part 21 from the Gambling Commission Guidance to Local Authorities which concerns Adult Gaming Centres and this also includes the Mandatory conditions that would automatically be attached to an Adult Gaming Centre Premises Licence, if granted. Some types of gambling



premises licence also have default conditions attached to them but there are currently no default conditions specific to Adult Gaming Centres.

5.8 Attached at **Appendix 5** is a copy of the Councils Statmemt of Gambling Policy and the Local Area Profile which is made reference to by the applicant in their risk assessment.

# 6. Relevant representations

- 6.1 A responsible authority (the Licensing Authority) & interested parties have made representations on this application and copies are attached at **Appendix 6.**
- 6.2 An interested party is defined in the Gambling Act 2005 as someone who -
  - lives sufficiently close to the premises to be likely to be affected by the authorised activities
  - has business interests that might be affected by the authorised activities
  - represents persons in either of these two groups.
- 6.3 The applicant has been provided with a copy of the representations made and both the applicant and those making representations have been made aware of the date, time and details of joining the Sub Committee hearing.
- 6.4 The representations raise concerns about the following licensing objectives:
  - •preventing gambling from being a source of crime or disorder, beingassociated with crime or disorder or being used to support crime
  - protecting children and other vulnerable persons from being harmed or exploited by gambling
- 6.5 The Metropolitan Police made representation which is attached at App 6 but this matter has now been withdrawn subject to agreement reached on the revised conditions shown at **App 6A.** The applicants also reached out to the other parties to inform of the agreed conditions with the and to ask if they would consider their own original representation, these representations remain outstanding.

# 7 Legal implications

- 7.1 The Section 153 of the Gambling Act 2005, provides that in determining applications the licensing authority shall aim to permit the use of the premises for gambling in so far as it thinks it is-
  - (a) in accordance with 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)).



- 7.2 A copy of the Gambling Commission's sector specific Conditions and Codes of Practice applicable to Adult Gaming Centres can be seen at **Appendix 4**.
- 7.3 The latest version of the Gambling Commission's Guidance to Licensing Authorities is available on line at :-<u>https://www.gamblingcommission.gov.uk/PDF/GLA5.pdf</u>

Parts 1 (General), 9 (Premises licence conditions) and 21 (Adult Gaming Centres) are relevant to this application.

7.4 A copy of the Council's Statement of Gambling Policy, published in accordance with section 349 of the Gambing Act 2005 can be seen at **Appendix 5**.

## 8 Determination

- 8.1 Where a licensing authority grants or reject an application for a premises licence, they shall as soon as is reasonably practicable give notice to
  - The applicant
  - The Gambling Commission
  - Any person who made representations about the application
  - The Chief Officer of Police for the area
  - Her Majesty's Commissioners of Customs and Excise
- 8.2 If the application is granted, this notice -
  - (a) must be in the prescribed form,
  - (b) if the licensing authority have attached a condition to the licence under section 169(1)(a) or excluded under section 169(1)(b) a condition that would otherwise have attached by virtue of section 168, must give the authority's reasons, and
  - (c) if representations were made about the application under section 161, must give the authority's response to the representations.
- 8.3 If the application is rejected, this notice
  - (a) must be in the prescribed form, and
  - (b) must give the authority's reasons for rejecting the application.

Where a licensing authority rejects an application for a premises licence, the applicant may appeal.

- 8.4 Where a licensing authority grant an application for a premises licence, either of the following may appeal
  - (a) a person who made representations in relation to the application
  - (b) the applicant
- 8.5 Appeals must be instituted in the Magistrates Court for the area within 21 days



beginning with the day on which the appellant receives notice of the decision against which the appeal is brought.

# 9. FOR DECISION

**9.1** The Sub-Committee must consider and determine the application.

# 9.2 The effect of the decision

The decision of the Sub-Committee may be subject to appeal and/or Judicial Review

## 9.3 Risks

An appeal against a decision of the Sub-Committee or a Judicial Review of the application process may present financial risks to the Council with regard to any award of costs against it.

# **10. EQUALITIES IMPACT**

10.1 The arrangements for the Licensing Hearings seek to ensure that all applicants and other interested parties receive a fair hearing and that the process is accessible to all groups within the community.

# 11. ENVIRONMENTAL AND DESIGN IMPACT

11.1 The effective implementation of the Gambling Act 2005 will contribute to an improved environment for local residents and other stakeholders.

# 12 HUMAN RIGHTS IMPACT

- 12.1 The Human Rights 1998 (HRA) requires public bodies to ensure everything they do is compatible with Convention Rights and makes it unlawful for a public authority to act incompatibly with those Rights. **Article 6 (A6)** of the European Convention on Human Rights (ECHR) is the right to a fair trial. The key elements of this include:
  - The right to a *fair* hearing;
  - The right to a *public* hearing;
  - The right to a hearing before an *independent and impartial tribunal*;
  - The right to a hearing *within a reasonable time*.
- 12.2 When hearing an application, the proceedings of a non-judicial body such as the Licensing Sub Committee, as opposed to an actual Court, need not meet the full requirements of A6 where there is a right of appeal from the Licensing Sub Committee to a Court that does meet the full A6 standards and can consider all aspects of the case (even if that does not include a full re-hearing of the facts).
- 12.3 While it is good practice to make a hearing before the Licensing Sub Committee as A6 compliant as possible, it will not be a breach of the HRA if it is not. Further, the hearing of all applications is subject to the principles of Natural Justice and the requirement for decisions to be 'Wednesbury reasonable'.



# 13. FREEDOM OF INFORMATION/DATA PROTECTION CONSIDERATIONS

13.1 Protocols agreed in relation to Licensing Hearings are within the Council's Constitution and will be accessible as part of the Council's Publication Scheme maintained under the Freedom of Information Act.

CONTACT OFFICER: Daliah Barrett, Licensing Team Leader.

## **BACKGROUND DOCUMENTS:**

App 1 Application Forms & risk assesment

- App 2 is the Summary of Machine Provisions by premises.
- App 3 is Part 9 from the Gambling Commission Guidance to Local Authorities which concerns Premises Licence conditions.

App 4 Part 21 from the Gambling Commission Guidance

App 5 Council's Statement of Gambling Policy & Local risk assessment

App 6 Relevant representations

App 6A Responsible Authority representations



# Appendix 1 – Application and Accompanying Information



14th April 2021

Haringey Council Licensing Team Level 1 North River Park House 225 High Road London N22 8HQ Our Ref: EJS/TCR/GA05 – New AGC

By e-mail only:licensing@haringey.gov.uk cc: Daliah.Barrett@haringey.gov.uk

Dear Sirs

### Re: Gambling Act 2005 ("the Act") Application for an Adult Gaming Centre Premises Licence ('AGC') for Admiral, 513 Green Lanes, Haringey, London, N4 1AN Applicant – Luxury Leisure

I write further to our email exchanges.

As you know Talarius Limited, sister company of Luxury Leisure, has long operated the AGCs at Admiral, 9 High Road, Wood Green, London, N22 6BH, Admiral, 117 High Road, Wood Green, London, N22 6BB and Admiral, 475 and 475A (Gold Room) High Road, Tottenham, London, N17 6QA.

We now wish to apply for a premises licence to operate an AGC at 513 Green Lanes, Haringey, London, N4 1AN (the "Premises") and enclose an application. As you know, the site was previously operated by Betfred as licensed betting premises. AGCs are different to betting premises – they are low stake venues and, as you appreciate, have never operated Fixed Odds Betting Terminals about which particular concern is expressed in the Authority's Statement of Principles ("SoP").

While the planning regime is separate to that of licensing, I confirm that we have been granted planning permission for the change of use of the Premises to AGC.

You have confirmed that you are happy to receive this application by email.

Talarius Limited and Luxury Leisure are the largest operator of AGCs and FECs in the UK. We are long established and now part of the global Novomatic Group of companies. We have an historic record of effective and responsible management throughout Great Britain, including across London. We are founder members of the industry trade association BACTA, where I am past Chairman of the AGC division the current Chairman of its Social Responsibility committee.

We have a particular focus on the importance of protecting the vulnerable and have a good relationship with GambleAware, to whom we make substantial annual contributions towards research, education and the treatment of gambling harm.

We place a high premium on excellent staff training which is refreshed regularly and the grant to Luxury Leisure of its operating licence evidences the Gambling Commission's satisfaction with its integrity, competence, finances and operating model. All required personal management licences (including but not limited to those for every director, regional manager and area manager, as well as for our Head of Compliance) are in place and maintained centrally.

We have been audited by the internationally recognised expert body, Global Gambling Guidance Group (G4) and are proud to have been the first land-based UK operator to have gained its accreditation for Responsible Gambling.

As with all of our other 238 AGCs, the operation of the Premises will be fully compliant with applicable legislation including the relevant mandatory and default conditions set out in the Gambling Act 2005 (Mandatory and Default Conditions) Regulations 2007.

Our operations at the Premises will reinforce the licensing objectives and in particular in the following ways: -

- 1. <u>Prevent gambling from being a source of crime or disorder, being associated with crime</u> or disorder or being used to support crime
  - a) A Local Risk Assessment (enclosed) has been prepared for the site using local knowledge, the Local Profile prepared by the Authority, the details provided in the Statement of Licensing Principles for Gambling and an additional third party mapping tool.
  - b) The Premises will have a fully up to date CCTV system with records kept for an appropriate length of time and signage to indicate the presence of the system. I refer you to the details of the Local Risk Assessment.
  - c) Our operating model is that staff circulate throughout the venue floor and actively supervise and interact with customers.
  - d) All our staff will be provided with local and emergency contact details for emergency services and these will be displayed clearly in the office areas of the Premises.
  - e) We will as appropriate consult with a Crime Reduction Officer within the local police team and are happy to hold regular security reviews with them.
  - f) Our cash handling processes are detailed, safe and secure and all staff are trained in recognising individuals who might be under the influence of drink or drugs.

- g) We provide a safe system for payment of winnings. The majority of the machines in the Premises will be "ticket in ticket out" (TITO), which is a system that gives tickets on winning, which can be redeemed for cash at the customer's convenience and time of choosing.
- h) The Premises will have adequate lighting inside and out and fit out will allow clear lines of sight.
- i) Staff will be provided with portable alarm activators.
- 2. Ensure that gambling is conducted in a fair and open way

As you are aware, adherence to this licensing objective is primarily a matter for the Gambling Commission and the operator. The Gambling Commission granted Luxury Leisure an operating licence for the relevant activities as soon as the regime was implemented in 2007. Nonetheless, I confirm that as above, the layout and lighting will ensure clean lines of sight and trained staff will actively circulate and supervise the venue.

Furthermore, wherever we trade in the country, we operate in an open and transparent way, with hands on management by trained and experienced staff; with high levels of senior management in the form of Area and Regional managers overseen by Operation Directors and our Compliance teams.

- 3. <u>Protect children and other vulnerable persons from being harmed or exploited by</u> gambling
  - a) I refer to the LRA prepared with the data detailed above.
  - b) As with all of our national AGC operations we will operate a **Think 25** policy at the Premises. Training on this policy will be given to all members of staff and refreshed regularly.
  - c) Plainly, alcohol is forbidden on the premises and we will not allow those under the influence of alcohol or drugs in the venue.
  - d) We take issues of vulnerability to problem gambling very seriously and I note the reference in the SoP to the Gamcare annual statistics for 2016/17 (page 11). As you will appreciate, the Gamcare Helpline Annual statistics for 2019/20 record that during that year, the numbers of callers to the helpline who played gaming machines in arcades was 3% far lower than the percentage for betting shops and vastly less than for online. That is not to suggest any complacency or acceptance of problem gambling on our part and customer interaction remains core to our operations. Our staff will be trained in relation to customer interaction and records of customer interactions will be maintained. Our staff are trained in recognising customers who may be experiencing difficulties or stress and are able to signpost individuals to external support services as part of such an interaction. I deal further with training generally as a separate item below.

- e) As we do at all of our AGC sites in accordance with our operating licence conditions, we will offer self-exclusion to customers who experience difficulties with gambling. We are members of a multi-operator self-exclusion scheme for AGCs administered by BACTA. At the end of any self-exclusion period, the self-exclusion will remain in place for a further 6 months unless the customer takes positive action in order to gamble again. Furthermore, our policies go beyond the requirements of our licence conditions in that following the expiry of the further 6-month period, the customer will be given one day to cool off before being allowed to access gambling facilities, regardless of when they choose to gamble again (ie not just within the 6-month period following the end of the self-exclusion period as set out in the LCCP). In any event, when the customer makes a request to return to gambling, a meeting will first be held with a trained member of staff before readmittance is agreed and again, this will apply regardless of when the customer seeks to return to gamble.
- f) We retain the services of a recognized third party independent test purchasing organisation, Serve Legal, to conduct unannounced test purchases at all of our age restricted sites and this will apply to the Premises. The results are reported to the relevant local authority and to the Gambling Commission. We have a higher "pass rate" than the industry average (and indeed higher than for other age restricted products) and any issues are investigated promptly and dealt with.
- g) Appropriate amounts of problem gambling leaflets and posters will be available on the Premises, both within the gaming areas and for collection in more discreet locations, such as the toilet areas.
- h) Any promotional material will not encourage the use of the premises by children or young people. This will be an AGC and we have no interest in attracting anyone other than adults to our AGC sites.
- i) We are proud to subscribe to the Gamblewise tool which uses beacon technology to allow the customers to set alerts and reminders if they want to limit their time spent or visits to us. This is made available by us to our customers free of charge.
- j) While no children will be permitted access to the Premises and it is not our experience that children are attracted to AGCs, we will provide training to venue staff that specifically deals with Child Sexual Exploitation.

In terms of training generally, our staff are provided with detailed training on induction and this is refreshed at regular intervals. Training covers a wide range of areas including legislation, the and LCCP and in particular matters of social responsibility (such as categories and numbers of gaming machines; stakes and prizes; age verification procedures; identification of and interaction with vulnerable persons; and signposting). It is provided both face to face and through our bespoke online training academy.

In compliance with applicable Gambling Commission machine technical standards, the details of return to player percentages are provided for each game.

Finally, amongst the notices on the Premises and in compliance with legislation, there will be notices displayed in a prominent place at the entrances to the Premises stating that no persons under the age of 18 will be permitted to enter and that the consumption of alcohol will not be permitted on the Premises at any time.

#### COVID 19 Secure

In addition to the above details, we are of course in unusual times and are currently not permitted to open AGCs. Nonetheless, we have since the outset of the pandemic had in place a detailed Covid 19 risk assessment for each of our individual venues for use when they have been, and will be, permitted to open and those are in accordance with current government guidelines and BACTA Guidance; all staff have undergone bespoke training and each of our venues have been rearranged to enhance social distancing. Hand sanitisers are in place at the entrance and in the venues; customers have their temperature checked on entry and are refused entry if it is above the acceptable level; staff wear face masks and face masks are offered to customers; machines and touch points are cleaned at frequent intervals; portable Perspex screens are placed between machines where appropriate and machines can be put out of use depending on customers' movements; customers' details are obtained before entry; and full signage is displayed. Measures will obviously be updated as regulations and guidance change.

I trust that the above will provide you with the information you require to process the application, but if anything further is required, please let me know.

On the basis of the above, I accordingly enclose:-

- an application form;
- Social Responsibility Policies and Procedure documents;
- a drawing referenced HAR\_001. You will see that the drawing is coloured to show the boundary of the premises marked red and the gaming machine area marked green. We draw your attention to the notes on the drawing; and
- a Local Risk Assessment for the site. As you will note, it has been prepared as if we were trading at the Premises.

You have agreed that we can make payment remotely. Would you please contact us on receipt of this application so we can make payment by telephone? Tracey Rose can be contacted on 07778 4999 33.

I confirm that within 7 days of the date on which the application is made the Responsible Authorities (details of which have been kindly confirmed by your licensing officers) will be served with notice of the application in statutory form. The requisite press notice will be published in the Enfield & Haringey Independent within 10 working days, starting on the day after the date the application is made. The requisite site notice will, from the date on which the application is made, be displayed for 28 consecutive days, again in accordance with regulations.

We will contact you in early course to discuss the application in more detail and to answer any outstanding questions. Once the consultation period has run its course we will need to liaise with you with regard to the date of issue of the licence to allow for the relevant internal fit out works.

In the meantime, please acknowledge receipt of the application and confirm that it is in order.

Yours faithfully

Elizabeth Speed Group General Counsel **Novomatic UK** for Luxury Leisure Mobile+44 (0) 7808 571 588 espeed@novomatic.co.uk

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Enclosures

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

| PLEASE READ TH   | HE FOLLOWING INSTRUC           | TIONS 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—  |                                |                                 |  |
| <ul> <li>In respect of a vessel, or</li> </ul>   |                                |                                 |  |
| <ul> <li>To convert an authorisation g<br/>the Gaming Act 1968,</li> </ul>   | ranted under the Betting, G    | aming and Lotteries Act 1963 or |  |
| the application should be made on the  | e relevant form for that type  | e of premises or application.   |  |
|  |                                |                                 |  |
| Part 1 – Type of premises licence a  | pplied for                     |                                 |  |
| Regional Casino 🗌 🛛 🛛 Larg   | e Casino 🗌                     | Small Casino 🗌                  |  |
| Bingo 🗌 Adu  | t Gaming Centre 🖂              | Family Entertainment Centre     |  |
| Betting (Track) Bett   | ing (Other) 🗌                  |                                 |  |
| Do you hold a provisional statement in respect of the premises? Yes $\Box$ No $\boxtimes$ 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<br>If you are an individual, please fill in Section A. If the application is being made on behalf of an<br>organisation (such as a company or partnership), please fill in Section B.                                     |                                |                                 |  |
| Section A<br>Individual applicant  |                                |                                 |  |
| 1. Title: Mr 🗌 Mrs 🗌 Miss 🗌 Ms 🗌 Dr 🗌 Other (please specify)   |                                |                                 |  |
| 2. Surname:  | Other name(s)                  | :                               |  |
| [Use the names given in the applican operating licence, as given in any applican   |                                |                                 |  |
| 3. Applicant's address (home or busir  | ness – [delete as appropria    | te]):                           |  |
| Postcode:  |                                |                                 |  |
| 4(a) The number of the applicant's op  | perating licence (as set out i | in the operating licence):      |  |
| 4(b) If the applicant does not hold an give the date on which the application  |                                | he process of applying for one, |  |

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:

# LUXURY LEISURE

[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:

FIFTH AVENUE PLAZA QUEENSWAY TEAM VALLEY TRADING ESTATE GATESHEAD TYNE AND WEAR

Postcode: NE11 0BL

8(a) The number of the applicant's operating licence (as given in the operating licence):

## 000-001876-N-103087-022

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.  $\Box$ 

[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):

# ADMIRAL

11. Address of the premises (or, if none, give a description of the premises and their location):

#### 513 GREEN LANES HARINGEY LONDON

Postcode: N4 1AN

12. Telephone number at premises (if known): N/A

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 LOCATED ON THE GROUND FLOOR OF A 3 STOREY TERRACED BUILDING IN A STREET OF MIXED USES WITH SOME RESIDENTIAL ABOVE.

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:

### Part 5 – Miscellaneous

17. Proposed commencement date for licence (leave blank if you want the licence to commence as soon as it is issued): **PLEASE SEE COVERING LETTER** 

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?

## NO, BUT PLEASE SEE BELOW

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

THE APPLICANT'S SISTER COMPANY, TALARIUS LIMITED, HOLDS PREMISES LICENCES UNDER THE GAMBLING ACT 2005 ISSUED BY THE LICENSING AUTHORITY:

AGC PREMISES LICENCE REFERENCED LN/000008952 ADMIRAL, 9 HIGH ROAD, WOOD GREEN, LONDON, N22 6BH

AGC PREMISES LICENCE REFERENCED LN/000005697 ADMIRAL, 117 HIGH ROAD, WOOD GREEN, LONDON, N22 6BB

AGC PREMISES LICENCE REFERENCED LN/000005700 ADMIRAL, 475 HIGH ROAD, TOTTENHAM, LONDON, N17 6QA

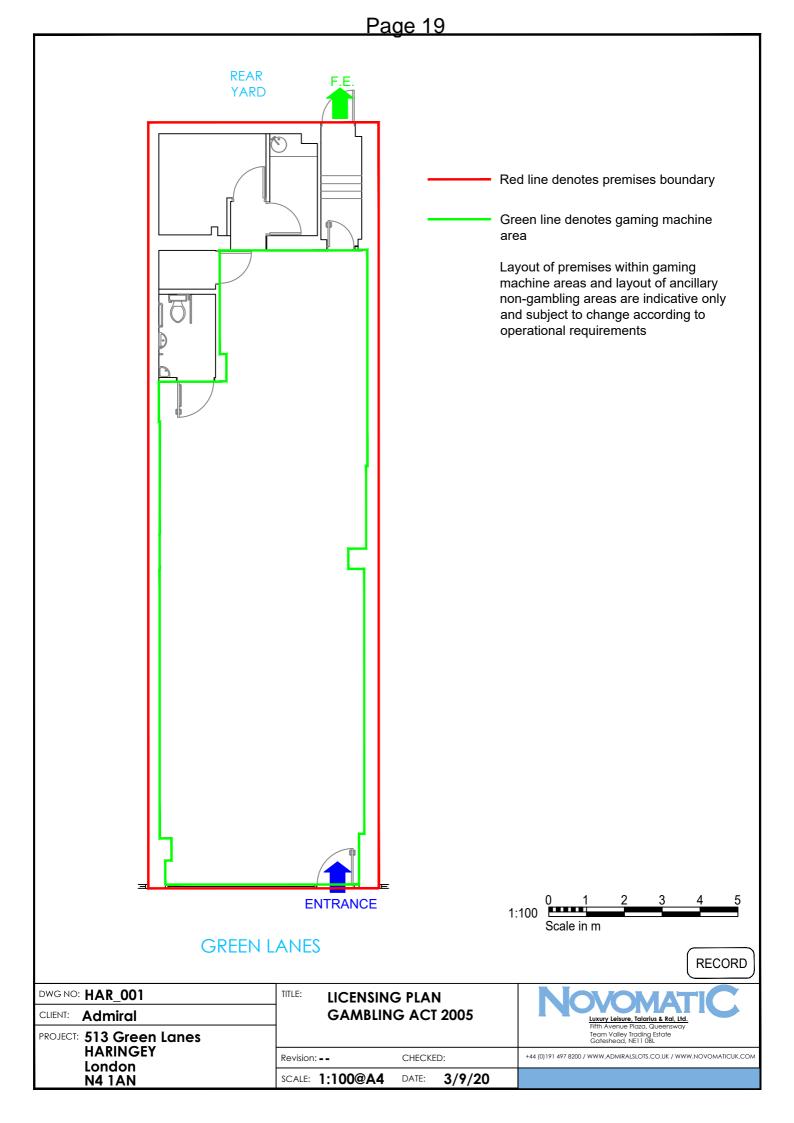
<u>AGC PREMISES LICENCE REFERENCED LN/000005699</u> ADMIRAL, 475A HIGH ROAD, TOTTENHAM, LONDON, N17 6QA (GOLD ROOM)

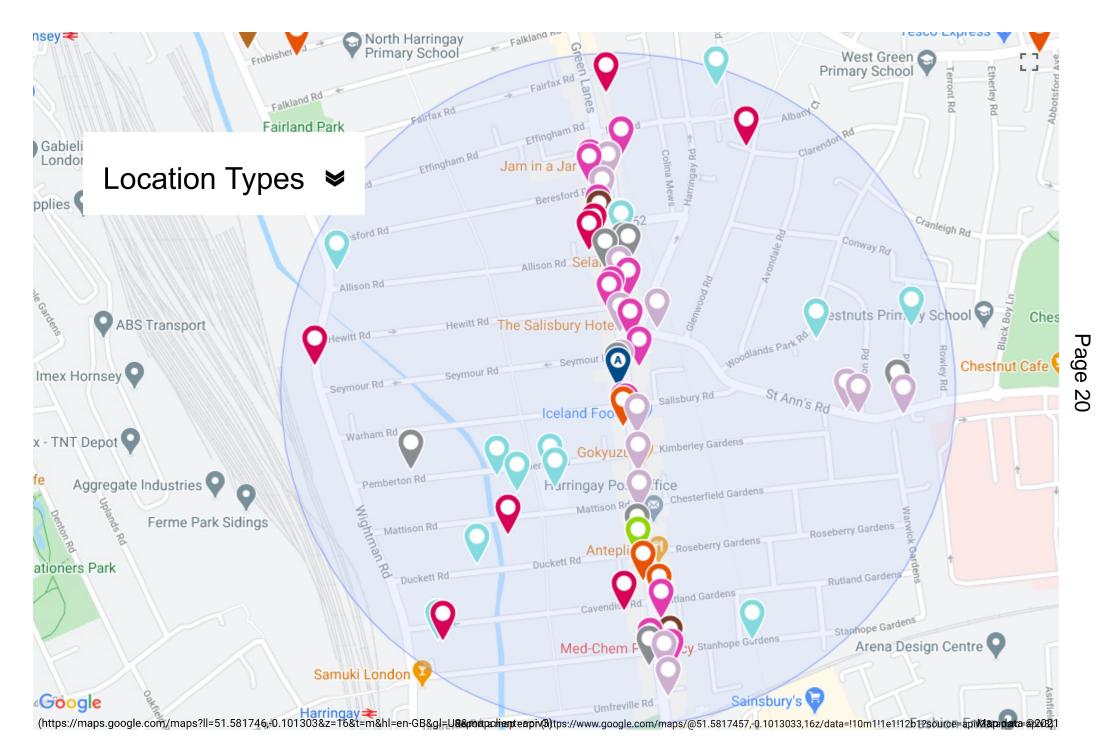
20. Please set out any other matters which you consider to be relevant to your application:

# WE ARE A LONG-ESTABLISHED NATIONAL OPERATOR WITH VERY HIGH STANDARDS OF OPERATION AND SOCIAL RESPONSIBILITY.

| 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.   | $\boxtimes$ |
| Checklist:   |             |
| <ul> <li>Payment of the appropriate fee has been made/is enclosed</li> </ul>   | $\boxtimes$ |
| A plan of the premises is enclosed   | $\boxtimes$ |
| <ul> <li>I/ we understand that if the above requirements are not complied with the<br/>application may be rejected</li> </ul>  | $\boxtimes$ |
| <ul> <li>I/ we understand that it is now necessary to advertise the application and<br/>give the appropriate notice to the responsible authorities</li> </ul>  | $\boxtimes$ |

espeed@novomatic.co.uk





# Selected Location Types

# **Q** Banks

 Name:
 Barclays Bank

 Address:
 67 Grand Parade, Green Lanes, London

 Name:
 Turkish Bank (UK) Ltd

Address: 577-579 Green Lanes, London

# **Q** Betting shops

| Name:    | Ladbrokes                               | P    |
|----------|---|------|
| Address: | 1 Rutland Gardens, London               | Page |
|          |   | 21   |
| Name:    | Paddy Power                             |      |
| Address: | 507 Green Lanes, London                 |      |
|          |   |      |
| Name:    | William Hill                            |      |
| Address: | Mary Rose Mall, 14 Frobisher Rd, London |      |
|          |   |      |
| Name:    | William Hill                            |      |
| Address: | 435 Green Lanes, London                 |      |
|          |   |      |
| Name:    | William Hill                            |      |
|          |   |      |

Address: 472, 480 W Green Rd, London

Name: William Hill

Address: 297-301 W Green Rd, London

# ♀ Casino/AGC

# Octors Surgery

House of Smiles Name: Address: 517 Green Lanes, London The Old Surgery Name: 572 Green Lanes, London Address: The Jennifer Home Name: 17 Pemberton Road, London Address: Name: MEDI-PARK CLINIC 573 Green Lanes, London Address: Name: Just Health HGV PCV D4 MEDICALS HARRINGAY Address: 573 Green Lanes, London

| Name:             | Patel Dr V N D  |
|-------------------|---|
| Address:          | 572 Green Lanes, London   |
|                   |   |
| Name:             | Dr. Teoman Sirri  |
| Address:          | Not located at this adress, 336 Saint Ann's Road, Harringay, London                 |
|                   |   |
| Name:             | Sos Footcare  |
| Address:          | 401 Green Lanes, London   |
| Address:<br>Name: | Not located at this adress, 336 Saint Ann's Road, Harringay, London<br>Sos Footcare |

# **Q** Drug and Alcohol Treatment facilities

# Hostels

# **Q** Nurseries

| Name:    | Little Jewels Pre-school                     |
|----------|--|
| Address: | St Pauls Church Centre, Cavendish Rd, London |

| Name: | Woodlands Park Nursery School & Children Centre |
|-------|---|
|-------|---|

- Address: 74-76 Woodlands Park Rd, London
- Name: Brown Bears Nursery Green Lanes

Address: 582 Green Lanes, London

Name: Busy Bunnies

#### Address: Wightman Rd, London

# ♀ Pawn Shops

|          | •  |
|----------|--|
| Name:    | Cash Converters                            |
| Address: | Unit 4, Tottenham, 480, W Green Rd, London |
|          |  |
| Name:    | Safir Jewellers                            |
| Address: | 447 Green Lanes, London                    |
|          |  |

# Payday Loan Shops

# **Q** Place of worship

| •        | •   |
|----------|---|
| Name:    | Glenwood Road Kingdom Hall of Jehovah's Witnesses |
| Address: | 5a Glenwood Road, London                          |
|          |   |
| Name:    | Mustard Seed Chapel International, NSG Branch     |
| Address: | 628 Green Lanes, London                           |
|          |   |
| Name:    | The Parish Church of St. Paul Harringay           |
| Address: | Wightman Road, London                             |
|          |   |
| Name:    | Harringay United Church                           |
| Address: | Green Lanes, Harringay, London                    |
|          |   |

| Name:<br>Address: | Eagle Nursery Ltd Within Haringey United Church<br>Junction of Alison Road & Green Lanes, Corner of, Harringay, London |      |  |
|-------------------|--|------|--|
| Name:<br>Address: | Saint Augustine's of Canterbury Church (Roman Catholic)<br>51 Mattison Road, London                                    |      |  |
| Name:<br>Address: | Lighthouse Seventh-day Adventist Church<br>88B Cavendish Road, London  |      |  |
| Name:<br>Address: | Holy Spirit Conference - Freedom - MCL Church<br>Wightman Road, London   | Page |  |
| 💡 Pubs a          | N .  |      |  |
| Name:             | The Salisbury Hotel  |      |  |
| Address:          | 1 Grand Parade, Green Lanes, London  |      |  |
| Name:             | Brouhaha   |      |  |
| Address:          | 501 Green Lanes, London  |      |  |
| Name:             | Bun & Bar  |      |  |
| Address:          | 553 Green Lanes, London  |      |  |

| Name:             | Beans & Barley  |      |
|-------------------|---|------|
| Address:          | Etcetera Workshop, Green Lanes, London                                |      |
| Nomo              | Diverbekir Restaurent   |      |
| Name:             | Diyarbakir Restaurant   |      |
| Address:          | 69 Grand Parade, Green Lanes, London                                  |      |
| Name:             | Jam in a Jar  |      |
|                   |   |      |
| Address:          | 599A Green Lanes, London  |      |
| Name:             | The Old Ale Emporium  |      |
|                   |   | т    |
| Address:          | 405 Green Lanes, London   | Page |
| Name:             | LimitedLDN  | e 26 |
| Address:          |   | 0,   |
| Address.          | 5 Grand Parade, Green Lanes, London                                   |      |
| Name:             | Brou's Cellar London  |      |
| Address:          | 499 Green Lanes, London   |      |
| Address.          | 499 Green Lanes, London   |      |
| Name:             | Bun & Bar Dalston   |      |
|                   |   |      |
| Address:          | 11 Stoke Newington Road, London                                       |      |
|                   |   |      |
| Name <sup>.</sup> | Green Lanes Cafe & Bar  |      |
| Name:<br>Address: | Green Lanes Cafe & Bar<br>7, Salisbury Promenade, Green Lanes, London |      |

| Name:<br>Address:          | Ora Cafe & Bar<br>581 Green Lanes, London   |         |
|----------------------------|---|---------|
| Name:<br>Address:          | The Langham Club<br>600 Green Lanes, London   |         |
| Name:<br>Address:          | Abraço<br>60 Grand Parade, Green Lanes, London  |         |
| Schoo<br>Name:<br>Address: | Woodlands Park Nursery School & Children Centre<br>74-76 Woodlands Park Road, London  | Page 27 |
| Name:<br>Address:          | South Haringay Infant School & The Ladder Children's Centre<br>Pemberton Road, London |         |
| Name:<br>Address:          | South Haringey Infant School<br>Pemberton Road, London                                |         |
| Name:<br>Address:          | music teacher<br>37 Duckett Road, London  |         |

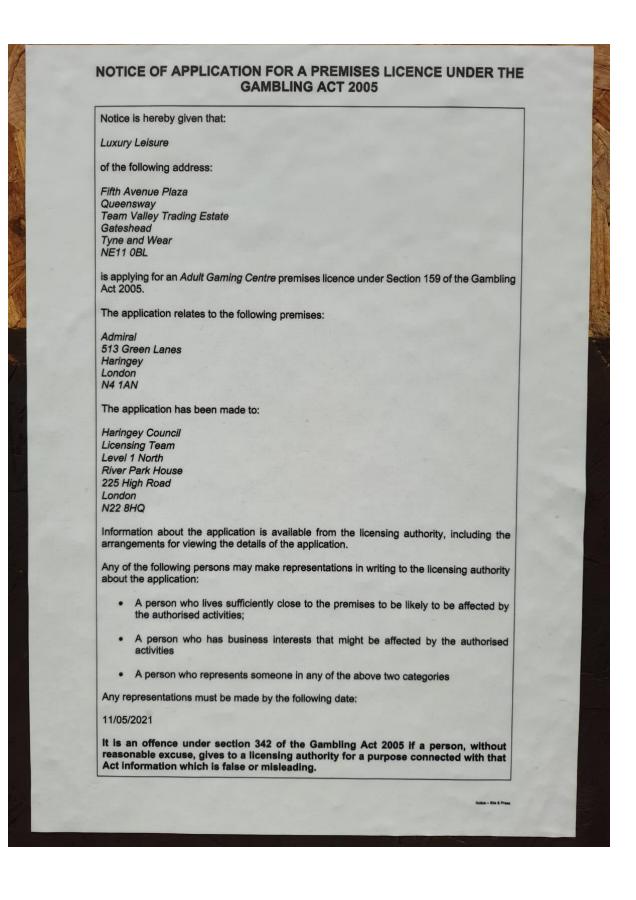
| Name:<br>Address: | Nat Yelverton Music Tuition<br>186B Wightman Road, London                |      |
|-------------------|--|------|
| Name:<br>Address: | South Harringay Junior School<br>Mattison Road, London                   |      |
| Name:<br>Address: | Saint John Vianney Roman Catholic Primary School<br>Stanley Road, London |      |
| Name:<br>Address: | South Harringay Infant & Nursery School<br>110 Pemberton Road, London    | Page |
| Name:<br>Address: | Brown Bears Nursery - Green Lanes<br>582 Green Lanes, London             | e 28 |
| Name:<br>Address: | Demirdöğmez Turkish Clarinet School<br>582-584 Green Lanes, London       |      |
| Name:<br>Address: | Firat Altay - Piano Music Tuition<br>33 Stanhope Gardens, London         |      |
| Name:<br>Address: | Guitar Lessons Haringey<br>34B Ritches Road, London                      |      |

| Name:    | Little Jewels Pre-school                          |  |  |
|----------|---|--|--|
| Address: | Saint Pauls Church Centre, Cavendish Road, London |  |  |
| ♀ Trans  | ♀ Transport nodes                                 |  |  |
| Name:    | St Ann's Road                                     |  |  |
| Address: | United Kingdom                                    |  |  |
| Name:    | Mattison Road                                     |  |  |
| Address: | United Kingdom                                    |  |  |
| Name:    | St Ann's Road (Stop HH)                           |  |  |
| Address: | United Kingdom                                    |  |  |
| Name:    | Mattison Road (Stop HN)                           |  |  |
| Address: | United Kingdom                                    |  |  |
| Name:    | Harringay Road (Stop HL)                          |  |  |
| Address: | United Kingdom                                    |  |  |
| Name:    | St Ann's Road (Stop HK)                           |  |  |
| Address: | United Kingdom                                    |  |  |

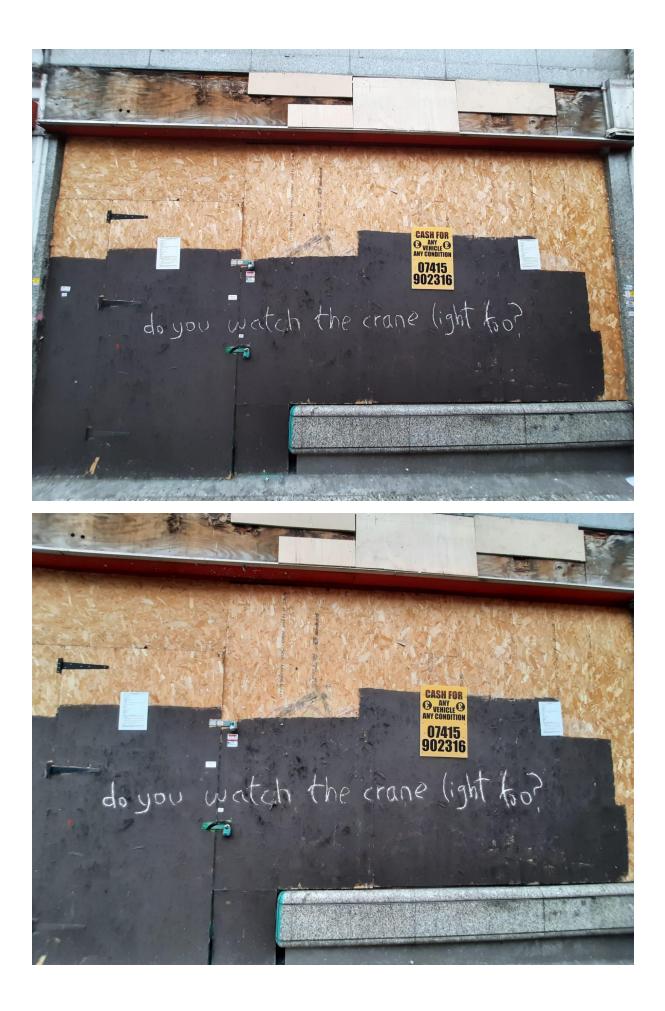
| Name:<br>Address: | Mattison Road (Stop HG)<br>United Kingdom                 |      |
|-------------------|---|------|
| Name:<br>Address: | Beresford Road<br>United Kingdom                          |      |
| Name:<br>Address: | Beresford Road (Stop HJ)<br>United Kingdom                |      |
| Name:<br>Address: | Beresford Road (Stop HZ)<br>United Kingdom                | Page |
| Name:<br>Address: | Warwick Gardens (Stop HP)<br>United Kingdom               | ÷ 30 |
| Name:<br>Address: | Warwick Gardens<br>United Kingdom                         |      |
| Name:<br>Address: | Warwick Gardens (Stop HX)<br>Saint Ann's Road, London     |      |
| Name:<br>Address: | Harringay Green Lanes Station (Stop HM)<br>United Kingdom |      |

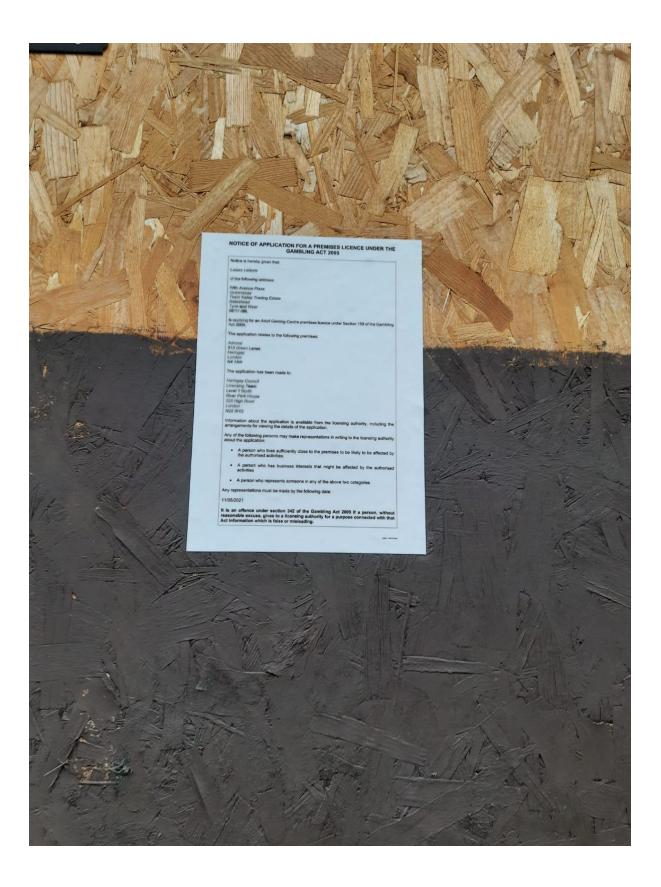
Name: Harringay Green Lanes Station

Address: United Kingdom



| Page | 33 |
|------|----|
|------|----|











## Local Risk Assessment – Gambling Act 2005 Licensing Objectives

**Premises** 

| Premises Name:        | Admiral                   |
|-----------------------|---------------------------|
| Premises Address:     | 513 Green Lanes, Haringey |
| Premises Post Code:   | N4 1AN                    |
| Premises Licence      |                           |
| Number:               |                           |
| Category of Premises: | AGC                       |

#### **Company**

| Operating Company: | Luxury Leisure |
|--------------------|----------------|
| Operating Licence  | LL – 1876      |
| Number:            |                |

#### **Assessment Writer**

| Name of Person Writing this Assessment:       | Shaun Hooper                 |
|---|------------------------------|
| Position within Company or Name of Authorised | Regional Operations Director |
| Agent:  |                              |
| Date of this Assessment                       | March 2021                   |
| Date that Original Assessment was Written     | March 2021                   |
|   |                              |







#### **Gambling Act 2005 – The Licensing Objectives**

The Gambling Act 2005 sets out the three licensing objectives (LO), which are:

- (A) Preventing gambling from being 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 people from being harmed or exploited by gambling.

This document seeks to assess the risk to these objectives that our operation may pose and where necessary what measures we have put in place to mitigate that risk.

#### **Independent Accreditation**

Luxury Leisure Talarius have attained the prestigious Global Gaming Guidance Group (G4) accreditation. This is only awarded after a rigorous audit of the company's responsible gambling measures. Furthermore, the company have to be reassessed every 2 years in order for it to be maintained.







#### Local Area and Site Profile

The AGC is located in the town centre on the high street and sits amongst other national high street retailers as well as some local shops. There are high street banks nearby which have ATM facilities. There are a number of other licensed betting offices in the immediate vicinity but spread along the high street and throughout the vicinity, they are not clustered in one part of the town centre. There is another AGC operated by a competitor in the immediate vicinity. There are a number of premises licensed for the sale and consumption of alcohol within the 500 metre radius used in the compilation of this assessment but none in the immediate vicinity of the premises.

Whilst there are no schools for children of secondary school age nearby, there is South Harringay Junior and Infant school nearby and the mapping provided by the local authority in its local area profile shows a number of gambling premises in proximity to the school (8).

There is a bus stop 5 meters from the venue on the same side of the street. Harringay mainline train station is not within the 500 metre radius but is a 15-minute walk from the premises.

There are no addiction support facilities nearby.

The venue has a single entrance/exit at street level to the front, a double doorway leading directly into the gaming area which is rectangular in shape. The meet and greet station is located prominently towards the front of the store giving a clear line of sight and command of the entrance. The Venue will offer machines of category D, C and B3 with stakes ranging from 10p to a maximum £2. The venue does not offer VIP or loyalty schemes.

The Local Area Profile provided by the local authority identifies the borough as being one of the most deprived in the UK, 13<sup>th</sup> out of 326 and the 4<sup>th</sup> most deprived in London. The area in which the venue operates has relatively high levels of crime with 1932 crimes recorded in February 2021, the most prevalent being violence against the person 569, vehicle offences 383 and theft (other than robbery and burglary) 353. The venue is not located in the east of the borough, highlighted in its local area profile as its most problematic area with regards to crime. Neither does the local area profile highlight the venue as being in a high betting shop crime area in the maps it provides.

Our regulatory return data in other comparable north London venues does not reflect any specific problems associated with consumer complaints, the need to call police for assistance or attempts by children and young persons to enter the premises.

The venue trades 7 days per week. Mon-Sun 09:00-23.00.







The local authority statement of principles (SOP) in relation to the Gambling Act 2005 has been considered in the completion of this assessment. The statement does not offer specific guidance on the geographic extent to be considered when completing this assessment but does contain a helpful local area profile.

The SOP recognises the significant requirements of the LCCP placed on operators to promote safer gambling and to prevent harm by supporting customers through implementing mandatory measures such as self-exclusion and signposting to sources of help. The local authority explicitly state that it is concerned for the health and well being of its residents and seeks to identify those at risk from gabling related harm. It also sets out its expectations with regards Local Risk Assessments which is detailed and has been considered in the completion of this assessment.







| <b>Risk Identification</b>   | LO | Level of<br>Risk | Impact  | Risk Management  | Reviewed   |
|--|----|------------------|---|--|------------|
| Children entering site<br>unnoticed.   | С  | Low              | Severe to business.<br>Severe to child.       | <ul> <li>Layout of premises considered in staff numbers<br/>and deployment. A minimum of 2 staff are<br/>rostered on duty at any one time. Breaks and<br/>shift changes are planned to take account of</li> </ul>  | March 2021 |
| Children enter site with adult.  | С  | Low              | Severe to business.<br>Moderate to child.     | <ul> <li>school closing times to ensure there is always supervision of the gaming area.</li> <li>Staff deployed to specific zones for which they have responsibility.</li> <li>Machine layout takes into consideration lines of site to the entrance.</li> <li>The meet and greet station is positioned to give line of sight to the entrance.</li> <li>CCTV cameras positioned to cover all parts of</li> </ul> | March 2021 |
| Children enter site and play before being noticed.   | С  | Low              | Severe to business.<br>Severe to child.       |  | March 2021 |
| Children enter site and<br>play where age is<br>misjudged.   | С  | Low              | Severe to business.<br>Severe to child.       |  | March 2021 |
| Age verification is not sought.  | С  | Low              | Severe to business.<br>Severe to child.       | <ul> <li>the premises but specifically the entrance.</li> <li>A 'live-monitored' hold-up alarm system has<br/>been installed to provide additional security and<br/>assist staff manage the premises.</li> </ul>   | March 2021 |
| Young person wearing face<br>covering is not challenged<br>for verification of age.  | С  | Low              | Severe to business.<br>Severe to child.       | <ul> <li>The company operate a 'Think 25' policy in<br/>which all staff are trained at induction and they</li> </ul>   | March 2021 |
| Children knowingly<br>allowed to play.   | С  | Low              | Severe to business.<br>Severe to child.       | <ul> <li>receive regular refresh training.</li> <li>All staff are trained in social responsibility as</li> </ul>   | March 2021 |
| Those made vulnerable<br>through abuse of drugs<br>and/or alcohol having<br>access to gambling.<br>Those considered to be<br>vulnerable, having access<br>to gambling. (We adopt a | С  | Low              | Severe to business.<br>Severe to<br>customer. | <ul> <li>part of their induction and are provided with<br/>regular refresher training.</li> <li>Posters and displays of acceptable identification<br/>on site for staff.</li> </ul>  | March 2021 |







| 'vulnerable' to include but<br>not limited to those<br>suffering from mental<br>illness, recently bereaved,<br>suffering from long-term or<br>terminal illness, difficulty<br>communicating, learning<br>disability, substance<br>misuse or addiction,<br>breakdown of close<br>personal relationships etc) Child sexual exploitation<br>(CSE) - Sexual abuse<br>where a child or young<br>person is forced or<br>manipulated into<br>inappropriate sexual<br>activities, often n exchange<br>for alcohol, drugs, gifts or<br>attention. Although<br>children and young<br>persons are not permitted<br>into AGC premises, it is<br>possible that a customer<br>could target or be targeted<br>by nearby children or<br>young persons as they<br>enter or leave our venue. | <ul> <li>Clear 'Over 18' signage is displayed, visible from outside and also in the entrance to the premises.</li> <li>Luxury Leisure/Talarius use independent test purchasing operations. All venues are tested at least twice in a rolling 12-month period.</li> <li>Our staff are trained to look for the signs of CSE using a CSE training module on our Admiral Academy training platform.</li> <li>The venue is installed with iBeacon technology able to work with the 'Gamblewise' app which is free for our customers to download and use to assist them manage their time spent gambling.</li> <li>Stringent disciplinary procedures for failures identified through age verification testing.</li> <li>Social Responsibility returns data reviewed through submissions from Area Managers to National Compliance Manager.</li> <li>All social responsibility returns data subject to a quarterly compliance review.</li> <li>Staff log all attempts to enter by young persons on the appropriate log.</li> <li>Staff have been trained to ask a customer to lower a face covering if necessary, this has the effect of allowing staff to adjudge the apparent age of all customers and if necessary challenge for verification by the presentation of ID.</li> </ul> | March 2021 |
|--|---|------------|







| Failure to provide<br>information in a suitable<br>format.  | C | Low | Severe to business.<br>Severe to<br>customer. | <ul> <li>A responsible Gambling message is displayed<br/>at all positions where gaming is possible through<br/>posters, leaflets and stickers on machines.</li> <li>Poster/Leaflet designs to incorporate QR codes<br/>for GAMCARE, Playnice.org and Gambleaware<br/>contact information.</li> <li>Responsible Gambling information stickers on<br/>all machines.</li> <li>Compliance Audit function performed by Area<br/>Manager and also through regional field auditors<br/>and security managers.</li> <li>Luxury Leisure Talarius have attained the Global<br/>Gaming Guidance Group (G4) accreditation for<br/>our responsible gambling measures.</li> </ul> | March 2021 |
|---|---|-----|---|---|------------|
| Failure to recognise signs of problem gambling.   | С | Low | Severe to business<br>Severe to customer      | <ul> <li>Additional aspects to training incorporating<br/>guidance on identifying problem gambling,<br/>procedure for interaction and sources of help.</li> <li>Clear policy to detail the procedure for</li> </ul>   | March 2021 |
| Failure to interact with<br>customer displaying signs<br>of problem gambling.   | С | Low | Severe to business.<br>Severe to<br>customer. | <ul><li>interaction and level of staff that can 'intervene'.</li><li>New 'Stay in control leaflets' with QR codes to</li></ul>  | March 2021 |
| Screens erected as part of<br>measures to be 'COVID<br>Secure' preventing staff<br>from being able to<br>effectively monitor players<br>in relation to Age<br>Verification, customer<br>interaction and self-<br>exclusion. | C | Low | Severe to business.<br>Severe to<br>customer. | <ul> <li>Playnice.org and GAMCARE and Gambleaware.</li> <li>All recorded SR data subject to a quarterly compliance review by senior management.</li> <li>Staff have been trained to ask a customer to lower a face covering if necessary This has the effect of allowing staff to adjudge the apparent age of all customers and if necessary challenge</li> </ul>   | March 2021 |







| Failure to sign-post<br>customer to help and<br>support.                              | C | Low     | Severe to business.<br>Severe to<br>customer.      | <ul> <li>for verification by the presentation of ID and also to identify if a customer attempting to enter is self-excluded.</li> <li>Screens are available to create a barrier when 2M social distancing is not practicable but are not floor to ceiling and are not deep enough so as to enclose a machine position, they simply divide it from the adjacent machines. Staff can continue to monitor their customers.</li> <li>The screens are portable, on their own foot, and therefore can be moved by staff so as not to create enclosed machine positions in a venue.</li> </ul> | March 2021 |
|---|---|---------|--|---|------------|
| Failure to properly administer self-exclusion.  | С | Low     | Severe to business.<br>Severe to<br>customer.      | - Staff training incorporates policy and procedure for self-exclusion.  | March 2021 |
| Failure to impose<br>exclusion in locality and in<br>same types of<br>establishments. | С | Low     | Severe to business.<br>Severe to<br>customer.      | <ul> <li>Since April 2016 Luxury Leisure/Talarius have<br/>operated one or both of the AGC national multi-<br/>operator self-exclusion schemes (MOSES),<br/>offered through BACTA and IHL.</li> <li>Digital cameras or suitable tablet devices are<br/>provided at all sites to take an image of</li> </ul>   | March 2021 |
| Customer breaches of self-<br>exclusion.  | С | Low     | Severe to business.<br>Severe to<br>customer.      | <ul> <li>customers wishing to self-exclude so that the exclusion can be effectively enforced.</li> <li>The location of the site in relation to the customer's home address and any regular</li> </ul>   | March 2021 |
| Customer breaches self-<br>exclusion by using another<br>to gamble on their behalf.   | С | Unknown | Moderate to<br>business.<br>Severe to<br>customer. | <ul> <li>routes to work for example will be considered if<br/>the customer requests a wider exclusion.</li> <li>All SR returns data subject to a quarterly<br/>compliance review.</li> </ul>  | March 2021 |







|  |   |     |              | - All staff trained to regularly check the MOSES<br>gallery relating to their venue to ensure<br>information shared from other local operators<br>relating to self-excluded customers is monitored.   |            |
|--|---|-----|--------------|---|------------|
| Money Laundering<br>(Dye stained notes and<br>Criminal spend). | A | Low | Low – Severe | <ul> <li>The company have a Money Laundering<br/>Reporting Officer (MLRO).</li> <li>Staff training at induction and refresh training.</li> <li>Luxury Leisure/Talarius have a corporate AML<br/>Risk Assessment and policies and procedures<br/>relating to AML.</li> <li>£1000 limit on automated transactions using<br/>TITO. Any greater amounts require the<br/>intervention of a staff member.</li> <li>Technical parameters on note acceptors<br/>designed to reject poor quality notes. (Often<br/>notes obtained by way of robbery are perished).</li> <li>Manufacturer activity alerts from machines on<br/>independent networks (primarily SG and<br/>Inspired).</li> <li>TITO tickets not transferable between sites.</li> <li>Change machines set up so that notes cannot<br/>be changed 'up'.</li> <li>Comprehensive CCTV coverage in all sites.</li> <li>Partnerships with local police where appropriate<br/>to identify and discourage criminal spend.</li> </ul> | March 2021 |
| Commission of criminal<br>offences to fund problem<br>gambling | A | Low | Low – Severe | <ul> <li>Stringent policy and procedures in place to<br/>identify and intervene with customers who may<br/>be vulnerable to harm through problem<br/>gambling. See above under Information to</li> </ul>  | March 2021 |







|   |   |     |              | players, Customer Interaction and Self-<br>Exclusion.   |            |
|---|---|-----|--------------|---|------------|
| Anti-social behaviour<br>associated with late night<br>operation  | A | Low | Low – Severe | <ul> <li>Access control measures either through door<br/>supervision or physical controls, utilised at night<br/>where appropriate.</li> <li>Policy of non-players refused entry or asked to<br/>leave.</li> <li>Refreshments offered only to players and known<br/>customers.</li> </ul>   | March 2021 |
| Poor security increasing<br>vulnerability to robbery or<br>theft. | A | Low | Low – Severe | <ul> <li>A 'live-monitored' hold-up alarm system is used<br/>so that monitoring station staff can communicate<br/>with and support shop staff through CCTV and<br/>two way audio using mics and speakers<br/>mounted in the ceiling.</li> <li>All staff have personal attack 'hold-up' alarms<br/>and there are some strategically placed static<br/>alarms also.</li> <li>The premises are fitted with an intruder alarm<br/>which can also be live monitored from the<br/>monitoring station, meaning alarm activations<br/>are verified, using sight and sound, by the<br/>monitoring station thus reducing the number of<br/>false alarms to police.</li> <li>Extensive CCTV coverage with recording of<br/>approx. 30 days of footage.</li> <li>Strict key storage procedure.</li> <li>Time lock and/or time delay safes utilised.</li> <li>Drop safe used for banking.</li> <li>Staff personal floats limited to £200.</li> </ul> | March 2021 |







| Advertising Standards and | Α | Low | Low – Moderate | - All advertising and marketing by the Company                          | March 2021 |
|---------------------------|---|-----|----------------|---|------------|
| Marketing                 |   |     |                | complies with standards set by the Committee of                         |            |
|                           |   |     |                | Advertising Practice (CAP) and the Broadcast                            |            |
|                           |   |     |                | Committee of Advertising Practice (BCAP). We                            |            |
|                           |   |     |                | ensure that our marketing communications,                               |            |
|                           |   |     |                | advertisements, and invitations to purchase                             |            |
|                           |   |     |                | (within the meaning of the Consumer Protection                          |            |
|                           |   |     |                | from Unfair Trading Regulations 2008), including                        |            |
|                           |   |     |                | 'free bet' offers, do not amount to or involve                          |            |
|                           |   |     |                | misleading actions or misleading omissions                              |            |
|                           |   |     |                | within the meaning of those regulations. We                             |            |
|                           |   |     |                | adopt the general principles that our advertising                       |            |
|                           |   |     |                | is:   |            |
|                           |   |     |                | <ul> <li>legal, decent, honest and truthful</li> </ul>                  |            |
|                           |   |     |                | <ul> <li>Prepared with a sense of responsibility to</li> </ul>          |            |
|                           |   |     |                | consumers and to society  |            |
|                           |   |     |                | <ul> <li>Respectful to the principles of fair competition</li> </ul>    |            |
|                           |   |     |                | generally accepted in business  |            |
|                           |   |     |                | <ul> <li>Not intended to bring advertising into disrepute.</li> </ul>   |            |
|                           |   |     |                | Specifically we ensure that:  |            |
|                           |   |     |                | <ul> <li>Advertising contains nothing that is likely to lead</li> </ul> |            |
|                           |   |     |                | people to adopt styles of gambling that are                             |            |
|                           |   |     |                | unwise  |            |
|                           |   |     |                | <ul> <li>Advertisements and promotions are socially</li> </ul>          |            |
|                           |   |     |                | responsible and do not encourage excessive                              |            |
|                           |   |     |                | gambling  |            |
|                           |   |     |                | - Care is taken not to exploit the young, the                           |            |
|                           |   |     |                | immature or those who are mentally or socially                          |            |
|                           |   |     |                | vulnerable  |            |
|                           |   |     |                | - Advertising is not directed at people under the                       |            |
|                           |   |     |                | age of 18 years through the selection of media,                         |            |
|                           |   |     |                | style of presentation, content or context in which                      |            |
|                           |   |     |                | they appear. No medium is used to advertise                             |            |
|                           |   |     |                | gambling if more than 20% of its audience is                            |            |
|                           |   |     |                | under 18 years old  |            |







|   |   |     |                | <ul> <li>Persons shown gambling are not, nor do they appear to be, under 25 years of age</li> <li>There is honesty at all times with regard to the chances of winning, the likelihood of a big win, and the odds or payout ratio that applies to the gambling on offer</li> <li>Advertising and promotional material carries a reference for the need to keep gambling under control</li> <li>It is never suggested or implied that gambling is a means of getting out of financial difficulty.</li> <li>Advertising and marketing material should not appear on any primary web page/screen or micro-site that provides advice or information on responsible gambling.</li> <li>Marketing decisions are controlled by the central marketing department and a system is in place for local managers to apply for marketing initiatives that are approved by the Head of Marketing to ensure they are legal, honest and compliant with the Gambling Act/License Conditions &amp; Codes of Practice.</li> </ul> |            |
|---|---|-----|----------------|---|------------|
| Failure to display Terms<br>and Conditions  | В | Low | Low – Moderate | <ul> <li>Terms and Conditions displayed prominently<br/>within the premises.</li> </ul>   | March 2021 |
| Failure to deal with<br>customers making<br>complaints about the<br>outcome of gambling | В | Low | Low – Moderate | <ul> <li>Machines only acquired from licensed suppliers.</li> <li>Additional machine compliance checks<br/>completed by a technician when installing new<br/>machines.</li> <li>Machine maintenance carried out by qualified<br/>technician.</li> <li>Clear service complaint protocol to deal with<br/>machine or game performance related customer<br/>complaints.</li> </ul>   | March 2021 |







|  | <ul> <li>Customer complaints policy and procedure.</li> <li>Complaints policy and procedure displayed prominently in each site.</li> <li>Complaint forms available at each site.</li> <li>Luxury Leisure head office complaints telepl line.</li> <li>Novomatic UK group complaints channel.</li> <li>Registered with an ADR entity – BACTA.</li> </ul> | none |
|--|---|------|
|  |   |      |

#### **Requirement to Comply**

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

#### Effective as at 6 April 2016

Social responsibility code provision 10.1.1

- 1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at **each of their premises**, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy.
  - 2. Licensees must review (and update as necessary) their local risk assessments.
    - a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
    - b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
    - c. when applying for a variation of a premises licence; and
    - d. in any case, undertake a local risk assessment when applying for a new premises licence.

#### Ordinary code provision 10.1.2







1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.







## Social Responsibility Policies and Procedure Documents

Gambling Act 2005 Licence Conditions and Codes of Practice

## Luxury Leisure / Talarius Version 3 Effective from March 2020







## THE LICENSING OBJECTIVES

This white Social Responsibility Folder and its contents are provided to make sure that we all strive to meet the 3 Licensing Objectives of the Gambling Act 2005.

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

**GAMBLING ACT 2005** 

Licence Conditions and Codes of Practice







### **Be**Gamble**Aware**.org<sup>®</sup>

#### Index of Policy and Procedure Documents

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|            | Money Laundering Log   | V1 June 2019    |
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The contents of this folder must not be edited, modified or altered in any way, unless authorised by Head Office. Failure to follow this instruction, will lead to disciplinary proceedings.







#### Section 1 Principal Concepts

#### Statement

Whilst Gaming in an Admiral venue is intended to be a fun and enjoyable leisure experience, we believe it is our responsibility to our customers to ensure that they are protected from the harms associated with problem gambling. To this end we employ a range of measures to prevent our customers suffering from gambling related harms and also signpost those whose gambling is having an adverse impact on other aspects of their life, to the best sources of help.

The Company also recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

#### Licensing Objectives

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

#### Policy and Procedures

We put into effect policies and procedures intended to promote socially responsible gambling that includes making an annual financial contribution for education and research into the prevention and treatment of gambling-related harm, the development of harm prevention measures and the treatment of those with gambling related disorders.

We operate an on-going training program for staff to ensure awareness and compliance of our social responsibility and other statutory requirements. Individual written policies and procedures are in place and adhered to in respect of:

- (a) Access to Gambling by Children and Young Persons
- (b) Customer Interaction
- (c) Self-Exclusion
- (d) Fair and Open Practice and Dispute Resolution
- (e) Money Laundering Suspicious Monetary Transactions and Cash Handling
- (f) Local Risk Assessments
- (g) Information on how to Gamble Responsibly and Help for Problem Gamblers
- (h) Access to Premises by the Gambling Commission's Enforcement Officers
- (i) Employment of Children and Young Persons
- (j) Advertising Standards and Marketing

We operate our business with integrity, due care and diligence with necessary systems in place to combat crime and disorder. Written policies and procedures are in place concerning the handling of cash and cash equivalents designed to minimise the risk of crime, such as money laundering and the avoidance of illicit credit.

Customer complaints are managed transparently and fairly, and where complaints related to the outcome of gambling are not resolved to the satisfaction of both parties, we will refer the complainant to an approved alternative dispute resolution (ADR) entity.







Gaming machines comply with the Gambling Commission's technical standards by displaying the applicable maximum stake and monetary prize levels, and the chances of winning. Gambling general terms and conditions are displayed.

We do not provide credit in connection with gambling nor participate in, arrange, permit or knowingly facilitate the giving of credit in connection with gambling.

We seek to prevent systematic or organised money lending between customers on the premises and staff are trained to be alert to such practice and to report any instances of substantial money lending to the Duty Manager should they become aware of such instances.

It is prohibited to consume alcohol on our premises.







#### Section 2 Access to Gambling by Children and Young Persons

It is illegal for any person who is under 18 years of age to be permitted entry to an Adult Gaming Centre or Adult Gaming Area.

#### Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing assessment of risk.

#### How

We operate a stringent '<u>**THINK 25'</u>** policy. Any visitor entering our AGCs, where a member of staff believes their age to be 25 or under, must be challenged and asked to provide ID as verification of their age. This policy is supported by our employment of an independent third party who conducts test purchasing visits to our venues in order to ensure that the policy is being implemented and therefore compliance with our license conditions. These tests are conducted twice in a 12 month rolling period and can take place at any time and with NO prior notice. (Testing process on page 3).</u>

#### Policy and Procedures

- Clear and prominent signage is placed at the entrance(s) to our Adult Gaming Centre(s) and adult area(s) stating that persons under the age of 18 years are prohibited from entering and that the Company will not permit entry.
- ✓ The structure and layout of our gambling premises take account of our obligations to prevent access to gambling by children and young persons.
- ✓ Our policies and procedures also seek to ensure that our facilities do not appeal to children and young persons through marketing and advertising material in the windows.
- ✓ Any person known to be under 18 years of age or who is unable to verify that they are over 18 years of age is refused entry.
- $\checkmark$  Any person who admits to being under the age of 18 is refused entry.
- Any person who appears to be under 25 years old and has not previously provided satisfactory proof that they are over 18 years old, is asked to provide appropriate identification as soon as they come to the attention of staff. *Members of staff are trained to* <u>'THINK 25'</u>, engage with all customers as soon as they enter a venue and require valid ID from those who appear to be under the age of 25.
- It is a matter of gross misconduct to allow entry to our Adult Gaming Centre(s) or Adult gaming Area(s) (knowingly or otherwise) to a person who appears to be under 25 and who cannot provide satisfactory proof of age, which may lead to dismissal. This includes test purchase operatives.
- ✓ It is a matter of gross misconduct for a member of staff to knowingly allow entry by any person who is under the age of 18 years to our Adult Gaming Centre(s) or Adult Gaming Area(s), which may lead to dismissal. This includes children in the company of an adult such as babies in prams or buggies etc.







- Proof of age documents must contain a photograph from which the individual can be identified; state the individual's date of birth; be valid, and legible. It should bear no visible signs of tampering or reproduction. Acceptable forms of identification include those that carry the PASS logo (e.g. Citizencard); a driving licence (including a provisional licence) with photograph, a passport and military identification cards (these must be carefully checked, under 18's can carry military ID). European ID cards. Incidents involving suspected forged documents will be recorded and reported.
- ✓ Where there is doubt about a person's age and they cannot produce an acceptable form of ID to prove they are 18 years or over, they are advised that they will not be permitted to enter until such time as they provide such proof.
- ✓ They will be given a 'proof of age card' application form or offered an explanation on how to apply for a card.
- ✓ Should the person then refuse to leave, they are advised that the age restriction is a legal requirement, the Manager or most senior member of staff on duty is informed and the person asked to leave. If the person still refuses to leave, then a non-emergency call to the police is made explaining the circumstances (person believed to be under age, refusing to leave licensed premises)
- ✓ Any attempts by those known to be under 18 or who cannot provide satisfactory proof age to enter the premises or designated adult area(s) and gamble are brought to the attention of the Manager immediately and recorded as an entry on a log retained on the premises for this purpose. Details of entry to include date, time, identity of the individual if known or detailed description if unknown member of staff dealing, action taken, the outcome and measures put in place to prevent a re-occurrence. Log to be countersigned by the Manager.
- ✓ Service is refused in all circumstances where any adult is accompanied by a child or young person.
- The Company will consider a permanent ban from the premises of an adult who on more than one occasion or who knowingly or recklessly brings a child into an AGC.
- ✓ All gaming machines, other than category 'D' machines, are inscribed with a notice prohibiting play by persons under the age of 18 years.
- ✓ If someone believed to be under 18 or who upon challenge cannot provide acceptable proof of age, must have their stake only returned to them and be refused any prize they may have won, if in any doubt retain all monies.
- ✓ Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy and accompanying log, and required to sign to this effect retaining a copy for their future reference; the original being retained on the employee's personnel file. Staff training policy covers all relevant prohibitions against inviting children or young persons to gamble or to enter gambling premises, and refresher training is carried out at appropriate intervals.







#### Test Purchase Process Chart

The Company employs an independent company to conduct Test Purchasing Operations as a means of ensuring that its policies and procedures are effective at preventing under age gambling. One of those policies is to ask for ID to verify the age of all those who appear to be 25 or under. This process tests the effectiveness of that policy. The results of these test purchases must be disclosed to the Gambling Commission and local authorities by our legal department at Head Office.

Venues will have a minimum of two (2) test purchase visits in a rolling 12-month period. The visits are not announced in advance. The test purchase can be on any day a venue is open and at any time during its opening hours.

The visitor will be aged between 18 and 20 and will not make themselves known to the venue, Remember we are testing our Think 25 policy.

The visitor must be challenged before they put any money into a machine. There are two opportunities to challenge for ID in order to pass the test:

- 1. On **Entry** ID requested at point of entry.
- 2. Whilst Browsing ID requested before a coin is entered into a machine in order to commence play. To achieve this you must stop what you are doing when someone enters a venue and approach that person to greet them and judge whether they appear to be 25 or under. If you are serving a customer, you must politely explain that you will return in a moment.
- 3. If the visitor plays a machine or if no challenge is made within a very short period, the test purchase is considered to have been a **FAILED VISIT**.

#### PASS – Well done

The conduct of the visit is still verified by the Area Manager (or can be delegated to a venue Manager in some circumstances) who will review the CCTV footage. This allows us to ensure the visits are conducted properly and fairly and to ensure the pass is correct.

> Investigating Manager reports findings to HR and **Disciplinary** Manager who makes a decision about disciplinary action on the basis of the evidence. Such action may involve dismissal.

SR Consolidated Policy Folder V3 March 2020

#### FAIL

AM to conduct an investigation into potential **misconduct**.

CCTV footage to be reviewed by Area Manager to identify staff members on duty and to ensure the test was conducted fairly. The CCTV will also form the basis for an investigation meeting with staff responsible for failing to challenge the visitor.

#### **Investigation Meeting**

The Investigating Manager will seek to establish the circumstances of the visit and identify any aggravating or mitigating factors that contributed to the failed test purchase. If the staff member(s) involved challenge the fail on the basis that the visitor's appearance was of someone over 25, the investigating manager will inform the Compliance team who will request the image of the visitor from Serve Legal. The image is then viewed by a panel of at least 5 senior managers who individually judge whether a challenge should have been made on the basis of the visitor's appearance. The majority decision of the panel is taken as a final judgement as to whether staff should have challenged the visitor for ID to verify their age.







| Corg         | Member of Duty Manager<br>Staff Checked<br>requesting ID                                  |   |                                      |
|--|---|---|--------------------------------------|
| BeGambleAware.org     Att No.     Attempts by Children and Young Persons to enter an Adult Gaming Centre or Adult Gaming Area to Gamble     Arear, and be recorded for other purpose on a "customer refusal resisted"  |   | ses? Yes No   | es? Yes 🗌 No 🗍                       |
| A LUXURY<br>TALARIUS<br>GAMBLING ACT 2005<br>GAMBLING ACT 2005<br>Licence Conditions and Codes of Practice<br>en and Young Persons to enter an Adult Gaming centre<br>reats, may be recorded for other purposes on a 'custor<br>reats, may be recorded for other purposes on a 'custor   | Action and Outcome<br>Person allowed into Premises? Yes No                                | Person allowed into Premises? Yes       No         Type of Identification shown.       Date of Birth.         Date of Birth.       Customer Initials from ID.         Explain Outcome:       No         Type of Identification shown.       No         Type of Identification shown.       No         Type of Identification shown.       Date of Birth.         Type of Identification shown.       Date of Birth.         Customer Initials from ID.       Customer Initials from ID.         Explain Outcome:       Date of Birth. | Person allowed into Premises? Yes No |
| Cambridge Conditions of the second se | Description   |   |                                      |
| Section<br>Section<br>been sought by staff, and v  | Circumstances including at what<br>stage the young person was asked<br>for identification |   |                                      |
| BACTA<br>SITE LOCATION:<br>Note: This log is used wh<br>where are verification ha  | Date  |   |                                      |







#### Section 3

#### Customer Interaction in Relation to Identifying Customers who may be Susceptible to Gambling Harm

#### **Statement**

The Company recognises its responsibility and obligation to uphold the Licensing Objectives of the Gambling Act 2005 and to comply with the Licence Conditions and Codes of Practice. Social responsibility is an important aspect of our day-to-day operating practice and our policies and procedures are regularly reviewed to ensure we comply with our regulatory obligations. We work together with other operators to share experience and good practice through membership of our trade association, BACTA.

#### Policy and Procedures

The Company makes use of all reasonable sources of information to ensure effective customer interaction and decision-making in relation to identifying those at risk of or suffering from gambling related harm and recognises the key role our staff play in the protections we offer to our customers.

The Gambling Commission formal guidance note under SR code 3.4.1 provides a framework, through outlining its expectations of operators, so that they may fulfil their obligations with regards to customer interactions. The company's procedures relating to customer interactions are designed to be in keeping with the regulator's guidance.

#### **Identify**

In the AGC sector, where no membership or customer details (other than verification of age where it is not clear) are required by the operator in order to play, the primary indicator likely to alert staff to customers potentially suffering or at risk from suffering gambling related harm, is their behaviour and changes in it. This can be used with observations about the amount of or changes in the amount of time they spend gambling. Such observations may be used by staff in conjunction with knowledge of the machine category being played or any anecdotal information known to staff about the habits of a customer in order to inform a judgement about whether they should interact with that customer. We do not and cannot currently monitor a customer's spend through our data management system primarily because the data is anonymous.

If a member of staff has concerns that a customer's behaviour may indicate problems related to their gambling, the venue manager is to be informed at the earliest available opportunity. Indicative behaviour may include signs of distress, agitation, aggression, intense mood swings, hysteria or remorse. All staff are trained to recognise such behavioural indicators which may further manifest themselves in the following ways:

- Chasing losses
- Paranoia that games are fixed
- Complaining of money difficulties
- Arguing with staff over losses or repeatedly asking for promotions
- Rude or aggressive behaviour
- Frequently spends all the money they have brought with them
- Tries to borrow money from staff or customers
- Repeated trips to ATMs either in the venue or externally







- Repeated requests to withdraw cash via the venue PDQ
- Assaults on staff
- Damage to machines or other property

As a minimum such behaviours should be recorded as observations in the interaction log and the most senior person on duty informed.

The Gambling Act requires that we safeguard the interests of the vulnerable as well as the young from being harmed by gambling.

The vulnerable are not defined by the Act or the LCCP and the term must be interpreted in its widest everyday meaning.

For example, someone could be considered to be vulnerable in the following ways:

- Suffered a recent bereavement
- Mental health problems
- Long-term or terminal illness
- Dementia or brain injury
- Difficulty in communicating, for example reading or speaking on the phone
- Learning disability
- Relationship breakdown
- Addiction

This list is **not** exhaustive, and there are many other reasons why someone could be considered to be vulnerable. Vulnerability may also be temporary.

All initial interactions must be recorded in the Customer Interaction Level One Log "NPGAO5B".

#### Interact

An initial interaction could well be the **Observation** of behaviour over time. For instance, a member of staff identifies a change in the behaviour of a regular customer. Having made this identification, they then make a first entry on the Customer Interaction Level One Log "NPGAO5B". If the behaviour continues then a second entry may be required to record that the change in behaviour was more than fleeting. The venue manager should then consider whether to speak with the customer. A Customer Interaction & Self Exclusion file "NPGAO5C", is then opened and the initial entry copied across before the second observation is recorded.

Venue managers are designated persons for the purpose of customer interaction, and it is their responsibility for making the decision as to whether further Action is needed, and it is appropriate or necessary to speak with a customer. If there is any doubt, then an area manager or a member of staff from the compliance department should be consulted on the telephone. All interactions should be conducted in a timely fashion but with tact and in confidence where possible.

Notwithstanding any initial urgent action taken to deal with the customer's behaviour by any member of staff, the venue manager (or most senior member of staff on duty) is required to observe the individual and make a







judgement as to what the **Outcome** of the observation should be. If it is that a verbal interaction should take place then this interaction should be curious, asking questions to understand the behaviour and whether it is linked to gambling. If warranted, the staff member will offer the customer advice about the gambling management tools that we can offer to assist them manage their time spent gambling. The staff member will explain how Gamblewise works and offer them this service. This intervention is always accompanied by the offer of information further signposting the customer to sources of help such as with the offer of a 'Stay in Control' leaflet containing details of sources of help and support. Furthermore, the duty manager may judge that it is appropriate to explain the option of self-exclusion to the customer.

If the customer refuses such information and their behaviour is such that it could be considered disruptive, the duty manager can refuse service and ask the customer to leave the venue or in more extreme circumstances will deal with the situation as an incident of anti-social behaviour, using staff guard to support them or alternatively calling the police.

Staff should not tolerate any form of abusive or anti-social behaviour during an interaction with a customer. If a customer demands to self-exclude with immediate effect, then staff should always seek to facilitate this but need to be cautious if dealing with someone whose behaviour has been hostile or aggressive. The staff member should not put themselves at risk and should not therefore conduct a self-exclusion alone with an aggressive customer.

This policy and procedure is consistent with, and implemented with due regard to the company's duty in respect of the health and safety of members of staff

Notwithstanding any other action that may have to be taken immediately to prevent an incident from worsening, the duty manager will log all interactions in either the Level 1 or Level 2 log.

#### <u>Evaluate</u>

By maintaining individual logs for customers whose behaviour on more than one occasion has indicated to staff that they may be displaying signs that their gambling is having an adverse effect on them, we are able to monitor and evaluate the effectiveness of our controls. Each log is specific to the customer, meaning that all future interactions at a venue relating to that customer are stored in a single record allowing us to understand the impact of an interaction. This is further underpinned by the company's compliance review framework whereby all compliance returns data, including interactions are reviewed by a committee which includes the CEO and COO as well as the regional directors and other stakeholders from the senior management team. The installation of Gamblewise in November 2019 will provide further data with which to measure the effectiveness of, not only this tool, but also the effectiveness of all the gambling management tools we offer.

#### **Gamblewise**

Gamblewise is a gambling management tool that we offer our customers for free. It is an app available for customers to download onto their mobile phone and use to manage their time spent gambling. They can set themselves limits as to where and when they wish to gamble. The app and the location of the phone will then be used to remind them of their chosen limits and encourage them to plan and reflect on their time spent gambling in our venues.

The Gamblewise system will also notify staff via a manager's app on the venue tablet if someone enters a venue at a time when they have previously chosen not to. This will then instigate an interaction. Customers will not be asked to leave the venue but will be simply reminded by staff that they have set a limit on the app that they are not adhering to. This verbal interaction should always be conducted tactfully and in private so as not to







embarrass the customer. It should also be accompanied by the offer of a Stay in Control leaflet or a reminder of where they are located in the venue. Such interactions are to be recorded in the appropriate interaction log.

#### Staff/Training

All staff are trained at induction and then through regular refresh training modules and the completion of staff training is recorded and monitored.

Staff members are not permitted to gamble (play machines) on our premises. If a member of staff is believed to be suffering from gambling related harm, we must be supportive and offer the same advice as we would to a customer. This should involve providing the staff colleague with contact details for recognised problem gambling organisations and given a copy of the Stay in Control leaflet.

Colleagues should be encouraged to use the Company Health Assured scheme, they can be contacted by Freephone 0800 0305182 or <u>www.healthassuredeap.co.uk</u>.



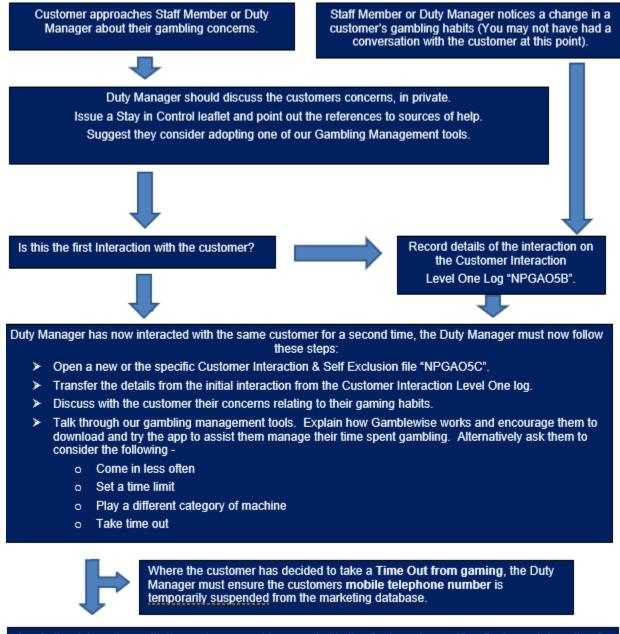


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BeGambleAware.org

#### Customer Interaction Process

We must ensure we log all customer interactions, follow the simple steps below to ensure all interactions are recorded.



Any further interactions with the customer must be recorded in the Customer's specific - Customer Interaction & Self Exclusion file, we have to be mindful this customer may decide to Self-Exclude at some time in the future.

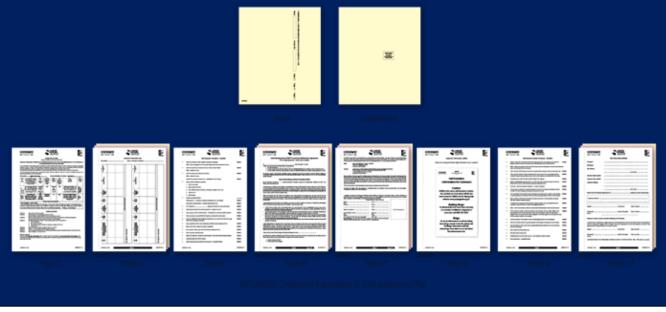




Examples of the logs below:

| B                              |  |  |  | <b>Be</b> Gamble <b>A</b>   |  | GAMCARE                                 |
|--------------------------------|--|--|--|---|--|---|
|                                | SIT  | E LOCATION:  | GAMBLING ACT<br>Licence Conditions and Codes of Pr   |   | QTR <u>NO:</u><br>YEAR:<br>SHEET NO:                                     |   |
| To<br>cus<br>An<br>In :<br>gar | be complete<br>tomer is pot<br>entry should<br>ceeping with<br>abling relate | is used for all LEVEL ONE Interactions.<br>If when either a customer directly asks for hel-<br>entially displaying some sign or signs of sufferin<br>d also be made where a relative or friend of a cur<br>h the Gambling Commissions formal guidance<br>d harm. They should Interact with the custome | omer Interaction in Relation to Identifying G<br>p with their gambling or when through observat<br>ig from gambling related harm. A Level One into<br>thomer has expressed concern for the gambling be<br>on customer interaction, SR Code 3.4.1, staff<br>r in a way appropriate to the identified behavious<br>e. This should be done through liaising with yo | ion or direct communication with a customer,<br>raction may be an observation about a change<br>haviour of that customer.<br>Ishould seek to Identify customer who may be<br>and the customer themselves, offering suppor | a member of staff<br>in a customer's nor<br>displaying signs             | mal behaviour.<br>of suffering from     |
|                                | ou have a S  |  | you must move to the Level Two - Customer In<br>Interact<br>May range from just recording the<br>behaviour and then monitoring to<br>speaking to a customer and signposting<br>them to sources of help.  |   | ord that on this log<br>Stay In Control<br>Leaflet offered<br>Yes, or No | Duty Manager<br>Informed<br>(signature) |
|                                |  |  | 1  |   |  |   |
|                                |  |  |  |   |  |   |
|                                |  |  |  |   |  |   |

If the venue colleague / manager interacts with the same customer for a second time, then the Customer Interaction & Self Exclusion file "NPGAO5C" must be opened for a specific customer following a second interaction.



| Generate<br>Generate           |   | s that the customer<br>viour.  | ing from gambling<br>rces of help. Staff  | Duty Manager<br>Informed<br>(signature)   |  |  |
|--------------------------------|---|--|---|---|--|--|
| ®<br>Vare.org<br>QTR <u>NO</u> | <u>YEAR:</u><br>SHEET <u>NO:</u>                              | nbling Harm<br>er of staff believe<br>aer's normal beha  | ng signs of suffer<br>sting them to sou   | ord that on thus lo<br>Stay I <u>n</u><br>Control<br>Leaflet<br>offered<br>Yes, or No   |  |  |
| BeGambleAware.org              | 2005<br>actice  | Lustomers who may be Susceptible to Gam<br>direct communication with a customer, a memb<br>ay be an observation about a change in a custom<br>ihaviour of that customer.   | l seek to Identify customer who may be displayi<br>stomer themselves, offering support and signpo<br>nce department.  | tretraction & Sett Exclusion File Pack and record<br>Evaluate<br>Record the outcome of Interaction.<br>How was it received by the customer?<br>What did they say? How did they<br>behave afterwards?  |  |  |
|                                | GAMBLING ACT 2005<br>Licence Conditions and Codes of Practice | Section 3 – Customer Interaction in Relation to Identifying Customers who may be Susceptible to Gambling Harm<br>Interactions.<br>city asks for help with their gambling or when through observation or direct communication with a customer, a member of staff beli<br>of suffering from gambling related harm. A Level One interaction may be an observation about a change in a customer's normal b<br>e or friend of a customer has expressed concern for the gambling behaviour of that customer.   | ance on customer interaction, SR Code 3.4.1, staff should seek to Identifi<br>a way appropriate to the identified behaviour and the customer themsel<br>This should be done through liaising with your Compliance department.   | you must move to the Level 1 wo - Customer In<br>Interact<br>May range from just recording the<br>behaviour and then monitoring to<br>speaking to a customer and signposting<br>them to sources of help.  |  |  |
|                                | SITE LOCATION:  | Section 3 – Customer Interaction in Relation to Identifying Customers who may be Susceptible to Gambling Harm<br>Note: This log is used for all LEVEL ONE Interactions.<br>To be completed when either a customer directly asks for help with their gambling or when through observation or direct communication with a customer, a member of staff believes that the customer<br>is potentially displaying some sign or signs of suffering from gambling related harm. A Level One interaction may be an observation about a change in a customer's normal behaviour.<br>An entry should also be made where a relative or friend of a customer has expressed concern for the gambling behaviour of that customer. | In keeping with the Gambling Commissions formal guidance on customer interaction, SR Code 3.4.1, staff should seek to Identify customer who may be displaying signs of suffering from gambling related harm. They should Interact with the customer in a way appropriate to the identified behaviour and the customer themselves, offering support and signposting them to sources of help. Staff should then evaluate the effect of what they have done. This should be done through liaising with your Compliance department. | If you have a second Interaction with the same customet then you must move to the Level 1 wo - Customer Interaction was set Exclusion File Fack and record that on this log.       Date     Identify     Interact     Evaluate     Stay Interaction.       Date     Time     Overt signs of distress, anger,     May range from just recording the     Record the outcome of Interaction.     Control       Date     Time     Overt signs of distress, anger,     May range from just recording the     Record the outcome of Interaction.     Control       Playing for significantly longer,     speaking to a customer and signposting     What did they say? How did they     Yes, or No       spending more money etc     them to sources of help.     behave afterwards?     Yes, or No |  |  |
| BACTA                          | SITE  | This log is<br>completed<br>ntially dis<br>ry should   | ping with t<br>harm. T1<br>then eval  | Time  |  |  |
| BA                             |   | Note: 7<br>To be o<br>is poter<br>An entr  | In keer<br>related<br>should  | Date  |  |  |

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Section 3 – Customer Interaction in relation to identifying customers who may be susceptible to Gambling Ham – Level One Log (NPGA05B) LL / TAL V2 October 2019 This log is used in conjunction with the Company's policy and procedure concerning 'Customer Interaction'.







#### **Customer Interaction and Self Exclusion File:**







GAMBLING ACT 2005 Licence Conditions and Codes of Practice

#### Customer Interaction in Relation to Identifying Customers who have a Gambling Disorder or the Potential of Developing Difficulty with their Gambling

To be completed in circumstances when a customer has either requested information on who to contact for help with a gambling disorder, or where a member of staff considers it appropriate to interact with a customer who is showing signs of distress associated with their gambling, or where it is suspected that a customer's gambling style is no longer under control.

It should also be recorded where interaction has been subsequently ruled out, where otherwise it would have taken place.

An entry should also be made where an approach has been made by a relative or friend of a customer considered by them to be experiencing difficulties with their gambling.

| 02.08.1 <b>7</b><br>16.45           | spending is getting out<br>of control and needs to<br>do something about it  | another<br>leaflet §<br>discussed        | All options  |   |  | break for 4 weeks. We will<br>talk again before he starts<br>to play again  | Patricia<br>Cole                |
|-------------------------------------|--|--|--|---|--|---|---------------------------------|
| 16.07.17<br>11.20                   | Paul appeared to<br>be very frustrated<br>he was banging &<br>swearing at m/c<br>Paul told me his  | Leaflet<br>given<br>And<br>discuss<br>ed | Yes  | Wants<br>to<br>think<br>on it                     | Yes<br>Yes   | Nothing further at<br>this time, told Paul<br>he can talk to us<br>any time if needed<br>Paul has decided to take a | Charlotte<br>Elizager           |
| Site Loca<br>1<br>Date<br>&<br>Time | ation: Biggin Street, I<br>2<br>Circumstances including<br>signs of distress, or where<br>it is suspected that a<br>customer's gambling is no<br>longer in control | 3<br>Refer<br>to<br>GamCare<br>(Y/N)     | 4<br>Gambling<br>Management<br>Options<br>Discussed<br>(Y/N) | Vame or Des<br>5<br>Option<br>Selected<br>1,2,3,4 | cription of C<br>6<br>Self-<br>Exclusion<br>(option 5)<br>Explained<br>(Y/N) | ustomer: <u>Paul Robert's</u><br>7<br>Notes<br>including<br>outcome   | 8<br>Senior<br>Manager<br>Print |

#### AREA MANAGER - ACTION TAKEN:

I was notified by Patricia of Pauls 2<sup>nd</sup> interaction. I was on site today (4<sup>th</sup> Sep) and I spoke to Paul following his break, he said he feels much better now. I told him to speak to any of us if he feels things are getting on top of him and we will do our best to help or direct him to professional guidance.  $\Re \ C_{apenet}$  Area Manager

#### **Guidance Notes**

| Column 1: | Date and time of the interaction  |
|-----------|---|
| Column 2: | Circumstances ie. Who approached whom and why?  |
|           | Did you witness any signs of distress or have any cause for concern?  |
| Column 3: | Did you strongly recommend your customer contact GamCare (or similar) for professional guidance?                    |
|           | Did you issue and discuss the content of the Stay In Control leaflet?   |
| Column 4: | Gambling Management Options - Did you discuss options with the customer i.e.  |
|           | 1. Come in less often   |
|           | <ol><li>Set yourself a time limit</li></ol>   |
|           | <ol><li>Play a different type of machine ie. B3 player, change to CAT C m/c</li></ol>                               |
|           | 4. Take time out  |
| Column 5: | Which option (if any) did the customer select (1, 2, 3 or 4)?   |
| Column 6: | Option 5. Did you explain the Self-Exclusion process?   |
| Column 7: | Depend data its of the interaction for anti-second (second distance) encount (second R attack to back of this form) |

- Column 7: Record details of the interaction for reference (use additional paper if required & attach to back of this form)
- Column 8: Upon completion print your name

#### Notes for reference:

If you have had <u>more than 2 interactions</u> with a customer about their gambling, then <u>you must notify the Area Manager</u>, they will monitor the situation and if necessary move to speak with the customer during their next visit to site. They too will note any action they have taken.

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#### Self-Exclusion Procedure - Checklist

| ~      | Customer provided a recent 'passport' style/size photograph   | YES/NO     |
|--------|---|------------|
|        | If NO – take a photograph of the customer (legal requirement) and attach to form  |            |
| ~      | Confirm customer has received and read a 'Stay In Control' leaflet  | YES/NO     |
|        | If NO – address this now.   |            |
| ~      | Confirm customer was referred to GamCare  | YES/NO     |
|        | If NO – address this now.   |            |
|        | Identify the customers concerns (i.e spending too much money.)  | YES/NO     |
| ~      | Discuss options available to customer   |            |
|        | 1. Come in less often   |            |
|        | 2. Set yourself a time limit  |            |
|        | 3. Play a different type of machine ie. B3 player, change to CAT C m/c  |            |
|        | 4. Take time out  |            |
|        | 5. Self-Exclusion   |            |
| ~      | Customers preferred option  | · <u> </u> |
|        | If the option is 1 – 4 record on Customer Interaction log – end meeting   | YES/NO     |
|        | If the option is Self-Exclusion – complete Self-Exclusion form  | YES/NO     |
| ~      | For "a period of please enter either 6 or (up to) 12 months   | YES/NO     |
| ~      | Explain about exclusion from other operators in a radius of up to 1k  | YES/NO     |
| ~      | Issue customer with the 'Self-Exclusion' – Information for Customers (leaflet overleaf)                                       | YES/NO     |
| ~      | Inform customer to contact BACTA if required, to Exclude from other areas   | YES/NO     |
| ✓<br>✓ | If this is an IMMEDIATE EXCLUSION (if applicable) you must note at the foot of the page<br>which Senior Manager authorised it | YES/NO     |
| ~      | Upon completion of form, both parties sign the Self-Exclusion Agreement form  | YES/NO     |
| ~      | Please note at foot of page the machine category(s)   | YES/NO     |
| ~      | Issue customer with a copy of the Self-Exclusion Agreement form   | YES/NO     |
| ~      | Escort customer off the premises  | YES/NO     |
| ~      | Ensure the customer is marked as 'self-excluded' on the Admiral Text Rewards software   | YES/NO     |
| *      | Upload all details onto BACTA system  | YES/NO     |
| ~      | Notify relevant personnel and file all documents - in specified folders   | YES/NO     |
|        |   |            |

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Please tear along perforated edge and hand to your customer

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Self-Exclusion - Information for Customers Casinos

SENSE is the casino self-exclusion scheme. You can find out more about SENSE and how to enrol In SENSE via the Playing Safe website www.playingsafe.org.uk.

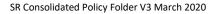
#### **Betting Shops**

To self-exclude from more than one shop or a number of different companies in your area, call 0800 294 2060.

#### Bingo

For more information on self-excluding from bingo venues in the UK, please visit the Bingo Association website www.bingo-association.co.uk and select the self-exclusion tab.

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# Self-Exclusion Review Procedure - Checklist Obtain a copy of the customers Self-Exclusion Agreement form, and check the start date and Exclusion period to ensure the customer has concluded their period of Self-Exclusion

| 1 | If NO - advise the customer when their Self-Exclusion period is scheduled to conclude then discreetly |
|---|---|
|   | escort the customer from the premises   |

| ~ | If the customers Self-Exclusion period has concluded ask the customer what it is they wish to do  | YES/NO |
|---|---|--------|
| 1 | If the customer wishes to 'Resume Business with Luxury Leisure' you must establish that the<br>Customer has got their gambling concerns under control, and you are satisfied with their reply | YES/NO |
| 1 | Complete the top half of the Self-Exclusion Review form together  | YES/NO |

- ✓ Review of Self-Exclusion agreement of enter the date when the Self-Exclusion commenced YES/NO Details will be found on the enclosed Self-Exclusion Agreement form
- ✓ In the box enter the customers decision i.e. Return to Gaming YES/NO
- The customer is required to complete this section of the form by signing and dating just below YES/NO The box. The Senior Manager will witness this (print their name)
- You must explain to the customer they must leave the premises now to reflect on their decision YES/NO to resume gaming for a minimum of 24 hours before being permitted to return to the premises
- After a minimum of 24 hours has past the customer may return to the premises to conclude their Self-Exclusion Review procedure
- To enable you to conclude the Self-Exclusion review procedure you must establish with the customer if they still wish to resume access/gaming with us
- ✓ If NO ask if the customer wishes to extend their Self-Exclusion period and document YES/NO
- If the customer wishes to Resume Access to the premises, and no longer wishes to be self-excluded from the site and other similar venues locally to which the agreement applies; they must now read the final paragraph, and if they agree the must sign and date the final section with the correct date
- ✓ Ask the customer if they wish for their email/texting account to be reinstated YES/NO
   ✓ Inform the customer that we may discreetly ask if everything is ok during the next few weeks YES/NO
   ✓ Issue the customer with a copy of the completed Self-Exclusion Review form and permit them entry to the premises
   ✓ Enter details onto Self-Exclusion log YES/NO
   ✓ Discreetly inform all personnel YES/NO
   ✓ If Self-Exclusion is for more than one site enter details onto BACTA system YES/NO
- File all documents in specified folder

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STAGE 3

Amend Aug 19

YES/NO







YES/NO

STAGE 1





| Option<br>Selected<br>(YN)     Selected<br>(PDD)     Selecte  |
|---|
|   |
| Coption<br>3.2.3.4<br>1.2.3.4<br>2.3.4<br>A MANA GER<br>5<br>5<br>5<br>5<br>5<br>5<br>6<br>0 ption<br>1.2.3,4<br>1.2.3,4<br>5<br>6<br>5<br>6<br>5<br>6<br>5<br>6<br>5<br>6<br>5<br>6<br>6<br>7<br>6<br>7<br>6<br>7<br>6<br>7  |
|   |
| Gambling<br>Selected<br>(Y/N)     Option<br>Selected<br>1.2.3.4       Options Decrement<br>(Y/N)     Annotation<br>and the selected<br>options Discussed<br>(Y/N)       A     selected<br>selected<br>1.2.3.4       NOTIFY YOUR AREA MANAGER       NOTIFY YOUR AREA MANAGER       NOTIFY YOUR AREA MANAGER  |
| Befer to GenrGare (Y/N) a Befer to GenrGare |
| Date<br>R Maxwell     Circumstances induding signs of<br>distress, or where in suspected<br>that a customer's gambing is no<br>longer in control       AREA MANAGER - ACTION TAKEN:       1       2       1       2       Date<br>Bate<br>Time<br>distress, or where it is suspected<br>that a customer's gambing is no<br>longer in control  |
| Date Bate Manage  |

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Adult Gaming Centre ("AGC") Local Area Self-Exclusion Agreement

This is a legal agreement. Please read it carefully.

To:

(the "Operator" or "you") I wish to self-exclude with immediate effect from gambling at:

The AGC situated at ...

All AGC's owned by the Operator within a radius of 250/500/750/1000 metres [delete as appropriate] of the AGC.

All AGC's within the Scheme situated within a radius of 250/500/750/1000 metres [delete as appropriate] of the AGC.

The Scheme means a self-exclusion notification scheme administered by bacta Self Exclusion Services Limited ("BSESL") in co-operation with the Operator and other AGC's that have joined the Scheme. When we refer to "we" or "our" we mean BSESL and the Operator.

#### Terms of the Scheme and Data Protection Notice

My self-exclusion will last for ..... ..... months [minimum 6 months, maximum 12 months] (the "Exclusion Period", or as subsequently extended by me).

I cannot cancel or change my self-exclusion request before the expiry of the Exclusion Period. At the expiry of the Exclusion Period my self-exclusion will automatically renew for a further six month period unless I notify you that I no longer wish to be excluded by filling in and returning to the Operator a reinstatement form. I agree that a reinstatement will only take effect at the end of the current Exclusion Period, not before, and then only after the expiry of a 24 hour cooling off period starting from when I make a positive decision to gamble again.

While you generally have the right to be "forgotten" under data protection and privacy laws, you agree that you will not exercise your right to have your personal data deleted by the participating AGC's and BSESL during the Exclusion Period as this would defeat the purpose of the Scheme. At the end of the Exclusion Period you have the right to require us to delete your personal data.

I acknowledge that for the Scheme to be effective you have to be able to identify me and have to notify all the participating AGC's in the above mentioned area of my self-exclusion. To do this I agree that:

- · I will provide you with a clear recent photograph of me, and such other forms of identification that you may require including a recent utility bill bearing my name and address and that if my appearance changes significantly during the Exclusion Period I will provide an updated photograph.
- You will submit details of my self-exclusion agreement and any personal data that I provide to a database maintained by BSESL (which will include allowing BSESL to share this with other operators of similar schemes in my area).
- My personal details and photograph will be kept, shared and used by BSESL (and other scheme operators) and participating local AGC's, not just you, to enforce the Scheme. You will share this information between BSESL (and other scheme operators) and local AGC's to manage and implement the Scheme.
- To operate the Scheme effectively my photograph will be displayed and communicated discreetly among the relevant staff members of each AGC.

I acknowledge that you and other AGC's in the Scheme will try to identify me but that you cannot guarantee that you would always be able to do so. That means if I do gain access to AGC premises neither you nor your employees nor agents will be responsible for anything I do while on those premises. I agree that, if I enter an AGC during the Exclusion Period, I will be required to leave the premises and that I will be removed by the use of reasonable force if necessary if I refuse to leave. I agree that you may refuse entry by me to the AGC premises.

I have been directed to the following counselling and support services .....

We would like to assess the effectiveness of this Scheme therefore, with your permission only (which you can withdraw at any time), may we pass on your contact details to an agency Instructed by us to do so :

I agree to being contacted I Do Not wish to be contacted

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|---------------|---------|-------------|--------------|
|               |         |             |              |

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We will be responsible for ensuring that your personal data is processed lawfully. You agree that your personal data (which may also include health details, namely potential gambling issues) may be used by BSESL, the Operator and participating AGC's for the purposes of administering the Scheme for the period stated below. You can contact us as follows:

| BSESL:    | bacta, 29-30 Ely Place, London. EC1N 6TD<br>E mail: theresa@bacta.org.uk<br>Telephone: 02077306444  |
|-----------|---|
| Operator: | Luxury leisure / Talarius Data Protection Officer and can be contacted as follows:<br>Fifth Avenue Plaza, Team Valley Trading Estate, Gateshead, NE11 0BL<br>e-mail: gdpr@luxuryleisure.co.uk and<br>telephone: 0191 497 8200 |

We may retain a reference copy of the details of your self-exclusion for up to two years after the end of the Exclusion Period, though you may at any time after the end of that Exclusion Period ask for your personal data to be deleted. We will also keep a record of any complaints and attempts by you to access any AGC's while your self-exclusion is in force; and will share this with other AGC's and the Gambling Commission upon request. If you agreed to be contacted by our research agency then we may also keep any information that you provided for up to two years and will not share that information with anyone else in a way which can identify you.

If there are any errors in the information we have please let us know and we will correct it.

You have the right to refer any concerns or complaints about our handling of your personal data to the Information Commissioner's Office in the United Kingdom.

I recognise and agree that during the Exclusion Period, whilst you will take all reasonable steps to refuse admittance or otherwise prevent me from gambling on the premises, it is my responsibility to ensure that I do not enter any of the relevant AGCs, or gamble on the premises, or ask anyone to gamble on my behalf.

| print) Address: Phone: Email: Signed by customer: P H O T O G R A P H Duty Manager's name: |   |                     |  |  |  |
|--|---|---------------------|--|--|--|
| Name:  | D.O.B:                                  |                     |  |  |  |
| Address:   | Phone:                                  |                     |  |  |  |
|  | Email:                                  |                     |  |  |  |
| Signed by customer:  | Dated:                                  | P H O T O G R A P H |  |  |  |
| Duty Manager's name:<br>(print)  | Auth. by:                               |                     |  |  |  |
| Signed:  | Dated:                                  |                     |  |  |  |
| Acc. Suspended: YES / NO / Non Applicable  | M/C Type:                               |                     |  |  |  |
| Note for Customer: If you would like further advice or assistance                          | you may like to consider contacting the |                     |  |  |  |

Note for Customer: If you would like further advice or assistance, you may like to consider contacting confidential National Gambling Helpline, operated by GamCare on 0808 8020 133.





BACTA

ing the British Amusement lines



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### SELF-EXCLUSION REVIEW

| Company:                     |                              |                   |  |
|------------------------------|------------------------------|-------------------|--|
| Site Name:                   |                              |                   |  |
| Site Address:                |                              |                   |  |
|                              |                              |                   | Post Code:   |
| Customer Name (print):       |                              |                   |  |
| Customer Date of Birth:      |                              |                   |  |
| Customer Address:            |                              |                   |  |
|                              |                              |                   |  |
|                              |                              |                   | Post Code:   |
| Review the self-exclusion ag | reement of:                  |                   | .(Confirm start date of Self-Exclusion)                                |
| Customer Decision:           |                              |                   |  |
|                              |                              |                   |  |
| Signed:                      | (Cu                          | ustomer)          | Date of review:  |
| Witnessed:<br>(print)        | Se                           |                   |  |
| Request to resume access to  |                              |                   |  |
|                              | s; that all options have bee |                   | and other venues in the locality to<br>by the Company, and that I have |
| Signed:                      | (Cu                          | ustomer)          | Date resumed:  |
| Witnessed:<br>(print)        | (Se                          | nior Manager)     | Date resumed:  |
| CUSTOMER WISHES FOR THE      | IR EMAIL/TEXTING ACCOUN      | T TO BE RE-INSTAT | ED: YES / NO (delete as required)                                      |

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## Section 4

## Information on how to Gamble Responsibly and help for Gamblers with problems

### Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

### Stay in control advice

Without breaching the principle that customers are responsible for their own gambling, the nature of the activity suggests that they should be reminded of the need to exercise caution. Accordingly, signage in the form of an appropriate number of posters or other appropriate means is displayed on our premises:

- Giving clear guidance that in order to keep gambling a fun social activity the customer needs to 'stay in control'.
- $\checkmark$ Drawing attention to further information, such as leaflets that are available on the premises.
- Indicating sources of help such as the National Gambling Helpline operated by GamCare.  $\checkmark$
- $\checkmark$ Large enough and written in language so as to be easily seen and understood.
- Prominently displayed.
- Maintained in a clean and tidy condition, preferably within a glass fronted frame.

### Advertising sources of help

At the core of exercising a duty of care is the principle of assisting customers who may wish to express concern about their gambling. This tenet is drawn to the attention of customers on our premises in the following ways:

- ✓ The prominent display of 'Responsible Gambling' or 'Stay in Control' information.
- There are holders or racks containing leaflets in appropriate places that emphasise the need to keep gambling under control and where to seek help should anyone be concerned about their own or a family member's gambling. These leaflets are available to be taken away from the premises without the necessity of having to ask for them.
- $\checkmark$ The leaflets are available at all times for customers to take discreetly without having to ask a member of staff. and are located in the gambling area either near to exit doors, ATMs or toilets. We endeavour to maintain an effective stock control system to ensure that such leaflets are always available to supply. Signposting Information may also be made available through the use of links for online or smart technology.
- Details of GamCare, giving the National Helpline telephone number is inscribed on all appropriate categories  $\checkmark$ of gaming machines.

### Protecting those who seek assistance

Responding to someone who admits to having a problem with their gambling is a delicate matter that has to be timely and needs to be approached sensitively. It is our policy that:

- rules and procedures relating to a policy of responding to problem gamblers are clearly formulated and incorporated into our day-to-day operation;
- ✓ at least one member of staff who has been trained to deal with situations that might require a response is on duty at any one time, or available without undue delay;







- ✓ a positive response including communicating sources of help and the possibility of self-exclusion is offered to any customer who admits to having lost control of their gambling;
- ✓ the facility of a self-exclusion policy for customers who wish to voluntarily self-exclude themselves from these premises, and other premises offering the same style of gambling in the locality, that stipulates a minimum exclusion period of six months and a maximum of 12 months with a further 24-hour 'cooling off' period thereafter;
- ✓ we draw to the attention of relatives who express concern about a family member's gambling the options available to that person should they wish to address the extent of their gambling;
- ✓ members of staff do not collude with customers when asked to lie on their behalf, and
- ✓ where services are marketed in one or more foreign languages, we make available information on how to gamble responsibly, access to help, guides to the playing of any game, and a summary of the contractual terms on which gambling is offered in that, or those, foreign languages.







## Section 5 Stay in Control

## WHENEVER YOU PLAY MACHINES IT IS ALWAYS WISE TO REMEMBER THAT : Gambling is a fun and exciting form of entertainment which provides an enjoyable experience. Playing slot machines is an attractive way of taking a risk as long as the risk taking is kept under control. The great majority of people who play slot machines or gamble in other ways enjoy the experience without any problems but a very small number lose control of what they are doing. For these players gambling ceases to be fun. Their life can be dominated by gambling. Problem gamblers will continue playing whether winning or losing. They will use their own and other people's money in order to keep playing. As gambling takes over their life. Many other things can suffer; family life, their job and other interests. GAMBLING BECOMES A PROBLEM WHEN YOU : Gamble until all your money has gone. Borrow or steal money to continue gambling. Gamble to change your losses. Neglect other interests. Family and friends to gamble. WHENEVER YOU PLAY MACHINES IT IS ALWAYS WISE TO REMEMBER THAT : You are buying entertainment, not investing your money. You should only spend money you can afford to lose. In advance of playing you should set strict limits on how much you will spend. Problems will arise if playing machines becomes the most important part of your life. Playing should take up only a relatively small amount of your life and interest. Playing within your means is likely to be fun and exciting.

Spending outside your means is likely to create problems for you and others.

You shouldn't play to escape from worries or pressure.

SOMEONE WHO THINKS THEY MIGHT HAVE A GAMBLING PROBLEM SHOULD ASK THEMSELVES IF:

They lose time from education or work or other commitments because of gambling.

They gamble to get money to pay debts or solve financial difficulties.

After losing they feel they must return as soon as possible to win back losses.

They gamble until their last pound has gone.

They borrow to finance their gambling.

They are reluctant to use 'gambling money' for normal expenditure.

They have ever committed or considered committing an Illegal act in order to finance their gambling.

They have ever considered self-destructive behaviour as a result of their gambling.

For free support, counselling, live chat and to learn more about problem gambling please visit:

To learn more about the social responsibility code of this arcade and our group of companies visit:



gamcare.org.uk playnice.org.uk

IF YOU ARE IN DIFFICULTY WITH YOUR GAMBLING OR KNOW SOMEONE WHO IS AND WOULD LIKE TO HELP. CALL THE GAMCARE HELPLINE ON :

0808 8020 133

GamCare is the national centre for information, advice and practical help regarding the social impact of gambling.

The national helpline is answered by trained staff. They can offer counselling, information and advice to problem gamblers, family members and to friends of a gambler. Information regarding counselling for problem gamblers is available on request.

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## Section 6 Self-Exclusion

### Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

### **Policy and Procedures**

Whilst most customers are able to enjoy and control their gambling, this Company recognises its duty of care to those who cannot. Accordingly, we provide a self-exclusion process for those customers who seek to prevent their own access to our premises and others in the locality offering a similar style of gambling as defined by the premises licence.

- ✓ When a customer has requested that they be refused entry to our premises, the customer and the duty manager will formally acknowledge and document the request on a self-exclusion request form, or directly on the web based AGC national self-exclusion scheme. This will be preceded by a meaningful discussion about the terms and conditions applicable to the scheme and will include other options available to assist a person potentially suffering from gambling related harm, including being signposted to counselling and support services. A copy of the terms and conditions will be signed by the excluder as acknowledgement of understanding and consent. Customers are given the opportunity of discussing self-exclusion in private where possible.
- ✓ Has the customer considered any of the gambling management tool options we offer in the first instance rather than move straight to Self-Exclusion.
- ✓ It is our policy for area managers (appointed person), as a suitably trained and experienced member of staff, to conduct the self-exclusion meeting as long as the customer is willing to have a meeting with them. This is designed to ensure the process is robustly exercised and that the customer is signposted to sources of help and so that we can understand whether we could have helped earlier. It is not designed to delay the process and it is clearly within our policy that a customer can self-exclude immediately.
- ✓ Photo identification and signature of the excluder is required for self-exclusion agreements except where an alternative means of identification is at least as effective. Photographs should be taken using the tablet device. The image of the person should be of the shoulders upwards to include a clear picture of the face with a plain background where possible.
- ✓ If the customer is not known to staff in any way or there is any doubt about the identity of someone requesting to self-exclude, suitable photographic identification is required before the self-exclusion can be processed.
- ✓ The Appointed Person will offer the exclusion for a minimum duration of not less than six months, nor more than twelve months; the customer thereafter may request to extend the length of the self-exclusion for one or more further periods of at least six months, reliant on the Company's ability to manage longer agreements. The Company will not allow the excluder admittance to the premises







during the term of the self-exclusion agreement, and will have in place procedures for preventing self-excluded individuals from gambling during the period of the self-exclusion agreement including taking into account the internal structure and layout of the premises

✓ It is made clear to the customer that they may <u>not revoke the self-exclusion</u> during the agreed period and that if found either in the gambling area or attempting to gamble they will be asked to leave. Members of staff are trained to be alert to self-excluded individuals attempting to breach agreements and instances of them enlisting another person to gamble on their behalf. It is a requirement that staff

regularly pay heed to self-exclusion agreement forms that are currently active (particularly photographs) in order to stay alert to the identity of those excluded in the locality of the premises.

- ✓ Self-excluders have the opportunity of also excluding from other premises owned by the Company without necessarily having to enter areas licenced for gambling. Where the self-exclusion agreement is extended to other Company's premises we will consider any specific requests made by a customer in setting the bounds of the exclusion area.
- The Company will offer customers with whom it enters into a self-exclusion agreement in respect of facilities for any kind of gambling it offers at our licensed gambling premises, the ability to exclude from facilities for the same kind of gambling offered in the locality by any other holder of an operating license to whom this provision applies, by participating in one or more available multi-operator self-exclusion schemes. In addition, the Company is participating in the possible development of a multi-operator self-exclusion scheme that will apply to all styles of gambling.
- ✓ Those self-excluded will be removed from any marketing databases held by this Company within two days of receiving the completed self-exclusion form, but we will take all reasonable steps to prevent details being knowingly sent as soon as practicable.
- ✓ Does the customer gamble in other establishments such as Bingo or Betting Shops? you should sign post the customer to self-exclude in those gambling sectors as well.
- ✓ At the end of the self-exclusion period, the exclusion will remain in place for a further six months, unless the customer takes positive action in order to gamble again.
- ✓ The Company retains self-exclusion records for the length of the agreement plus a further 6 months, after this point the exclusion details and customers image are removed from the MOSES system and all manual records destroyed. However, where we have banned a customer for three or more self-exclusions or otherwise because we believe it to be in their best interests for up to 10 years.
- ✓ At the end of the exclusion period, the Duty Manager and customer will, together, review the terms of agreement either by telephone or in person. The review process is recorded on a self-exclusion review form.
- ✓ Where a customer chooses not to extend the self-exclusion and makes a positive request to begin gambling again, the customer is offered a 24-hour 'cooling off' period before being allowed access to the gambling facilities.
- ✓ Customers are given the opportunity to discuss self-exclusion in private where possible.







- ✓ Members of staff are trained both on induction and refresher sessions thereafter in the understanding of, and the strict adherence to this policy and accompanying log, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.
- ✓ We should not tolerate any form of anti-social behaviour during an interaction/exclusion conversation with a customer. If a customer wishes to self-exclude with immediate effect but is displaying outwardly aggressive behaviour this could conclude with a staff member alone with them in a room, potentially placing them in a vulnerable position. Under these circumstances it is acceptable to advise the customer that we are happy to comply with their request but are unable to do so if they continue to be aggressive. Advise that they would need to return for a meeting at a later stage which we would be happy to book for them. This then gives the option for 2 members of staff to be present if concerns are that the individual was not just having an "isolated bad day" and could be a risk to their safety.
- ✓ Where a customer has excluded for a third time we will issue a lifetime exclusion ban on Social Responsibility grounds.

A self-exclusion log is maintained on the premises for recording detail of those currently excluded in addition to records stored digitally.

### Venue to record MOSES details in the table below:

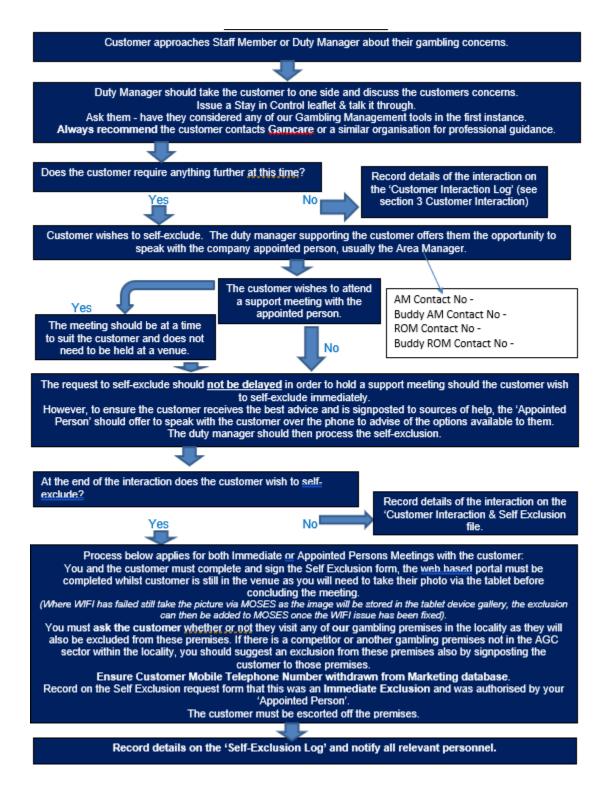
| MOSES User Name : |  |
|-------------------|--|
| MOSES Password:   |  |







### Self-Exclusion Process Chart



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Luxury Leisure is a trading name of RAL Ltd. Company number 01940045.





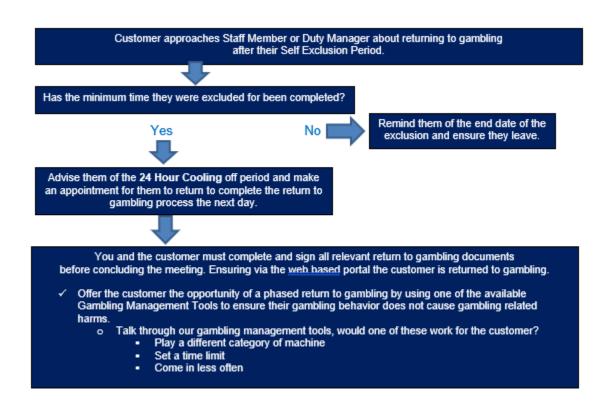


#### **Duty Manager Please Note:**

You are authorised (having confirmed with the Appointed Person) to offer an immediate exclusion period of six to twelve months unless your customer specifies otherwise. Once the meeting has concluded, notify your Area Manager.

If the customer wishes to self-exclude for from a greater radius than the system allows or has any requests that the current system cannot cater for then you should seek advice from the Compliance team.

### **Return from Self-Exclusion Process Chart**



QTR NO: YEAR: SHEET NO:

GAMBLING ACT 2005 Licence Conditions and Codes of Practice

| device.  | Resume<br>Gaming<br>Date                       |  |  |  |  |
|--|--|--|--|--|--|
| the tablet   | Date of<br>24hr<br>'Cooling<br>Off'            |  |  |  |  |
| recorded on  | Exclusion<br>End<br>Date                       |  |  |  |  |
| Section 6 Self-Exclusion Log<br>Note: This log to be used to manually record all Self Exclusion Requests, the exclusion must be Immediately recorded on the tablet device. | Preventative Measures<br>Deployed              |  |  |  |  |
| Section 6 Self-Exclusion Log<br>exclusion Requests, the exclusio   | SE Breach:<br>Attempts to<br>Gamble<br>Date(s) |  |  |  |  |
| tion 6 Self-E)<br>sion Request   | SE Breach:<br>Attempts to<br>Enter<br>Date(s)  |  |  |  |  |
| I Self Exclu   | Exclusion<br>Start<br>Date                     |  |  |  |  |
| ally record a  | Exclusion<br>Meeting<br>Authorised<br>By       |  |  |  |  |
| ed to manus  | Exclusion<br>Meeting<br>Conducted<br>By        |  |  |  |  |
| og to be us  | SE Ref<br>Number<br>from<br>MOSES              |  |  |  |  |
| Note: This l   | Customer<br>Name                               |  |  |  |  |

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SITE LOCATION:







## Section 7

## Fair and Open Practice & Complaint and Dispute Resolution

### Statement

The Company strives to provide a best in class experience for our customers, underpinned by the highest standards of environment, product and customer service. When this occasionally is not to the satisfaction of our customers we then make every effort to resolve any issue in a fair, transparent and timely fashion. In line with ordinary code provision 6.1.1 of the License Conditions and Codes of Practice the Company has a thorough and robust policy and procedure for dealing with complaints and disputes.

### Definition

A complaint is defined as 'an expression of dissatisfaction, whether spoken or written, about any aspect of the way the licensee conducts their licensed activities. For example, a complaint:

- About the outcome of a gambling transaction
- About the way a gambling transaction has been managed
- That concerns the way the license holder carries out its business in relation to the three licensing objectives

Customers may also complain about commercial matters, such as the quality of our facilities but these are not overseen by the Gambling Commission nor covered by the LCCP.

### Complaints Procedure

Despite our efforts to provide a high quality experience, dissatisfied customers may communicate a complaint to us either verbally or in writing. All complaints are taken seriously, investigated thoroughly and handled in a confidential manner. If the complaint cannot be resolved to the satisfaction of both parties at the venue, a copy of our written procedure for dealing with complaints, together with a complaint form, is supplied to the complainant together with the name and status of the Area Manager designated to deal with the next part of the complaint.

We operate a 2 stage complaints procedure.

Stage 1 of the process has 3 parts (each of which must be documented in the log):

Part 1 (VM) – Venue manager is able to deal with customer complaint in venue.

Part 2 (AM) – Venue manager unable to deal with the complaint to the satisfaction of the customer, so passes to the Area Manager.

Part 3 (ROM) – If the Area Manager is unable to resolve the complaint, it is passed to the Regional Operations Manager. The decision made at this point will be the company's final position with regards to the complaint. If at this stage the customer is still unhappy with the decision, they should be advised that their next course of action is to request Alternative Dispute Resolution (ADR). This now becomes a Dispute. The customer should then be supplied with the ADR entity details who deal with such disputes in the arcade sector.

### Stage 2

If a complaint cannot be resolved to the satisfaction of both the company and the complainant, then it becomes a dispute. Disputes can be raised by the complainant with the ADR entity. The current ADR entity who deal with complaints that reach dispute is BACTA. The contact details are as follows:







Name of ADR Entity:Bacta ADR Service,Email Address:enqs@bactaadrservice.org.ukWebsite:www.bactaadrservice.org.ukPostal Address:29-30 Ely Place, London EC1N 6TD.

Where a customer calls the complaints telephone line or emails into the Admiral Customer service email address, this complaint will be logged at Head Office and the details emailed out direct to the Area Manager (Part 2) to deal with the complaint. The AM may delegate some of the investigation tasks to the VM.

Complainants should provide us with a comprehensive description and nature of the complaint; whether it is an original complaint, or where the outcome of a previous complaint was found unacceptable, and their name and postal address including a contact telephone number.

### Timings

In the first instance, the Company will endeavour to resolve the complaint to the satisfaction of both parties within fifteen working days. Should this not be possible we will explain why and provide a date by which the complainant can expect a full response.

The Company is obliged to keep a record of all complaints and disputes, other than those considered to be trivial, including all disputes referred to the ADR entity that are not resolved at the initial stages of the complaints procedure. There is a requirement to submit reports of the outcome of disputes referred to the ADR entity to the Gambling Commission at intervals determined by the Commission either by the ADR entity or by the Company.

# The Company is satisfied that the terms on which gambling is offered are not unfair within the meaning of the Consumer Rights Acts 2015 and is compliant with those terms.

An accurate summary of the contractual terms on which gambling is offered is available, with customers being notified of material changes to terms before they come into effect.



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| r  |   | · · · · · · · · · · · · · · · · · · · |
|--|---|---------------------------------------|
| QTR NO:<br>YEAR:<br>SHEET NO:  | Date Referred<br>to BACTA ADR<br>Service (if not<br>resolved)                         |                                       |
|  | Date and Solution to the<br>Complaint resolved to the<br>satisfaction of both parties |                                       |
| GAMBLING ACT 2005<br>and Codes of Practice<br>ctice & Complaint and Disp   | Stage Complaint<br>resolved:<br>Part 1 by VM<br>Part 2 by AM<br>Part 3 by ROM         |                                       |
| GAMBLING ACT 2005<br>Licence Conditions and Codes of Practice<br>Section 7 – Fair and Open Practice & Complaint and Dispute Log. | Description<br>of the complaint   |                                       |
| SITE LOCATION:   | Name of<br>Complainant  |                                       |
| SITE LO  | Date of<br>Complaint  |                                       |

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# **Section 7 - Complaint Form**

| Customer  | -  |
|---|--|
| Name:   |  |
| Address:  |  |
|   |  |
|   | Postcode:                                    |
| Daytime Telephone No.:  | E-mail address:                              |
| Signature:  | Date:  |
| Is this an initial complaint or a follow up to a pre              | vious incident?                              |
|   |  |
| Venue Where Complaint Occurred                                    |  |
| Reference (if known):   |  |
| Company:  |  |
| Name of Premises:   |  |
| Address:  |  |
| Name(s) of staff member(s) that you initially rais                | ed your complaint with:                      |
|   | Time of Incident:                            |
| Names & Addresses or contact telephone number                     | ers of any independent witnesses.            |
|   |  |
| Name and Category of Gambling Machine subject                     | t of complaint:                              |
| A clear and comprehensive account of the comp resolve the matter. |  |
|   |  |
|   |  |
|   |  |
|   |  |
|   | Please use continuation chect/c) if required |
|   |  |
| Signed (Con   | nplainant)(date)                             |
| Section 7 Fair and Open Complaints Form (NPGA07C) - V1 J          | une 2019.                                    |

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### For Office Use Only

| Appointed Manager dealing:(Mobile Number)                                 |
|---|
| Complaint Acknowledged (Y/N):   |
| Details of action to resolve taken by Company:                            |
|   |
|   |
|   |
|   |
| If complaint still unresolved by Company                                  |
| Complainant referred to ADR Entity (Y/N);                                 |
| Name of ADR Entity:   |
| Company Complaint & Procedure Document given to Complainant (Y/N): (Date) |
|   |





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## Section 7 - Customer Complaints Terms & Conditions

### Policy & Procedure

These are the Company's Terms and Conditions by which customer complaints are dealt with. Also included is the Company's policy and procedure document and complaint form. Copies of the complaint procedure and form are available on site for the benefit of customers making a complaint about the outcome of their gambling where the complaint has not been resolved on-site in the initial stages.

A 'complaint' means a grievance about any aspect of the licensee's conduct of the licensed gambling activities, and should be raised with the company as follows:

- ✓ The complaint should initially be raised with the venue manager at the venue at the time of the incident giving cause for complaint. Stage 1, Part 1.
- ✓ If the manager is unable to deal with the complaint or the matter is not resolved to the customer's satisfaction, then it should be directed to the Area Manager at the earliest opportunity. Stage 1, Part 2.
- ✓ Should the matter still not be resolved, the customer will be provided with a copy of the policy & procedure document, together with a complaint form that should be completed by the customer and submitted to the Company for consideration by the Regional Operations Manager. Stage 1, Part 3.
- ✓ If the matter remains unresolved, the customer should be referred to an alternative dispute resolution (ADR) entity with whom the Company has registered. The complaint will not be considered by the ADR unless:
  - > The matter relates to the outcome of the complainant's gambling transaction; and
  - > It is not resolved during the two stage complaint procedure as outlined above.

It is permissible for an ADR entity to have terms enabling it to reject complaints referred to dispute resolution if the complaint is frivolous or vexatious, but the Company will not refuse to refer disputes on those grounds.

### The Company will ensure that:

- 1. information about our complaints procedure is set out in these terms and conditions;
- 2. such information is readily accessible on our gambling premises to be taken away;
- 3. information includes details of how to make a complaint to the Company and the identity and contact details of the person deputed to handle the complaint;
- 4. the information, names the ADR entity to whom disputes can normally be referred and, where necessary, details of any limitation on the nature and subject matter of disputes with which a particular ADR entity deals.
- 5. customers are given a copy of the complaint policy and procedure document on request or on making a complaint; and
- 6. all complaints are handled in accordance with the procedure.

Should the Company refer a complaint to ADR entity other than one in respect of which contact details were given in accordance with 1 to 6 above it will, at the same time as making the reference, inform the Commission of the reference and reason for selection of the ADR entity concerned.

The Company keeps a record of all complaints that are not resolved at the initial three-stage complaint procedure.

The Company arranges for a copy of the decision on, or a note of the outcome of, each dispute referred to an ADR entity to be provided to the Commission, either by the ADR entity or by the Company. This information is provided in such format and within such timescale as the Commission may from time to time specify.







The Company also arranges for any outcome adverse to the Company of any proceedings taken against the licensee (in whatever jurisdiction) by a customer in relation to a gambling transaction to be notified to the Commission as a

key event; but excluding proceedings allocated to the County Court small claims track or equivalent in jurisdictions outside England and Wales.

**Under no circumstances are members of staff put in physical danger** nor will they be subjected to abuse. If a customer is threatening, then that person will be offered the complaint policy & procedure document together with a complaint form, and be referred to the Company's strict policy of 'No Abuse'. If the customer continues to be threatening the circumstances will be treated in accordance with a disturbance on the premises, and the person will be asked to leave, and the police contacted to assist if necessary.

### Which complaints or disputes are covered?

A complaint, in the context of the LCCP, means a complaint solely about the conduct of the Company's activities. A dispute means a complaint which has not been resolved by the operator's complaints procedure to the satisfaction of both parties, and relates to the outcome of a gambling transaction.

### **Responsibility of the Employer**

The Company has a written procedure in place to:

- ✓ advise employees of the name of the appointed person who is to be contacted about complaints;
- ✓ ensure that all complaints are handled in accordance with the procedure throughout the investigative process;
- ✓ have arrangements in place for reference by a customer of a dispute to an alternative dispute resolution service for disputes (an 'ADR entity'); and
- maintain a record of all complaints, and those that evolve into disputes. All instances where the complaint is
  referred to an ADR entity will also be recorded together with the outcome.

### Responsibility of the Employee

Members of staff not authorised to deal with complaints, or where the customer is not satisfied with the initial outcome, will ensure that:

- ✓ the complainant is informed of the name of the appointed Company representative who will deal with the complaint, together with the appropriate contact details of that person;
- ✓ the complainant is issued with the Company's complaint policy and procedure document and complaint form;
- ✓ the circumstances are recorded as contemporaneous notes as soon as possible following the incident and the notes are signed, dated and timed by the member of staff dealing. The notes are to be comprehensive and a true record of events, and
- ✓ members of staff, unless properly authorised by the Company, are not allowed to voice their own opinion as to the merits or otherwise of a complaint. Procedure is strictly adhered to.







## **Complaint Procedure**

The Company endeavours to provide a high quality service to its customers and members of staff are trained how to deal with complaints at the initial stage. However, if you believe that things have gone wrong and your complaint was not resolved to your satisfaction at our premises, then please inform us as we take such reports seriously.

The Company will review your complaint and will be dealt with by:

(name) \_\_\_\_\_\_ who is (job title) \_\_\_\_\_\_ at (address) \_\_\_\_\_

Email Address: \_\_\_\_\_

### How to make a complaint

- ✓ Complaints, which we will deal with confidentially, should be submitted in writing, by letter or e-mail.
- ✓ The attached form should be used to record and submit complaints.
- ✓ Give as much detail as possible including details of independent witnesses and any other relevant information in order to assist the Company in the investigative process.

### What happens next?

The Company will investigate and provide a full explanation of what we have done within **15 working days** of receiving a complaint. If this is not possible we will explain why and give a date by which a full response can be expected.

### If you are not satisfied with our response

If you are still not satisfied with our response to the complaint, you may consider writing to the alternative dispute resolution (ADR) entity requesting that the matter be reviewed, enclosing all previous correspondence relating to the complaint including the original complaint form. The ADR entity will acknowledge receipt of your correspondence without undue delay and, after review, inform you of its findings and recommendations, usually within **60 days.** The review process is thorough and based upon the information that both parties and other independent sources provide.

### This Company is registered with the following ADR entity:

Name of ADR Entity: Bacta ADR Service,

Email Address: engs@bactaadrservice.org.uk

Website: www.bactaadrservice.org.uk

Postal Address: 29-30 Ely Place, London EC1N 6TD.

It is highly recommended that you visit the ADR entity's website (as above) so that you are fully aware of the procedural rules and other related information.







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# C A I Duty Manager Sheet No: ..... To be Retained on the Premises - To be used when Police are Called to the Premises to assist the Licensee whether they attend or Not. Outcome Section 8 Customer Incidents Requiring Police Assistance Log Time Police Arrived LUXURY Site Loc. No: ..... Time Police Called Nature of Incident Time Date BACTA Site Location: Ref 5 9 2 e 4 ×

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Registered office: Fifth Avenue Plaza, Team Valley Trading Estate, Gateshead, NE11 0BL. Tel. 0191 497 8200







## Section 9

## Money Laundering, Cash Handling and Suspicious Transactions

### Introduction

The company has policies and procedures in place to identify and prevent Money Laundering and Terrorist Financing which are designed to fulfil its legislative and regulatory obligations under the Proceeds of Crime Act 2002 and the Terrorism Act 2000. The Company also takes 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).* 

### Money Laundering Definition

Money laundering is a process by which the proceeds of crime are converted into assets which appear to have a legitimate origin, so that they can be retained permanently or recycled into further criminal enterprises. There is a responsibility for everyone employed in the regulated sector to report suspicious activity that they know or suspect to be money laundering. There is a specific offence under the legislation for failing to report.

### Policy

- ✓ The Company has a corporate Money Laundering Risk Assessment as required by the LCCP.
- ✓ The AML Risk Assessment also contains a policy relating to the handling of cash and cash equivalents as required by the LCCP.
- ✓ The Company has an appointed Money Laundering Reporting Officer (MLRO).
- ✓ All relevant staff are trained on the requirements of the Regulations and informed of the need to report any suspicious transactions to the MLRO. Such reports to the MLRO are called 'Disclosures'.
- ✓ It is the responsibility of the MLRO to assess all disclosures from staff and make a decision as to whether a Suspicious Activity Report (SAR) needs to be submitted to the National Crime Agency (NCA).
- ✓ All SARs are key events and require the MLRO or another designated within the company to report the key event to the Gambling Commission.

### Disclosure Procedure

- ✓ All members of staff are required by legislation to inform the MLRO if they know or suspect money laundering or terrorist financing. The MLRO is required to complete a SAR within 7 days of the disclosure and so notification should normally take place immediately by telephone or email and followed by the submission of a company AML disclosure form.
- ✓ No discussion will take place with colleagues as confidentiality is paramount.
- ✓ The MLRO will determine whether or not to submit a SAR to the NCA and will maintain a register of all disclosures and whether a SAR was completed or not.

### Cash Handling

As part of its AML Risk Assessment the company has a policy relating to the handling of cash and cash equivalents. It also maintains records of the following:

- i. Monetary stakes introduced to machines (gross takings),
- ii. Money introduced to re-float machines
- iii. Token transactions
- iv. Customer refunds due to machine malfunctions.
- v. Money removed from machines (net takings)
- vi. TRM machines have a pre-set tolerance that instigate an investigation process where money is simply swapped out (supplier led investigation by security).







Members of staff, where appropriate, receive induction and refresh training in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.







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| TIME  | LOCATION | CIRCUMSTANCES   | REPORTE<br>D TO<br>MLO | SENT TO<br>NCA | OUTCOME |
|-------|----------|---|------------------------|----------------|---------|
| Day:  | Site:    | Notes:  | Day:                   | Day:           | Notes:  |
| Date: | Address: |   | Date:                  | Date:          |         |
| Time: | Ref:     | Photographs/CCTV<br>Y/N<br>Identity, if known, or<br>description: | Time:                  | Time:          |         |
| Day:  | Site:    | Notes:  | Day:                   | Day:           | Notes:  |
| Date: | Address: |   | Date:                  | Date:          |         |
| Time: | Ref:     | Photographs/CCTV<br>Y/N<br>Identity, if known or                  | Time:                  | Time:          |         |
|       |          | description:  |                        |                |         |

### Section 9 Record of Suspicious Monetary Transactions Log

To be retained on Site

Company:

Site Reference:

Serial No: /







## Section 10 Local Gambling Risk Assessments

### Policy and Procedures:

It is a requirement of the License Conditions and Codes of Practice for operators to assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises and have policies and procedures in place to mitigate those risks. In conducting the assessments of risk Operators must take into account relevant matters identified in the licensing authority's statement of licensing policy.

The company have conducted an assessment of local risk to the licensing objectives at each of their AGC premises. A copy of the risk assessment is retained at each premises.

In compiling the risk assessment, the company has where possible consulted the licensing authority's statement of principles and a copy of that document is kept at the premises. The company will consult other sources of relevant data such as local police and crime statistics where available.

It is an ordinary code provision that the company must share our local gambling risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request. (This may include during the course of a local authority or Gambling Commission visit).

We will review (and update as necessary) our local risk assessments:

- to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
- when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
- when applying for a variation of a premises licence; and
- in any case, undertake a local risk assessment when applying for a new premises licence.

### Updating the LRA

The Venue Manager / Area Manager must notify the compliance department immediately if any significant Changes occur in the locality or when venue trading hour's change to allow for the LRA to be updated and Reissued to the venue.

Your venue **Local Gambling Risk Assessment** must be placed within the white A4 folder and kept within the day safe along with the premises license and be available at any time for either Gambling Commission or Local Authority officers to read on request.







## Section 11 Access to Premises by the Gambling Commission's & Local Authority Enforcement Officers

### **Statement**

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

### **Policy and Procedures:**

The Company acknowledges its obligation to ensure that staff openly co-operate with the Gambling Commission in the proper performance of their compliance functions and that they are made aware of those officers' rights of entry to premises contained under Part 15 (S.303 to S.326) of the Gambling Act 2005 (refer to page 2 of this document) and that:

The Company must provide the Gambling Commission with any information that the Commission would reasonably need to be aware of in exercising its regulatory functions 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 of practice provision having the effect of a licence condition. Changes in key circumstances must be reported within five days of their occurrence in accordance with the terms set out in the Operating Licence.

- The Company must provide the Gambling Commission with such information as the Commission may require from time to time about the use of facilities provided such as:
  - 1. the numbers of people making use of the facilities and the frequency of such use;
  - 2. the range of gambling activities provided by the licensee and the number of staff employed in connection with them; and
  - 3. the licensee's policies in relation to, and experience of, problem gambling.
  - ✓ The Company must submit a Regulatory Return to the Gambling Commission containing such information as the Commission may require from time to time, and provide evidence 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.
  - ✓ The Appointed Manager will be informed immediately a Gambling Commission Enforcement Officer properly identifies himself on the premises, and will attend to the Officer without undue delay. Staff will co-operate at all times with the Commission's Enforcement Officers.
  - ✓ Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.

### Local Authority visits:

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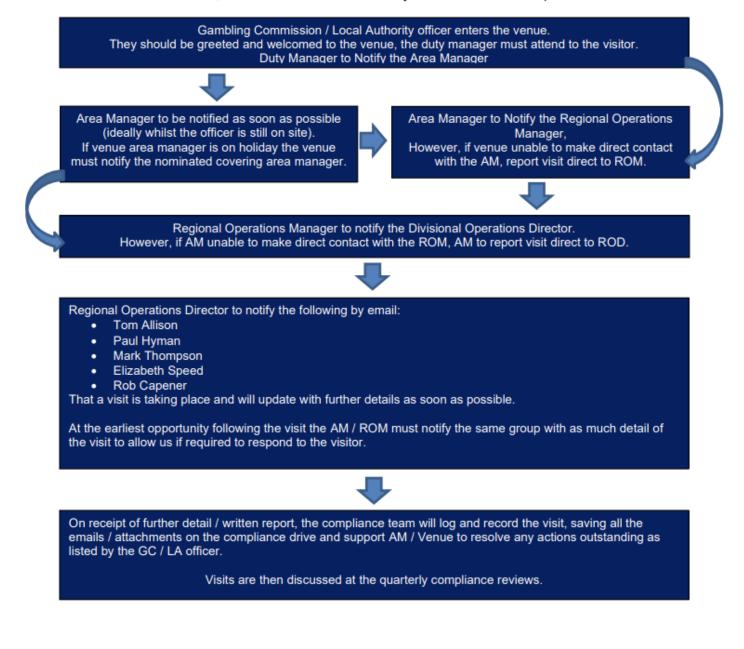




It should be noted that local authorities also conduct compliance visits in our premises, whilst these can be lighter touch than an GC visit they are just as important to us to enable our demonstration of all our aspects of Social Responsibility.

#### <u>Gambling Commission / Local Authority Officer –</u> <u>Venue Notification Process</u>

We must ensure the compliance team log all visits conducted by either the Gambling Commission or the Local Authorities, venue teams must ensure they follow the notification process below:









Useful Hints and Tips:

### Licensing Objectives

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

### Where will I find documents that may be requested?

- 1. Full Premises Licence & Floor Plan Should be kept in your day safe
- 2. Local Risk Assessment Should be kept in your day safe
- 3. Local Area Map Should be kept in your day safe
- 4. Local Council Statement of Principles Should be kept in your day safe
- 5. Licence Summary Should be 2 pages in separate frames on the venue floor
- 6. SR White Gambling Act Folder Should be kept in the cash office
- 7. Staff Training Records Should be kept in personnel files & on Admiral Academy
- 8. Stay in Control Leaflets Should be near entrances / exits & near ATM's / Customer Toilets
- 9. Attempts to enter logs Should be kept on the cash desk
- 10. Customer Interaction logs Should be kept on the cash desk
- 11. Customer Interaction & Self Exclusion files Should be kept in the cash office
- 12. Customer Complaints and Disputes Procedure Print from Venue Intranet

### What else might I be asked?

- 1. 20% Rule The total machines on site 20% of them can be B3 (£500 Jackpot machines) e.g. 55 machines in total = 11 B3's
- 2. How many machines in your venue\_\_\_\_\_
- 3. How many B3's in your venue\_
- 4. Do we sell Lottery Tickets No

### What else might they look for?

- 1. Category Stickers All machines should have a clear & visible category sticker
- 2. Gamcare Sticker All machines should have a clear & visible Gamcare helpline sticker
- 3. No under 18's All machines should have a clear & visible No under 18's sticker and at venue entrance.
- 4. Price of Play & Jackpot's All machines should display the price of play & maximum jackpot amount
- 5. T&C's These should be on display for all current promotions running
- 6. Challenge 25 Poster should be displayed near entrances & exits & around the venue
- 7. No Alcohol Sign should be displayed near entrances & exits
- 8. Opening Times Poster should be displayed near entrances & exits or in windows







### **GAMBLING ACT 2005**

### <u>PART 15</u>

Members of staff are to co-operate at all times with the Commission's enforcement officers in the proper performance of their compliance functions.

The officers' rights of entry to premises are contained in Part 15 of the Act which deals with inspection (Sections 303 to 326). A constable, enforcement officer or authorised person under the Act may enter premises for the purpose of assessing compliance or assessing whether an offence is being committed. A constable or enforcement officer can enter a premises if he reasonably suspects that an offence may be being committed or is about to be committed (Section 306). Entry may also be for the purpose of discovering whether facilities for gambling are being provided, to determine whether an operating licence or premises licence is held and to determine whether facilities are being provided in accordance with terms and conditions of an operating licence (Section 307).

Entry may also be made to assess the likely effects of activity when application has been made for a premises licence. A constable or enforcement officer may require the holder of an operating licence to produce, within a specified period, a copy of the authorisation (Section 316). Failure to comply without reasonable excuse to a request to produce a copy of the authorisation may result in an offence and be liable on summary conviction to a fine not exceeding level 2. Section 317 sets out powers of the constable, enforcement office or authorised person and include inspection of any part of the premises or any machine on anything on the premises, questioning any person, access to written or electronic records, remove or retain evidence of committing an offence or breach of terms and conditions. Section 20 provides that the power of inspection must be exercised only at a reasonable time. The enforcement officer or authorised person must provide evidence of his identify and authority (Section 321). Section 323 provides that a constable, enforcement officer or authorised person may use reasonable force to enter a premises. Section 326 provides that it is an offence to obstruct a constable, enforcement officer or authorised person may use reasonable force to enter a premises.







# Section 12

## Employment of Children and Young Persons

### Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

### Policy and Procedures

It is an offence for children (under-16s) and young persons (those aged 16 and 17) to be engaged, or permitted to be engaged in:

- ✓ Providing facilities for gambling.
- ✓ Performing any function (including cleaning) in connection with a gaming machine at any time.
- Carrying out any other function on Adult Gaming Centre licensed premises, whether directly employed or not, whilst any gambling activity is being carried on in reliance on the premises licence.

All relevant staff, including children and young persons, employed by this Company have been trained about the laws relating to access to gambling by children and young persons.

### It is strict Company 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 Gaming Centres or adult gaming areas are turned off if children and/or young persons are working on the premises outside the hours when the premises are open for business.
- ✓ Due diligence is given to verifying the age of all new members of staff where there is reason to doubt authenticity of birth dates supplied.
- ✓ The movement of children and young persons employed on the premises are carefully monitored and supervised so as to ensure compliance.

Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.







## Section 13 Advertising Standards and Marketing

### Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of policies and procedures is regularly reviewed and subject to change as part of our ongoing risk assessment.

### Policy and Procedure

All advertising and marketing by the Company complies with standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP). We ensure that our marketing communications, advertisements, and invitations to purchase (within the meaning of the Consumer Protection from Unfair Trading Regulations 2008), including 'free bet' offers, do not amount to or involve misleading actions or misleading omissions within the meaning of those regulations.

We adopt the general principles that our advertising is:

- ✓ legal, decent, honest and truthful;
- ✓ prepared with a sense of responsibility to consumers and to society;
- ✓ respectful to the principles of fair competition generally accepted in business; and not intended to bring advertising into disrepute.

### Specifically we ensure that:

- ✓ advertising contains nothing that is likely to lead people to adopt styles of gambling that are unwise;
- ✓ advertisements and promotions are socially responsible and do not encourage excessive gambling;
- ✓ care is taken not to exploit the young, the immature or those who are mentally or socially vulnerable;
- ✓ Advertising is not directed at people under the age of 18 years through the selection of media, style of presentation, content or context in which they appear. No medium is used to advertise gambling if more than 20% of its audience is under 18 years old;
- ✓ persons shown gambling are not, nor do they appear to be, under 25 years of age;
- ✓ there is honesty at all times with regard to the chances of winning, the likelihood of a big win, and the odds or payout ratio that applies to the gambling on offer;
- ✓ advertising and promotional material carries a reference for the need to keep gambling under control;
- ✓ it is never suggested or implied that gambling is a means of getting out of financial difficulty.
- ✓ Advertising and marketing material should not appear on any primary web page/screen or microsite that provides advice or information on responsible gambling
- marketing decisions are controlled by the central marketing department and a system is in place for local managers to apply for marketing initiatives that are approved by the Head of Marketing to ensure they are legal, honest and compliant with the Gambling Act/License Conditions & Codes of Practice

### Marketing and Promotion

Any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or other advantage (including the discharge in whole or in part of any liability (the benefit)) the scheme is designed to operate, and be operated, in such a way that neither the receipt nor the value or amount of the benefit is:

a. dependent on or calculated by reference to the length of time for or the frequency with which the customer gambles or has at any time gambled; or

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b. dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency.

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. Incentives and rewards are proportional to the type and level of the customer's gambling.

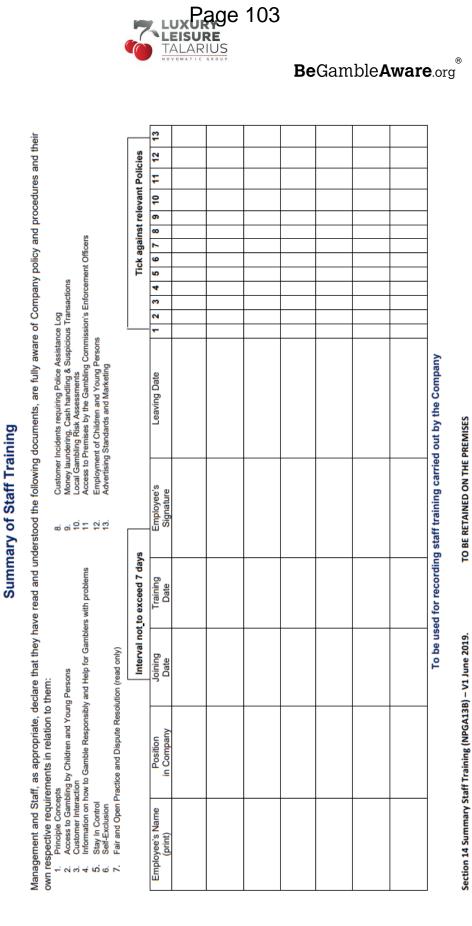
Members of staff, as appropriate, are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.



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Section 14

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Appendix 2 – Gambling Commission Guidance to Local Authorities (Summary of Machine Provisions by Premises)

### **Summary of Machine Provisions by Premises**

|  | Machine Category                    |        |   |   |   |   |         |                 |                                       |
|--|-------------------------------------|--------|---|---|---|---|---------|-----------------|---------------------------------------|
| Premises type  | Α                                   | B1     | B2  | B3  |   | С   | D       |                 |                                       |
| Large casino<br>(machine/table ratio of<br>5-1 up to maximum)          |                                     |        | Maximum of 150 machines<br>Any combination of machines in categories B to D within the total limit of<br>150 (subject to machine/table ratio) |   |   |   |         |                 |                                       |
| Small casino<br>(machine/table ratio of<br>2-1 up to maximum)          | 80 (subject to machine/table ratio) |        |   |   |   |   |         |                 |                                       |
| Pre-2005 Act casino<br>(no machine/table<br>ratio)<br>Betting premises |                                     | machir |   |   | ies categoi   |   | D or a  | ny nur          | nder of C or D                        |
| and tracks occupied<br>by pool betting                                 |                                     |        |   |   | laximum of  |   | ines ca | ategori         | es B2 to D                            |
| Bingo premises   |                                     |        |   | total nur<br>machine<br>available<br>premise<br>or B4** | kimum of 20% of the<br>I number of gaming<br>chines which are<br>ilable for use on the<br>mises categories B3<br>44** |   |         |                 |                                       |
| Adult gaming centre  |                                     |        |   | total nur<br>machine<br>available                       | ines which are<br>able for use on the<br>ises categories B3   |   |         |                 | nit on category C<br>D machines       |
| Family entertainment<br>centre (with premises<br>licence)              |                                     |        |   |   |   |   |         |                 | nit on category C<br>D machines       |
| Family entertainment centre (with permit)                              |                                     |        |   |   |   | No limit on<br>category D<br>machines                             |         |                 | category D                            |
| Clubs or miners'<br>welfare institute (with<br>permits)                |                                     |        |   |   | Maximum of 3 machines in categories B3A<br>(only one may be of B3A) or B4 to D*                                       |   |         | 3A) or B4 to D* |                                       |
| Qualifying alcohol-<br>licensed premises<br>Qualifying alcohol-        |                                     |        |   |   |   | 1 or 2 machines of category C<br>or D automatic upon notification |         |                 |                                       |
| licensed premises<br>(with gaming machine<br>permit)                   |                                     |        |   |   |   | Number of category C-D<br>machines as specified on<br>permit      |         |                 |                                       |
| Travelling fair  |                                     |        |   |   |   |   |         |                 | No limit on<br>category D<br>machines |
|  |                                     | B1     | B2  | B3  | B4  |   | С       |                 | D                                     |

\* It should be noted that members' clubs and miners' welfare institutes are entitled to site a total of three machines in categories B3A to D but only one B3A machine can be sited as part of this entitlement. Commercial clubs are entitled to a total of three machines in categories B4 to D.

\*\* Adult gaming centre and bingo premises are entitled to make available a number of Category B gaming machines not exceeding 20% of the total number of gaming machines which are available or use on the premises. Premises in existence before 13 July 2011 are entitled to make available four (adult gaming centre premises) or eight (bingo premises) category B gaming machines, or 20% of the total number of gaming machines, whichever is the greater. Adult gaming centre premises and bingo premises licences granted on or after 13 July 2011 but before 1 April 2014 are entitled to a maximum of four or eight category B gaming machines or 20% of the total number of gaming machines of the total number of gaming machines, whichever is the greater; from 1 April 2014 these premises will be entitled to 20% of the total number of gaming machines only. But not B3A machines.

# Appendix 3 – Gambling Commission Guidance to Local Authorities – Part 9, Premises Licence Conditions

Арр З

#### GAMBLING COMMISSION GUIDANCE

### **1 - Introduction**

**9.1** The Act provides that licences may be subject to conditions in a number of ways:

- they may attach automatically, having been set out on the face of the Act
- they may attach through regulations made by the Secretary of State or Scottish Ministers
- they may be attached to operating and personal licences by the Commission
- they may be attached to premises licences by licensing authorities.

**9.2** Conditions may sometimes be general in nature attaching to all licences or all licences of a particular class, or they may be specific to a particular licence.

**9.3** Conditions on premises licences should relate only to gambling, as considered appropriate in the light of the principles to be applied by licensing authorities under s.153. Accordingly, if the Commission's Licence conditions and codes of practice (LCCP) or other legislation places particular responsibilities or restrictions on an employer or the operator of premises, it is not appropriate to impose the same through conditions on a premises licence.

## 2 - Conditions and authorisations by virtue of the Act

**9.4** The following paragraphs set out specific sections of the Act that provide for conditions to be attached automatically to premises licences, or for authorisations to be granted automatically. The Secretary of State/Scottish Ministers may make regulations requiring these conditions to be set out on the premises licence, and there is no discretion to decide not to include them or to modify them. The table after paragraph 9.18 summarises which sections of the Act apply to which types of premises licences.

## S.172 – number of gaming machines

**9.5** S.172 provides for premises licences to permit a specified number of gaming machines of particular categories in each type of gambling premises. These permissions are set out in detail in Part 16 of this guidance.

## S.173 – betting on virtual events

**9.6** S.173 authorises the holder of a casino premises licence or a betting premises licence to make facilities available for betting on virtual events. This is separate from betting on virtual events by means of a gaming machine. It is intended to cover facilities such as virtual horse and greyhound racing which are person-to-person transactions, involving virtual images that are not displayed on a machine.

### S.174 – gambling in addition to casino games

**9.7** S.174 authorises the holder of a casino premises licence for a small or large casino to make available the following types of gambling in addition to casino games:

- equal chance games
- betting but not in pre-2005 Act casinos with grandfather rights and only with a betting operating licence
- bingo but only in large casinos and only with a bingo operating licence.

**9.8** For the purposes of the Act, equal chance games are ones which do not involve playing or staking against a bank and in which the chances are equally favourable to all players. Licensing authorities must not restrict the equal chance gaming available nor prohibit casino games that have not been prohibited by the Commission. Part 17 of this guidance provides details of the casino games authorised by the Commission.

#### S.176 – access by children and young persons to casinos

**9.9** S.176 requires the Commission to issue at least one code of practice about access to casino premises for children and young persons. In particular, the code must:

- specify steps that the premises licence holder must take to ensure that under-18s do not enter casino premises, including ensuring that each entrance to the casino is supervised by at least one person who is responsible for compliance with the code of practice
- require that, unless the supervisor is certain that a person seeking admittance is an adult, evidence of age must be provided by those seeking to enter the casino or gambling area.

**9.10** S.176 makes it a condition of the premises licence that the licensee must comply with the code of practice issued by the Commission. Licensing authorities should note that the requirement under s.176 for supervision at each entrance is separate to any other condition that may be attached relating to 'door supervision' more generally.

## S.177 – giving of credit

**9.11** S.177 attaches a condition to casino premises licences and bingo premises licences that prohibits the licensee from:

- giving credit in connection with the gambling taking place on the premises
- participating in, arranging, permitting or knowingly facilitating the giving of credit in connection with the gambling on the premises.

**9.12** However, s.177 does not prevent the licensee from contracting a third party to install cash dispensers (ATMs) on their premises, which may accept both credit and debit cards. Such an arrangement is subject to requirements that the premises licence holder has no other commercial connection in relation to gambling with the provider of the ATMs (aside from the agreement to site the machines), does not profit from the arrangement, and does not make any payment in connection with the machines. All premises licences also include a mandatory condition which requires that any ATM made available for use on the premises must be located in a place that requires any customer who wishes to use it to cease gambling in order

to do so (Part 1(5) of The Gambling Act 2005 (Mandatory and Default Conditions) Regulations).

**9.13** S.177 deals with the prohibition of credit in respect of casino and bingo premises licences. However equivalent prohibitions are placed on bingo and casino operating licences, as set out in s.81 of the Act, credit and inducements.

#### S.178 – door supervision

**9.14** If a licensing authority attaches a condition relating to door supervision, and the person carrying out those duties are required by the Private Security Industry Act 2001 (opens in new tab) (PSIA) to hold a licence, s. 178 of the Gambling Act 2005 (opens in new tab) prescribes that the requirement under PSIA will be treated as if it were a condition of the premises licence. There is, however, an exemption from the PSIA licensing requirement for in-house employees working as door supervisors at casino and bingo premises, details of which can be found in Part 33 of this guidance.

**9.15** S.178 defines door supervision as requiring someone to be responsible for 'guarding the premises against unauthorised access or occupation, against outbreaks of disorder or against damage'.

## S.179 – pool betting

**9.16** S.179 provides that a betting premises licence in respect of a track may not authorise pool betting to take place, other than in respect of dog or horse racing and only where the acceptance of bets is by the holder of the betting premises licence, or in accordance with arrangements made by them. In the case of dog racing, this preserves the existing arrangements at dog tracks where the totalisator is operated by or on behalf of the occupier of the track.

#### S.182 – access by children and young persons to tracks

**9.17** S.182 applies only to a betting premises licences in respect of tracks. It requires the licensee to ensure that children and young persons are excluded from any area in which facilities for betting are provided and from any area where a gaming machine (other than a category D gaming machine) is situated. The exception to this, for betting areas only, is on race days at dog and horse racing tracks, that is on those days when racing occurs or is expected to take place. In those cases, under-18s may have access to betting areas but licensing authorities should note that this exception does not affect the prohibition on betting by children and young persons.

### S.183 – Christmas day

**9.18** S.183 applies a condition to all premises licences that facilities for gambling must not be provided on Christmas day, namely the period of 00.01 hours on 25 December until 00.00 hours on 26 December.

#### Section of the Act

| Type of<br>premises<br>licence                             | s.172 | s.173 | s.174 | s.176 | s.177 | s.178 | s.179 | s.182 | s.183 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| All premises<br>licences                                   | X     |       |       |       |       | X     |       |       | X     |
| Bingo premises<br>licences                                 |       |       |       |       | X     |       |       |       |       |
| Casino<br>premises<br>licences                             |       | X     |       | X     | X     |       |       |       |       |
| Small casinos  |       |       | X     |       |       |       |       |       |       |
| Large casinos  |       |       | X     |       |       |       |       |       |       |
| Betting<br>premises<br>licences                            |       | X     |       |       |       |       |       |       |       |
| Betting<br>premises<br>licence in<br>respect of a<br>track |       |       |       |       |       |       | X     | X     |       |

# **3** - Conditions attached through regulations made by the Secretary of State or Scottish Ministers – all premises

**9.19** The Secretary of State and Scottish Ministers have set out conditions to be attached to all premises licences in the Gambling Act 2005 (Mandatory and Default Conditions) (England and Wales) Regulations 2007 (opens in new tab) (SI 2007/1409), and the Gambling Act 2005 (Mandatory and Default Conditions) (Scotland) Regulations 2007 (opens in new tab) (SSI 2007/266).

9.20 Conditions under these regulations fall into two categories:

- mandatory conditions made under s.167 of the Act that must be attached to premises licences
- default conditions made under s.168 of the Act, that attach to the premises licence unless the licensing authority decides to exclude them, using its powers under s.169.

**9.21** Licensing authorities should note that mandatory conditions made under these regulations are set with the intention that no further regulation in relation to that matter is required. Therefore, it is extremely unlikely that licensing authorities will need to impose individual conditions in relation to matters that are already dealt with by mandatory conditions. Licensing authorities should only consider doing so where there are regulatory concerns of an exceptional nature, and any additional licence conditions must relate to the licensing objectives.

**9.22** Mandatory conditions applying to all premises licences are set out at paragraph 9.25 onwards. In addition, there are mandatory conditions that relate to particular category of premises licences. Details of these can be found in Parts 17 to 22 of this guidance.

**9.23** Licensing authorities have more flexibility in relation to default conditions and may exclude a default condition and substitute it with one that is either more or less restrictive. Licensing authorities should note, however, that default conditions are intended to reflect normal industry operating practices. In circumstances where default conditions are excluded, the Commission would generally expect them to be replaced by other conditions, given the requirements of s.153. Where the condition is more restrictive, the licensing authority should ensure that they have clear regulatory reasons for doing so.

**9.24** Default conditions under the regulations set out above relate to particular categories of premises licence and details can be found in Parts 17 to 22 of this guidance.

### **Mandatory conditions**

9.25 The following mandatory conditions apply to all premises licences:

- the summary of the premises licence issued by the licensing authority must be displayed in a prominent place on the premises. In England and Wales this must include a summary of the terms and conditions of the premises licence.
- the layout of the premises must be maintained in accordance with the plan that forms part of the premises licence.

• neither National Lottery products nor tickets in a private or customer lottery may be sold on the premises in England and Wales. Sale of National Lottery and private lottery tickets are prohibited in Scotland.

**9.26** There are also mandatory conditions attaching to each type of premises licence controlling access between premises. There can be no direct access between one premises licensed under the Act and another premises licensed under the Act, with the following exceptions:

- between licensed betting premises
- between bingo premises and alcohol-licensed premises/clubs with a club gaming or club machine permit/family entertainment centres (FECs) and tracks
- between tracks and alcohol-licensed premises/clubs with a club gaming or club machine permit/FECs/betting premises and bingo premises
- between FECs and alcohol-licensed premises/bingo halls/clubs with club gaming or club machine permit and tracks.

#### **Default conditions**

9.27 S.169 of the Act gives licensing authorities:

- the ability to exclude from premises licences any default conditions that have been imposed under s.168
- the power to impose conditions on premises licences that they issue.

**9.28** Licensing authorities should make decisions on conditions on a case-by-case basis, and in the context of the principles of s.153. They must aim to permit the use of premises for gambling and so should not attach conditions that limit their use except where it is necessary in accordance with the licensing objectives, the Commission's codes of practice and this guidance, or their own statement of policy. Conversely, licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through the use of conditions.

**9.29** Licensing authority statements of policy will need to consider the local circumstances which might give rise to the need for conditions. Where there are specific risks associated with a particular locality, the licensing authority might decide to attach conditions to the premises licence to mitigate those risks. For example, local issues associated with a high crime rate may put a premises at risk of not being consistent with the licensing objectives, and specific conditions may be necessary to address the risk.

**9.30** Where there are risks associated with a specific premises or class or premises, the licensing authority may consider it necessary to attach conditions to the licence to address those risks, taking account of the local circumstances.

**9.31** Conditions imposed by the licensing authority must be proportionate to the circumstances which they are seeking to address. In particular, licensing authorities should ensure that the premises licence conditions are:

• relevant to the need to make the proposed building suitable as a gambling facility

- directly related to the premises (including the locality and any identified local risks) and the type of licence applied for
- fairly and reasonably related to the scale and type of premises
- reasonable in all other respects.

# 4 - Conditions that may not be attached to premises licences by licensing authorities

**9.32** The Act sets out certain matters that may not be the subject of conditions:

- s.169(4) prohibits a licensing authority from imposing a condition on a premises licence which makes it impossible to comply with an operating licence condition
- s.172(10) provides that conditions may not relate to gaming machine categories, numbers, or method of operation
- s.170 provides that membership of a club or body cannot be required by attaching a condition to a premises licence (the Act specifically removed the membership requirement for casino and bingo clubs and this provision prevents it being reinstated)
- s.171 prevents a licensing authority imposing conditions in relation to stakes, fees, winnings or prizes.

Appendix 4 – Gambling Commission Guidance to Local Authorities – Part 21, Adult Gaming Centres and Mandatory Conditions

# GAMBLING COMMISSION

Conditions and codes of practice applicable to Gaming machine general: Adult gaming centre licences Gaming machine general: Family entertainment centre licences

Including sector-specific extract of LCCP January 2020

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If using an electronic version of this document, please click on the headings to move to the relevant section or provision.

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## **General introduction**

- 1 This document sets out the Gambling Commission's general licence conditions and associated code of practice provisions (LCCP) under the Gambling Act 2005 (the Act) which are applicable to the specified sector(s).
- 2 The LCCP document sets out:

| Part I: (in black)   | statutory conditions attached by virtue of the Act   |
|----------------------|--|
| Part II: (in orange) | the suite of general conditions attached to operating licences   |
| Part III: (in blue)  | the principal code of practice, distinguishing<br>between 'social responsibility' provisions and<br>'ordinary' provisions (the social responsibility<br>provisions are in shaded boxes within the text). |

- 3 An <u>index</u> to the provisions is provided at the end of this document, and if using an electronic version of this document, links are provided from both the contents and index pages to aid navigation.
- 4 Copies of LCCP can be obtained from the Commission's website: <u>www.gamblingcommission.gov.uk</u> 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

- 5 The Commission also produces sector-specific extracts of LCCP and these will be made available on the website. Further information about the history of LCCP (such as the results of completed consultations) and potential future amendments to LCCP can also be found on the website.
- 6 This extract of LCCP comes into force on **1 January 2020**.
- 7 Relevant requirements of the conditions and code provisions were notified in draft to the European Commission in accordance with Directive (EU)2015/1535.

# Part I: Statutory conditions attached by virtue of the Act

#### Social responsibility

This licence is subject to a condition that the licensee ensures compliance with any relevant social responsibility provision of a code of practice issued by the Commission. The social responsibility provisions that are relevant to the activities authorised by this licence are set out in the section entitled Codes of Practice (Part III).

(Sections 24 and 82(1) Gambling Act 2005)

#### Return of stakes to children: AGC

# The following condition applies to gaming machine general: adult gaming centre operating licences only

This licence is subject to a condition that if the licensee (or anyone employed by the licensee to perform an operational function within the meaning of section 80 of the Act) becomes aware that a child or young person is using or has used facilities for gambling provided in reliance on the licence, the licensee:

- (a) must return any money paid in respect of the use of those facilities (whether by way of fee, stake or otherwise) by the child or young person as soon as is reasonably practicable: and
- (b) may not give a prize to the child or young person.

This condition does not apply to use of a Category D gaming machine.

(Section 83(1))

#### Return of stakes to children: FEC

## The following condition applies to gaming machine general: family entertainment centre operating licences only

This licence is subject to a condition that if the licensee (or anyone employed by the licensee to perform an operational function within the meaning of section 80 of the Act) becomes aware that a child or young person is using or has used facilities for gambling provided in reliance on the licence, the licensee:

- (a) must return any money paid in respect of the use of those facilities (whether by way of fee, stake or otherwise) by the child or young person as soon as is reasonably practicable; and
- (b) may not give a prize to the child or young person.

This condition does not apply to use of a Category D gaming machine, or equal chance gaming.

#### (Section 83(1))

## Part 1: Suite of general condition to operating licences under Section 75 of the Gambling Act 2005 (the Act)

## 1 Qualified persons and personal licences

#### **1.1 Qualified persons**

Licence condition 1.1.1 Qualified persons – qualifying position All operating licences, except ancillary remote licences, issued to small-scale operators

- 1 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.
- 2 Schedule X<sup>1</sup> lists those individuals notified to the Commission as qualified persons.
- 3 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 section 104(1)(b) of the Act for amendment of the details of the licence set out in Schedule X<sup>1</sup>.
- 4 An application for amendment under section 104(1)(b) of the Act 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.
- 5 In this condition 'qualified person' has the same meaning as in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.

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

## **1.2 Personal licences**

Licence condition 1.2.1

Specified management offices – personal management 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

- 1 Subject to 6 and 7 below, licensees must ensure:
  - a that each individual who occupies one of the management offices specified in 2 below 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'); and
  - **b** that at least one person occupies at least one of those offices
- 2 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:
  - a the overall management and direction of the licensee's business or affairs
  - b the licensee's finance function as head of that function
  - c the licensee's gambling regulatory compliance function as head of that function
  - d the licensee's marketing function as head of that function
  - e the licensee's information technology function as head of that function in so far as it relates to gambling-related information technology and software
  - f 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
  - **g** 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.
- 3 The person responsible for the licensee's gambling regulatory compliance function as head of that function shall not, except with the Commission's express approval, occupy any other specified management office.
- 4 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.
- 5 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.
- 6 Paragraphs 1 to 5 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').
- 7 During the period of 3 years commencing with the date on which a licensee ceases to be a small-scale operator paragraphs 1 to 6 above shall apply subject to the proviso that the phrase 'each individual' in paragraph 1a 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.

## 4 **Protection of customer funds**

## 4.2 Disclosure to customers

#### Licence condition 4.2.1

Disclosure to customers All operating licences, except gaming machine technical, gambling software, host, ancillary, remote bingo, and ancillary remote casino licences

- 1 Licensees who hold customer funds must set out clearly in the terms and conditions under which they provide facilities for gambling information about whether customer funds are protected in the event of insolvency, the level of such protection and the method by which this is achieved.
- 2 Such information must be according to such rating system and in such form the Commission may from time to time specify. It must be provided in writing to each customer, in a manner which requires the customer to acknowledge receipt of the information and does not permit the customer to utilise the funds for gambling until they have done so, both on the first occasion on which the customer deposits funds and on the occasion of any subsequent deposit which is the first since a change in the licensee's terms in relation to protection of suchfunds.
- 3 In this condition 'customer funds' means the aggregate value of funds held to the credit of customers including, without limitation:
  - a cleared funds deposited with the licensee by customers to provide stakes in, or to meet participation fees in respect of, future gambling;
  - b winnings or prizes which the customer has chosen to leave on deposit with the licensee or for which the licensee has yet to account to the customer; and
  - **c** any crystallised but as yet unpaid loyalty or other bonuses, in each case irrespective of whether the licensee is a party to the gambling contract.

## 5 Payment

### 5.1 Cash and cash equivalents, payment methods and services

#### Licence condition 5.1.1 Cash and cash equivalents All operating licences except gaming machine technical, gambling software and host licences

- 1 Licensees, as part of their internal controls and financial accounting systems, must implement appropriate policies and procedures concerning the usage of cash and cash equivalents (eg bankers drafts, cheques and debit cards and digital currencies) by customers, designed to minimise the risk of crimes such as money laundering, to avoid the giving of illicit credit to customers and to provide assurance that gambling activities are being conducted in a manner which promotes the licensing objectives.
- 2 Licensees must ensure that such policies and procedures are implemented effectively, kept under review, and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

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

6.1 Provision of credit

Licence condition 6.1.1 Provision of credit All gaming machine general operating licences for adult gaming centres and family entertainment centres

#### 1 Licensees must neither:

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

## 7 General 'fair and open' provisions

#### 7.1 Fair and transparent terms and practices

#### Licence condition 7.1.1

Fair and transparent terms and practices All operating licences except gaming machine technical and gambling software licences

- 1 Licensees must ensure that the terms on which gambling is offered, and any consumer notices relating to gambling activity, are not unfair within the meaning of the Consumer Rights Act 2015. Licensees must comply with those terms.
- 2 The contractual terms on which gambling is offered and any notices relating to gambling activity must be transparent within the meaning of the Consumer Rights Act 2015. The contractual terms on which gambling is offered must be made available to customers in an easily accessible way.
- 3 Licensees must ensure that changes to customer contract terms comply with the fairness and transparency requirements under the Consumer Rights Act 2015. Customers must be notified of material changes before they come into effect.
- 4 Licensees must ensure that they do not commit any unfair commercial practices within the meaning of the Consumer Protection from Unfair Trading Regulations 2008, at any stage of their interactions with consumers.

## **12** Anti-money laundering

#### **12.1 Prevention of money laundering and terrorist financing**

#### Licence condition 12.1.1 Anti-money laundering Prevention of money laundering and terrorist financing All operating licences except gaming machine technical and gambling software licences

- 1 Licensees must conduct an assessment of the risks of their business being used for money laundering and terrorist financing. Such risk assessment must be appropriate and must be reviewed as necessary in the light of any changes of circumstances, including the introduction of new products or technology, new methods of payment by customers, changes in the customer demographic or any other material changes, and in any event reviewed at least annually.
- 2 Following completion of and having regard to the risk assessment, and any review of the assessment, licensees must ensure they have appropriate policies, procedures and controls to prevent money laundering and terrorist financing.
- 3 Licensees must ensure that such policies, procedures and controls are implemented effectively, kept under review, revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

## **14** Access to premises

#### 14.1 Access to premises

Licence condition 14.1.1 Access to premises All operating licences

1 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**

#### Licence condition 15.1.1

Reporting suspicion of offences etc - non-betting licences All operating licences except betting, betting intermediary, ancillary remote betting, betting host and remote betting intermediary (trading rooms only) licences

1 Licensees must as soon as reasonably practicable provide the Commission or ensure that the Commission is provided 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.

### 15.2 Reporting key events and other reportable events

#### Licence condition 15.2.1 Reporting key events All operating 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, or ensure the Commission is notified, in such form or manner as the Commission may from time to time specify, 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>1</sup>.

#### **Operator status**

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 or their directors proposing to creditors a composition in satisfaction of its debts or a scheme of arrangement of its affairs.

In the case of licensees which are bodies corporate, but not companies, any event substantially equivalent to those listed at 1 above.

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 arrangement.

#### **Relevant persons and positions**

In the case of licensees who are companies or other bodies corporate having a share capital, the name and address of any person who (whether or not already a shareholder or member) becomes a shareholder or member holding 3% or more of the issued share capital of the licensee or its holding company.

Any investment in a licensee which is not by way of subscription for shares.

The taking of any loan by the licensee, or by a group company who then makes an equivalent loan to the licensee, from any person not authorised by the Financial Conduct Authority: a copy of the loan agreement must be supplied.

The entering into an arrangement whereby a third party provides services to, or grants any licence concession or permission to, the licensee other than for full value: full details of the arrangements must be supplied.

The appointment of a person to, or a person ceasing to occupy, a 'key position': a 'key position' in relation to a licensee is:

- a in the case of a small-scale operator, a 'qualifying position' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006
- b in the case of an operator which is not a small-scale operator, a 'specified management office' as set out in (current) LCCP licence condition 1.2
- c a position the holder of which is responsible for the licensee's anti-money laundering procedures, including suspicious activity reporting
- d any other position for the time being designated by the Commission as a 'key position'. (Notification is required whether or not the person concerned is required to hold a personal management licence and whether or not the event notified requires the licensee to apply for a variation to amend a detail of their licence.)
- 9 Any change to the structure or organisation of the licensee's business which affects a 'key position' or the responsibilities of its holder.

#### **Financial events**

- **10** Any material change in the licensee's banking arrangements, in particular the termination of such arrangements or a particular facility and whether by the licensee or the provider of the arrangements.
- **11** Any breach of a covenant given to a bank or other lender.
- **12** Any default by the licensee or, where the licensee is a body corporate, by a group company in making repayment of the whole or any part of a loan on its due date.
- **13** Any court judgments (in whatever jurisdiction) against the licensee or, where the licensee is a body corporate, a group company, remaining unpaid 14 days after the date of judgment.
- 14 Where the licensee is required to have their accounts independently audited, any qualification to an auditors' report; and 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.
- **15** Any change in the licensee's arrangements for the protection of customer funds in accordance with the general licence condition 4 relating to the protection of customer funds (where applicable).
- **16** Where the licensee holds customer funds in a separate bank account, any deficit on reconciliation of such bank account.
- 17 Any change in the licensee's arrangements as to the methods by which, and/or the payment processors through which, the licensee accepts payment from customers using their gambling facilities (this key event applies to remote casino, bingo and betting operating licences, except ancillary and remote betting intermediary (trading room only) licences).

#### Legal or regulatory proceedings or reports

- 18 The grant, withdrawal or refusal of any application for a licence or other permission made by the licensee, or in the case of a licensee which is a body corporate, any group company of theirs, to a gambling regulator in another jurisdiction. In the case of a withdrawal or refusal of the application, the licensee must also notify the reasons for such withdrawal or refusal. (This condition does not apply to applications for licences or other permissions to carry on activities which would fall outside the scope of a Gambling Commission operating licence if carried out in Britain or with customers in Great Britain.)
- 19a Any investigation by a professional, statutory, regulatory or government body (in whatever jurisdiction) 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.
- **19b** Any criminal investigation by a law enforcement agency in any jurisdiction in relation to which:
  - the licensee is involved (including, but not limited to investigations of crimes allegedly committed against the licensee or involving the gambling facilities provided under the licence), AND
  - the circumstances are such that the Commission might reasonably be expected to question whether the licensee's measures to keep crime out of gambling had failed. Notification of the event must occur as soon as practicable after the licensee becomes aware of any such investigation in which the licensee is involved and measures may have failed.
- 20 The receipt of any report from a professional, statutory or other regulatory or government body (in whatever jurisdiction) of the outcome of a compliance assessment in relation to the gambling activity of the licensee or, where the licensee is a body corporate, of any group company in which at least one person who holds a key position in or in respect of the licensee holds a key position: a copy of the report should be provided where available to the licensee.

- 21 The referral to the licensee's Board, or persons performing the function of an audit or risk committee, of material concerns raised by a third party (such as an auditor) about the provision of facilities for gambling which are expressed (in whatever terms) as requiring attention as a high priority: a summary of the nature of the concerns must be provided.
- 22 The imposition by the licensee 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.
- 23 The commencement (in whatever jurisdiction) of any material litigation against the licensee or, where the licensee is a body corporate, a group company: the licensee must also notify the outcome of such litigation.
- 24 The making of a disclosure pursuant to section 330, 331, 332 or 338 of the Proceeds of Crime Act 2002 or section 19, 20, 21, 21ZA, 21ZB or 21A of the Terrorism Act 2000 (a suspicious activity report): the licensee should inform the Commission of the unique reference number issued by the United Kingdom Financial Intelligence Unit of the National Crime Agency in respect of each disclosure and for the purposes of this key event the five working day period referred to above runs from the licensee's receipt of the unique reference number. The licensee should also indicate whether the customer relationship has been discontinued at the time of the submission.

#### Gambling facilities

- 25a Any breach in the licensee's information security that adversely affects the confidentiality of customer data or prevents customers from accessing their accounts for longer than 24 hours.
- **25b** Where a gaming system fault has resulted in under or overpayments to a player (this includes instances where a fault causes an incorrect prize/win value to be displayed).
- **26** Any change in the identity of the ADR entity or entities for the handling of customer disputes, as required by the social responsibility code provision on complaints and disputes.
- 27 The reference of a dispute to an ADR entity other than one in respect of which contact details were given in accordance with the social responsibility code provision on complaints and disputes; the reason for selection of that ADR entity should be given.
- **28** In the case of remote gambling, the commencement or cessation of trading on website domains *(including mobile sites or mobile device applications)* or broadcast media through which the licensee provides gambling facilities.

#### In this condition:

'body corporate' has the meaning ascribed to that term by section 1173 of the Companies Act 2006 or any statutory modification or re-enactment thereof

- a in respect of a company, 'holding company' and 'subsidiary' have the meaning ascribed to that term by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof
- **b** a 'group company' is any subsidiary or holding company of the licensee and any subsidiary of such holding company.

<sup>1</sup> Key events can be reported securely online at the Commission's website through our eServices system www.gamblingcommission.gov.uk Alternatively, for operators unable to access this system, you can report a key event by email to: <a href="https://www.gamblingcommission.gov.uk">key.events@gamblingcommission.gov.uk</a> Alternatively, for operators unable to access this system, you can report a key event by email to:

Alternatively, for operators unable to access this system, you can report a key event by email to key.events@gamblingcommission.gov.uk

#### Licence condition 15.2.2 Other reportable events All operating licences

- 1 Licensees must also notify the Commission in such form or manner as the Commission may from time to time specify, or ensure that the Commission is so notified, as soon as reasonably practicable of the occurrence of any of the following events<sup>1</sup>:
  - a the conclusion of a dispute referred to an ADR entity and in such case providing the Commission with a copy of the decision or note of the outcome<sup>2</sup>.
  - b any outcome adverse to the licensee of any proceedings taken against the licensee (in whatever jurisdiction) by a customer in relation to a gambling transaction; but excluding proceedings allocated to the County Court small claims track or equivalent in jurisdictions outside England and Wales.
  - c their becoming aware that a group company which is <u>not</u> a Commission licensee is advertising remote gambling facilities to those residing in a jurisdiction in or to which it has not previously advertised or their becoming aware of a sustained or meaningful generation of the 3% / 10% threshold being exceeded by the group.

In this condition:

- a 'group company' has the same meaning as in condition 15.2.1; and
- b without prejudice to section 327 of the Act, 'advertising' includes: having a home page directed towards a jurisdiction and written in, or in one of, that jurisdiction's official language(s), having arrangements enabling that jurisdiction's currency to be selected for gambling or the use of payment methods available only in that jurisdiction, and providing a specific customer service facility referable to that jurisdiction.

<sup>1</sup> Events required to be notified to the Commission by 15.2.1 or 15.2.2 may be reported securely online at the Commission's website through our eServices system <a href="https://www.gamblingcommission.gov.uk">www.gamblingcommission.gov.uk</a> or by email to: <a href="https://www.gamblingcommission.gov.uk">key.events@gamblingcommission.gov.uk</a>

<sup>2</sup> In respect of the referral of disputes to an ADR entity the licensee's attention is drawn to social responsibility code provision **6**.

## **15.3 General and regulatory returns**

#### Licence condition 15.3.1 General and regulatory returns All operating licences

- 1 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:
  - a the numbers of people making use of the facilities and the frequency of such use
  - b the range of gambling activities provided by the licensee and the numbers of staff employed in connection with them
  - **c** the licensee's policies in relation to, and experiences of, problem gambling.
- 2 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>1</sup>.

<sup>1</sup>Regulatory returns can be submitted securely online at the Commission's website through our eServices system available at <u>www.gamblingcommission.gov.uk</u>

## **16** Responsible placement of digital adverts

#### 16.1 Responsible placement of digital adverts

#### Licence condition 16.1.1 Responsible placement of digital adverts All licences

#### 1 Licences must:

- a Ensure that they do not place digital advertisements on websites providing unauthorised access to copyrighted content;
- b take all reasonable steps to ensure that third parties with whom they contract for the provision of any aspect of their business related to the licensed activities do not place digital advertisements on websites providing unauthorised access to copyrighted content; and
- c ensure that the terms upon which they contract with such third parties enable them, subject to compliance with any dispute resolution provisions, to terminate the third party's contract promptly if, in the Licensee's reasonable opinion, the third party has been responsible for placing digital advertisements for the licensed activities on such websites.

## **Part III: Code of practice**

## Introduction

This is the Commission's principal code of practice, issued under section 24 of the Gambling Act 2005.

There are two types of code 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 set out in shaded boxes
- ordinary code provisions: these do not have the status of operator licence conditions but set out good practice. Operators may adopt alternative approaches to those set out in ordinary code provisions if they have actively taken account of the ordinary code provision and can demonstrate that an alternative approach is reasonable in the operator's particular circumstances; or that to take an alternative approach would be acting in a similarly effective manner. Ordinary codes of practice 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 departure from 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 boxes in this section.

## **Code provisions**

## 1 General

#### **1.1 Cooperation and responsibility**

#### Ordinary Code Provision 1.1.1 Cooperation with the Commission All licences

1 As made plain in its *Statement of principles for licensing and regulation*, the Commission expects licensees to conduct their gambling operations in a way that does not put the licensing objectives at risk, to work with the Commission in an open and cooperative way and to disclose anything which the Commission would reasonably need to be aware of in exercising its regulatory functions. This includes, in particular, anything that is likely to have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly. Licensees should have this principle in mind in their approach to, and when considering their compliance with, their obligations under the conditions attached to their licence and in relation to the following provisions of this code.

#### Social responsibility code provision 1.1.2 Responsibility for third parties – all licences All licences

- 1 Licensees are responsible for the actions of third parties with whom they contract for the provision of any aspect of the licensee's business related to the licensed activities.
- 2 Licensees must ensure that the terms on which they contract with such third parties:
  - **a** require the third party to conduct themselves in so far as they carry out activities on behalf of the licensee as if they were bound by the same licence conditions and subject to the same codes of practice as the licensee
  - **b** oblige the third party to provide such information to the licensee as they may reasonably require in order to enable the licensee to comply with their information reporting and other obligations to the Commission
  - **c** enable the licensee, subject to compliance with any dispute resolution provisions of such contract, to terminate the third party's contract promptly if, in the licensee's reasonable opinion, the third party is in breach of contract (including in particular terms included pursuant to this code provision) or has otherwise acted in a manner which is inconsistent with the licensing objectives, including for affiliates where they have breached a relevant advertising code of practice.

## 2 Financial requirements

### 2.1 Anti-money laundering

Ordinary code provision 2.1.2 Anti-money laundering – other than casino All licences except casino licences

1 As part of their procedures for compliance with the requirements in respect to the prevention and detection of money laundering in the Proceeds of Crime Act 2002 and the Terrorism Act 2000, 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).* 

## **3** Protection of children and other vulnerable persons

#### 3.1 Combatting problem gambling

#### Social responsibility code provision 3.1.1 Combating problem gambling All licences

- 1 Licensees must have and put into effect policies and procedures intended to promote socially responsible gambling including the specific policies and procedures required by the provisions of section 3 of this code.
- 2 Licensees must make an annual financial contribution to one or more organisation(s) which are approved by the Gambling Commission, and which between them deliver or support research into the prevention and treatment of gambling-related harms, harm prevention approaches and treatment for those harmed by gambling.

## 3.2 Access to gambling by children and young persons

#### Social responsibility code provision 3.2.3 Access to gambling by children and young persons – AGC SR code All adult gaming centre licences

- 1 Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.
- 2 This must include procedures for:
  - **a** checking the age of apparently underage customers
  - **b** removing anyone who appears to be under age and cannot produce an acceptable form of identification
  - c taking action when there are attempts by under-18s to enter the premises.
- **3** Licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises.
- 4 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.
- **5** In premises restricted to adults, service must be refused in any circumstances where any adult is accompanied by a child or young person.
- 6 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 all relevant prohibitions against inviting children or young persons to gamble or to enter gambling premises, and the legal requirements on returning stakes and not paying prizes to underage customers.
- 7 Licensees must only accept identification which:
  - **a** contains a photograph from which the individual can be identified
  - b states the individual's date of birth
  - **c** is valid
  - **d** is legible and has no visible signs of tampering or reproduction.
- 8 Licensees in fee category C or higher must conduct test purchasing or take part in collective test purchasing programmes, as a means of providing reasonable assurance that they have effective policies and procedures to prevent underage gambling, and must provide their test purchase results to the Commission.

#### Ordinary code provision 3.2.4 Access to gambling by children and young persons – AGC ordinary code All adult gaming centre licences

- 1 The Commission considers acceptable forms of identification to include any identification carrying the PASS logo (for example Citizencard or Validate); a military identification card; a driving licence (including a provisional licence) with photocard; or a passport.
- 2 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.
- 3 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.
- 4 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.
- 5 Licensees in fee categories A or B should consider how they monitor the effectiveness of their policies and procedures for preventing underage gambling (for example by taking part in a collective test purchasing programme) and should be able to explain to the Commission or licensing authority what approach they have adopted.
- 6 In providing training to staff on their responsibilities for preventing underage gambling, licensees should have, as a minimum, policies for induction training and refresher training.

| A | ocial responsibility code provision 3.2.5<br>ccess to gambling by children and young persons – bingo and FEC SR code<br>Il non-remote bingo and family entertainment centre licences  |
|---|---|
| 1 | Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.  |
|   | <ul> <li>This must include procedures for:</li> <li>a checking the age of apparently underage customers</li> <li>b refusing entry to any adult-only areas to anyone unable to produce an acceptable form of identification</li> <li>c taking action when there are unlawful attempts to enter the adult-only areas.</li> <li>Licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises.</li> </ul>   |
| 4 | 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.   |
| 5 | <ul> <li>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:</li> <li>a all relevant prohibitions against inviting children or young persons to gamble on agerestricted products or to enter age-restricted areas;</li> <li>b the legal requirements on returning stakes and not paying prizes to underage customers; and</li> <li>c procedures for challenging any adult who may be complicit in allowing a child or young person to gamble.</li> </ul> |
| 6 | Licensees must only accept identification which:<br>a contains a photograph from which the individual can be identified<br>b states the individual's date of birth<br>c is valid<br>d is legible and has no visible signs of tampering or reproduction.   |
| 7 | Licensees in fee category C or higher must conduct test purchasing or take part in collective test purchasing programmes, as a means of providing reasonable assurance that they have effective policies and procedures to prevent underage gambling, and must provide their test purchase results to the Commission.   |
|   |   |

#### Ordinary code provision 3.2.6 Access to gambling by children and young persons – bingo and FEC ordinary code All non-remote bingo and family entertainment centre licences

- 1 The Commission considers acceptable forms of identification to include: any identification carrying the PASS logo (for example Citizencard or Validate); a military identification card; a driving licence (including a provisional licence) with photocard; or a passport.
- 2 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.
- 3 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.
- 4 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.
- 5 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.
- 6 Licensees in fee categories A or B should consider how they monitor the effectiveness of their policies and procedures for preventing underage gambling (for example by taking part in a collective test purchasing programme) and should be able to explain to the Commission or licensing authority what approach they have adopted.
- 7 In providing training to staff on their responsibilities for preventing underage gambling, licensees should have, as a minimum, policies for induction training and refresher training.

# 3.3 Gambling management tools and responsible gambling management information

#### Social responsibility code provision 3.3.1 Responsible gambling information

All licences, except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting (remote platform) licences

- 1 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.
- **2** The information must cover:
  - **a** 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
  - b timers or other forms of reminders or 'reality checks' where available
  - **c** self-exclusion options
  - **d** information about the availability of further help or advice.
- 3 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'.
- 4 For gambling premises, information must be available in all areas where gambling facilities are provided and adjacent to ATMs. Information must be displayed prominently using methods appropriate to the size and layout of the premises. These methods may include the use of posters, the provision of information on gambling products, or the use of screens or other facilities in the gambling premises. Information must also be available in a form that may be taken away and may also be made available through the use of links to be accessed online or using smart technology. 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.

#### Ordinary code provision 3.3.2 Responsible gambling information – foreign languages All licences, except gaming machine technical, gambling software, host, ancillary remote bingo and ancillary remote casino licences

- 1 Licensees who market their services in one or more foreign languages should make available in that, or those, foreign languages:
  - a the information on how to gamble responsibly and access to help referred to above
  - b the players' guides to any game, bet or lottery required to be made available to customers under provisions in this code
  - **c** 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.

## **3.4 Customer interaction**

#### Social responsibility code provision 3.4.1 Customer interaction

All licences, except non-remote lottery, gaming machine technical, gambling software and host licences

- **1** Licensees must interact with customers in a way which minimises the risk of customers experiencing harms associated with gambling. This must include:
  - **a** identifying customers who may be at risk of or experiencing harms associated with gambling.
  - **b** interacting with customers who may be at risk of or experiencing harms associated with gambling
  - **c** understanding the impact of the interaction on the customer, and the effectiveness of the Licensee's actions and approach.
- 2 Licensees must take into account the Commission's guidance on customer interaction

## 3.5 Self-exclusion

#### Social responsibility code provision 3.5.1 Self-exclusion – non-remote and trading rooms SR code All non-remote licences (except lottery, gaming machine technical and gambling software licences) and remote betting intermediary (trading rooms only) licences

- 1 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.
- 2 Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.
- 3 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.
- 4 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.
- 5 Licensees must close any customer accounts of an individual who has entered a selfexclusion 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.
- 6 Licensees must put into effect procedures designed to ensure that an individual who has selfexcluded cannot gain access to gambling. These procedures must include:
  - **a** 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);
  - **b** photo identification (except where the Licensee can reasonably satisfy themselves that in the circumstances in which they provide facilities for gambling an alternative means of identification is at least as effective) and a signature;
  - c staff training to ensure that staff are able to administer effectively the systems; and
  - **d** the removal of those persons found in the gambling area or attempting to gamble from the premises.
- 7 Licensees must ensure that their procedures for preventing access to gambling by selfexcluded individuals take account of the structure and layout of the gambling premises.
- 8 Licensees must, when administering the self-exclusion agreement, signpost the individual to counselling and support services.

#### Ordinary code provision 3.5.2

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#### Self-exclusion - non-remote ordinary code

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

- 1 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.
- 2 Individuals should be able to self-exclude without having to enter gambling premises.
- **3** Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.
- 4 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.
- 5 Licensees should encourage the customer to consider extending their self-exclusion to other licensees' gambling premises in the customer's local area.
- 6 Customers should be given the opportunity to discuss self-exclusion in private, where possible.
- 7 Licensees should take steps to ensure that:
  - a the minimum self-exclusion period offered is of a duration of not less than 6 nor more than 12 months
  - **b** any self-exclusion may, on request, be extended for one or more further periods of at least 6 months each
  - **c** 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
  - d at the end of the period chosen by the customer, the self-exclusion remains in place for a further 6 months, unless the customer takes positive action in order to gamble again
  - e where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again during the 6 month period following the end of their initial self-exclusion, 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
  - f notwithstanding the expiry of the period of self-exclusion chosen by a customer, no marketing material should be sent to them unless and until they have asked for or agreed to accept such material.
- 8 The licensee should retain the records relating to a self-exclusion agreement at least for the length of the self-exclusion agreement plus a further 6 months.
- 9 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.
- **10** Licensees should have, and put into effect, policies and procedures which recognise, seek to guard against and otherwise address, the fact that some individuals who have self-excluded might attempt to breach their exclusion without entering a gambling premises, for example, by getting another to gamble on their behalf.
- 11 Licensees should have effective systems in place to inform all venue staff of selfexcluded individuals who have recently attempted to breach a self-exclusion in that venue, and the licensees neighbouring venues.
- 12 In providing training to staff on their responsibilities for self-exclusion, licensees should have, as a minimum, policies for induction training and refresher training.

#### Social responsibility code provision 3.5.6 Self-exclusion – multi-operator non-remote SR code

# All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1 Licensees must offer customers with whom they enter into a self-exclusion agreement in respect of facilities for any kind of gambling offered by them at licensed gambling premises the ability to self-exclude from facilities for the same kind of gambling offered in their locality by any other holder of an operating licence to whom this provision applies, by participating in one or more available multi-operator self-exclusion schemes.

#### Ordinary code provision 3.5.7

Self-exclusion – multi-operator non-remote ordinary code All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1 Licensees should contribute to and participate in the development and effective implementation of multi-operator self-exclusions schemes with the aim of making available to customers the ability to self-exclude from facilities for gambling provided by other licensed operators within their local area(s).

#### 3.6 Employment of children and young persons

#### Ordinary code provision 3.6.5 Employment of children and young people – AGCs All adult gaming centre licences

- 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.
- 2 As to **1b**, 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.
- 3 Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:
  - a children and young persons are never asked to perform tasks within **1a or 1b**, above
  - **b** 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.
- 4 Licensees should consider adopting a policy that:
  - a 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
  - **b** 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.

#### Ordinary code provision 3.6.6 Employment of children and young people – FECs All family entertainment centre licences

- 1 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.
- 2 As to 1b, 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.
- 3 Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:
  - a children and young persons are never asked to perform tasks within 1a or 1b, above; and
  - **b** 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.
- 4 Licensees should consider adopting a policy that:
  - a 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; and
  - b 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.

## 3.8 Money lending between customers

#### Ordinary code provision 3.8.2

Money-lending – other than casinos

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

1 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.

# 4 'Fair and open' provisions

## 4.1 Fair terms

Social responsibility code provision 4.1.1 Fair terms All licences, except gaming machine technical and gambling software licences

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

# 5 Marketing

### 5.1 Rewards and bonuses

## Social responsibility code provision 5.1.1

Rewards and bonuses – SR code

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

- 1 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.

#### Ordinary code provision 5.1.2 Proportionate rewards All licences (including ancillary remote licences), except gaming machine technical and gambling software licences

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

#### Social responsibility code provision 5.1.6 Compliance with advertising codes All licences, except lottery licences

- **1** All marketing of gambling products and services must be undertaken in a socially responsible manner.
- 2 In particular, Licensees must comply with the advertising codes of practice issued by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP) as applicable. For media not explicitly covered, licensees should have regard to the principles included in these codes of practice as if they were explicitly covered.
- 3 The restriction on allowing people who are, or seem to be, under 25 years old (ie: those in the 18-24 age bracket) to appear in marketing communications need not be applied in the case of non-remote point of sale advertising material, provided that the images used depict the sporting or other activity that may be gambled on and not the activity of gambling itself and do not breach any other aspect of the advertising codes.

#### Ordinary code provision 5.1.8 Compliance with industry advertising codes All licences

1 Licensees should follow any relevant industry code on advertising, notably the Gambling Industry Code for Socially Responsible Advertising.

#### Social responsibility code provision 5.1.9 Other marketing requirements All licences

- 1 Licensees must ensure that their marketing communications, advertisement, and invitations to purchase (within the meaning of the Consumer Protection from Unfair Trading Regulations 2008) do not amount to or involve misleading actions or misleading omissions within the meaning of those Regulations.
- 2 Licensees must ensure that all significant conditions which apply to marketing incentives are provided transparently and prominently to consumers. Licensees must present the significant conditions at the point of sale for any promotion, and on any advertising in any medium for that marketing incentive except where, in relation to the latter, limitations of space make this impossible. In such a case, information about the significant conditions must be included to the extent that it is possible to do so, the advertising must clearly indicate that significant conditions must be displayed in full no further than one click away.
- **3** The terms and conditions of each marketing incentive must be made available for the full duration of the promotion.

#### Ordinary code provision 5.1.10 Online marketing in proximity to information on responsible gambling All licences

1 Licensees should ensure that no advertising or other marketing information, whether relating to specific offers or to gambling generally, appears on any primary web page/screen, or micro site that provides advice or information on responsible gambling

#### Social Responsibility code provision 5.1.11 Direct electronic marketing consent All licences

1 Unless expressly permitted by law consumers must not be contacted with direct electronic marketing without their informed and specific consent. Whenever a consumer is contacted the consumer must be provided with an opportunity to withdraw consent. If consent is withdrawn the licensee must, as soon as practicable, ensure the consumer is not contacted with electronic marketing thereafter unless the consumer consents again. Licensees must be able to provide evidence which establishes that consent.

# 6 Complaints and disputes

## 6.1 Complaints and disputes

#### Social responsibility code provision 6.1.1 Complaints and disputes All licences (including ancillary remote licensees) except gaming machine technical and gambling software licences

- 1 Licensees must put into effect appropriate policies and procedures for accepting and handling customer complaints and disputes in a timely, fair, open and transparent manner.
- 2 Licensees must ensure that they have arrangements in place for customers to be able to refer any dispute to an ADR entity in a timely manner if not resolved to the customer's satisfaction by use of their complaints procedure within eight weeks of receiving the complaint, and where the customer cooperates with the complaints process in a timely manner.
- **3** The services of any such ADR entity must be free of charge to the customer.
- 4 Licensees must not use or introduce terms which restrict, or purport to restrict, the customer's right to bring proceedings against the licensee in any court of competent jurisdiction. Such terms may, however, provide for a resolution of a dispute agreed by the customer (arrived at with the assistance of the ADR entity) to be binding on both parties.
- **5** Licensees' complaints handling policies and procedures must include procedures to provide customers with clear and accessible information on how to make a complaint, the complaint procedures, timescales for responding, and escalation procedures.
- 6 Licensees must ensure that complaints policies and procedures are implemented effectively, kept under review and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidance published by the Gambling Commission from time to time.
- 7 Licensees should keep records of customer complaints and disputes in such manner as the Commission may from time to time specify in advice or guidance. They must provide information to the Commission about customer complaints, disputes, the outcomes of disputes referred to ADR, and court proceedings adverse to the licensee, also in such manner as the Commission may from time to time specify.

In this code, 'ADR entity' means

- **a** A offering alternative dispute resolution services whose name appears on the list person maintained by the Gambling Commission in accordance with the 'Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and information) Regulations 2015, and
- **b** Whose name appears on the list of providers that meet the Gambling Commission's additional standards found in the document 'Alternative dispute resolution (ADR) in the gambling industry standards and guidance for ADR providers'.

Both lists are on the Commission's website and will be updated from time to time.

# 7 Gambling licensees' staff

## 7.1 Gambling licensees' staff

Social responsibility code provision 7.1.2 Responsible gambling information for staff All licences, including betting ancillary remote licences, but not other ancillary remote licences

1 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.

## 8 Information requirements

## 8.1 Information requirements

#### Ordinary code provision 8.1.1 Information requirements – ordinary code All licences

- 1 As stated earlier in this code, 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 include in particular matters that will have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly and consistently with the licensing objectives.
- 2 Thus, licensees should notify the Commission, or ensure that the Commission is notified, as soon as reasonably practicable and in such form and manner as the Commission may from time to time specify<sup>1</sup>, of any matters which in their view could have a material impact on their business or affect compliance. The Commission would, in particular, expect to be notified of the occurrence of any of the following events in so far as not already notified in accordance with the conditions attached to the licensee's licence<sup>2</sup>:
  - a any material change in the licensee's structure or the operation of its business
  - b any material change in managerial responsibilities or governance arrangements
  - c any report from an internal or external auditor expressing, or giving rise to, concerns about material shortcomings in the management control or oversight of any aspect of the licensee's business related to the provision of gambling facilities.

<sup>1</sup> These matters can be reported securely online at the Commission's website through our eServices system www.gamblingcommission.gov.uk

Alternatively, for operators unable to access this system, you can these events by email to: <u>key.events@gamblingcommission.gov.uk</u>

<sup>2</sup> Events which *must* be reported, because the Commission considers them likely to have a material impact on the nature or structure of a licensee's business, are set out in general licence condition 15.2.1

# **10** Assessing local risk

## **10.1 Assessing local risk**

#### Social responsibility code provision 10.1.1

#### Assessing local risk

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences.

- 1 Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy<sup>1</sup>.
- 2 Licensees must review (and update as necessary) their local risk assessments:
  - **a** to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
  - **b** when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
  - c when applying for a variation of a premises licence; and
  - **d** in any case, undertake a local risk assessment when applying for a new premises licence.

<sup>1</sup>This is the statement of licensing policy under the Gambling Act 2005.

#### Ordinary code provision 10.1.2 Sharing local risk assessments All non-remote casino, adult gamine

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

1 Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

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# App 4 Part 21 from the Gambling Commission Guidance

## Adult Gaming centre – Sector guidance 1 - Introduction

**21.1** Persons operating an adult gaming centre (AGC) must hold a gaming machines general operating licence (adult gaming centre) from the Commission and a premises licence from the relevant licensing authority. They are able to make category B, C and D gaming machines available.

## 2 - Protection of children and young persons

**21.2** No-one under the age of 18 is permitted to enter an AGC. The Act sets outs offences at s.46 ands.47 of inviting, causing or permitting a child or young person to gamble, or to enter certain gambling premises. In addition, Social Responsibility (SR) code 3.2.3(3) in the Licence conditions and codes of practice (LCCP) states that 'licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises in order to prevent underage gambling'.

**21.3** Licensing authorities will wish to have particular regard to the location of and entry to AGCs to minimise the opportunities for under-18s to gain access. This may be of particular importance in areas where young people may be unsupervised for example, where an AGC is in a complex, such as a shopping centre or airport. Licensing authorities should consider whether their statement of policy can be used to reflect such locally based considerations.

## 3 - Self-exclusion

**21.4** Social Responsibility Code Provision 3.5.6 requires that all non-remote casino and bingo and betting licences (except those at a track) and holders of gaming machine general operating licences for adult gaming centres must offer self-exclusion schemes to customers requesting such a facility. There is also an Ordinary Code provision at 3.5.7. The full details can be found within the LCCP<sup>18</sup>.

## 4 - Gaming machines

**21.5** Gaming machine provisions by premises are set out at Appendix A. S.172(1) of the Act, as amended, provides that the holder of an AGC premises licence may make available for use a number of category B gaming machines not exceeding 20% of the total number of gaming machines which are available for use on the premises and any number of category C or D machines. For example, a premises with a total of 25 gaming machines available for use can make five or fewer category B3 gaming machines available on those premises.

**21.6** Premises subject to a licence granted before 13 July 2011 are entitled to make available four category B3/B4 gaming machines, or 20% of the total number of gaming machines, whichever is the greater. AGC premises licences granted on or after 13 July 2011 are entitled to 20% of the total number of gaming machines only. Regulations specify that the category B machines should be restricted to sub-category B3 and B4 machines, but not B3A machines (S1



2158 The Categories of Gaming Machine Regulations 2007 (opens in new tab)). Licensing authorities should ensure that gambling machines are made available for use in a manner consistent with our guidance within Part 16. For the purpose of calculating the category B machine entitlement in gambling premises, gaming machines should only be counted if they can be played simultaneously by different players without physical hindrance. This includes tablets.

**21.7** Where the operator of an existing AGC premises licence applies to vary the licence and acquire additional AGC premises licences - so that the area that was the subject of a single licence will become divided between a number of separate licensed premises - each separate licensed premises must only contain the permitted machine entitlement. For example, where two separate AGC premises have been created adjacent to each other by splitting a pre-existing premises, it is not permissible to locate eight category B3 gaming machines in one of the resulting premises and none in the other, as the gaming machine entitlement for that premises would be exceeded. Part 7 explains in greater detail what constitutes premises.

## **5 - AGC premises licence conditions**

**21.8** Part 9 of this guidance discusses the mandatory and default conditions that attach to premises licences. Currently there are no default conditions specific to AGCs.

## **Mandatory conditions**

**21.9** A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years will be admitted to the premises.

**21.10** There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although licensing authorities may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than gambling, for there to be no direct access.

**21.11** 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 cease gambling at any gaming machine in order to do so.

**21.12** The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. Additionally in Scotland the sale of alcohol on the premises is specifically prohibited. A notice stating this should be displayed in a prominent place at every entrance to the premises.



# Appendix 5 – Statement of Gambling Policy and the Local Area Profile

# HARINGEY STATEMENT OF GAMBLING POLICY 2019-2022



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#### Foreword – Cllr Amin (Cabinet Member)

Haringey is the Future of London, an exciting, vibrant borough with a wide range of leisure and cultural opportunities. This includes gambling, a legal entertainment activity that brings enjoyment to many Haringey residents. The Council's policy is that residents should have the opportunity to enjoy gambling in safe, controlled way, free from harm. This is only possible if the specific risks associated with gambling in Haringey are understood by all, if the Council takes a strong approach to licensing, and if gambling operators show genuine responsibility in the steps they take to respond to risks.

This Gambling Policy lays out the risks associated with gambling that we face in Haringey, and what the Council expects of gambling operators in terms of their response to those risks. The risks we are concerned about include those covered by the licensing objectives of the Gambling Act 2005 - crime and disorder, and the harm/exploitation of children and other vulnerable persons. There are also Haringey-specific risks - we are particularly concerned about the clustering of betting shops in Haringey's most deprived communities, where there is also a higher incidence of crime, mental health conditions and demand for debt advice. Haringey is particularly concerned about the health impacts of problem gambling. In particular there are significantly higher risks associated with category B Fixed Odds Betting Terminals (FOBTs) in gambling addictions and the associated harm to health and wellbeing.

We welcome the requirement of the Gambling Commission's Licence Conditions and Codes of Practice, for licensees to assess and respond to the local risks to the licensing objectives posed by the provision of gambling facilities at their premises. We will ensure that the local risks assessments produced by gambling operators are meaningful and reflective of the real risks in Haringey. This policy lays out the evidence for what those local risks are, identifies the particular borough wards in which risks are most manifest, and crucially, clearly defines what sorts of policies, procedures or control measures we expect gambling operators to put in place to mitigate the risks.

Considering local risks is only part of the overall approach needed to control gambling we are still reliant on gambling operators demonstrating genuine social responsibility and responding to the spirit, not just the letter, of their responsibilities around local risk assessments. We work with operators to strive to meet expectations in full and put in place policies, procedures and control measures that make a genuine difference in reducing the risk of gambling related harms. In particular, we call on operators to respond to our concerns about FOBTs, through policies that promote verified accounts and enable problem gambling to be identified early in a way that triggers effective interventions.

For these reasons, this Authority has set out to establish a gambling licensing policy which recognises good industry practice and intends to support responsible operators but sets out to offer adequate protections to our local community.

The clarity of our expectations and our commitment to constructive partnership working with operators, means there is no excuse for inadequate risk assessments or policy proposals from operators. We will continue to monitor the impact of gambling on our communities in detail and listen to the views of our residents, public sector partners and voluntary sector. Whilst self-regulation is important if operators consistently fail to respond to Haringey's specific risks and exercise social responsibility and governance, we will not hesitate to lead the call for greater licensing powers to be granted to Local Authorities.

Integral to this has been the analysis of gambling related harm which informs this policy. The analysis explored local area based vulnerability to gambling related harm and, as such,

provided both context to this policy and a 'local area profile'. This enables consideration to be given to local issues that must be addressed by local operators and to the extent to which any further development of a gambling offer within the borough may be appropriate.

## Part A Statement of Gambling Policy

### 1. Introduction

The London Borough of Haringey (the Council) became a "Licensing Authority" under the Gambling Act 2005 (the Act), which came into force in 2007 and established a new regime for the regulation of commercial gambling whilst repealing a number of pieces of older law.

- 1.1. The policy opens with a more general introduction to Haringey (Section A), followed by detail on the objectives this Authority will rely on in fulfilling its licensing responsibilities (section B). Section C of this policy sets out the principles and considerations this Authority will go through in determining gambling premises licences. All new and current operators must have regard to this section when compiling local risk assessments and should make this section their starting point when absorbing the content of this policy alongside the Local Area Profile supplementary guidance. The steps that this and other responsible authorities would wish to see given appropriate consideration within risk assessments and operating schedules. It is intended to reflect and enhance industry good practice. This section is also intended to make clear certain aspects of the applications process for the benefit of all. This includes information on consultation, responsible authorities, interested parties and relevant objections. Sections D (permits etc) sets out in some detail the various permits, Section E deals with enforcement matters, establishing how this Authority and partner service and external agencies intend to work collaboratively together, in a fair, transparent, open and consistent manner, to provide intelligent directed regulation.
- 1.2. The Act requires the Council, along with all other licensing authorities, to publish a statement of Gambling Policy that will be applied when carrying out its licensing functions. This statement of Licensing Policy (the statement) fulfils that statutory requirement and details the Council's general approach to the making of decisions under the Act. Where updates are required due to changes in national legislation, statutory guidance or contact details the council reserves the right to amend this policy without consultation where it is necessary to ensure policy reflects national legislation or statutory guidance.
- 1.3. The main function of the Council as a Licensing Authority, through its licensing committee, will be to licence premises where gambling is to take place and issue a range of licences, permits and authorisations for gambling in its area. The Licensing Authority will also have power to impose conditions and review licences.
- 1.4. The Council will be empowered by the Act to take enforcement action when an offence under the legislation has been committed. Offences include when premises or activities are unlicensed, or licence conditions are not complied with; to support this enforcement there are powers of entry and inspection.
- 1.5. This policy refers to the Gambling Commission, which has wider functions under the Act and with whom the Council will work alongside as a dual regulator. However, it does not discuss the role and responsibilities of the Commission and any references in this policy will only be insofar as it impacts on, or clarifies, this Authority's functions. For example, the Commission is exclusively responsible for issuing operator and personal licences, which is a necessity before the Council can consider an application for a premises licence.

1.1 The Gambling Commission is also mentioned in this policy as being responsible for issuing Codes of Practice and Guidance to licensing authorities regarding the manner in which they are to exercise their functions. This policy endorses the principles set out in the Gambling Commission Guidance and key licensing objectives and confirms that the Council will take account of all such guidance. This statement must be published at least every three years. The statement must also be reviewed from "time to time" and any amended parts re-consulted upon. The policy must then be re-published.

#### 2. Consultation

Haringey Council consulted widely upon this Policy statement before finalising and publishing. A list of those persons consulted is provided below, in line with the Act and the Gambling Commission's Guidance.

- The Chief Officer of Police;
- The Fire Authority
- One or more persons who appear to the authority to represent the interests of persons carrying on gambling businesses in the authority's area;
- One or more persons who appear to the authority to represent the interests of persons who are likely to be affected by the exercise of the authority's functions under the Gambling Act 2005.
- Services within the Council with an interest in the gambling process (Responsible Authorities)
- Local Safeguarding Children Board
- Councillors
- H.M Revenue and Customs
- Other organisations that appear to be affected by licensing matters covered in the Policy.
- Neighbouring boroughs.
- Local residents association
- 2.1. Our consultation took place between 19<sup>th</sup> November 2018 and 28<sup>th</sup> January 2019 and we followed the HM Government Code of Practice on Consultation (published July 2012).
- 2.2. The full list of comments made and the consideration by the Council of those comments is available/will be available by request to: Licensing@haringey.gov.uk / via the Council's website at: <a href="https://www.haringey.gov.uk/licensing">www.haringey.gov.uk/licensing@haringey.gov.uk</a> / via the Council's website at: <a href="https://www.haringey.gov.uk/licensing">www.haringey.gov.uk/licensing</a>
- 2.3. The policy was approved at a meeting of the Full Council on (TBC) and was published via our website on. Copies were placed in the public libraries of the area as well as being available in the Civic Centre.
- 2.4. Should you have any comments as regards this policy statement please send them via email or letter to the following contact:

Licensing Team Level 1 River Park House 225 High Road, Wood Green London N22 8GH <u>licensing@haringey.gov.uk</u> 2.5. It should be noted that this statement of licensing policy will not override the right of any person to make an application, make representations about an application, or apply for a review of a licence, as each will be considered on its own merits and according to the statutory requirements of the Gambling Act 2005. The council acknowledges that it may need to depart from this policy and from the guidance issued under the Act in individual and exceptional circumstances, and where the case merits such a decision in the interest of the promotion of the licensing objectives. Any such decision will be taken in consultation with the appropriate legal advisors for the Licensing Authority, and the reasons for any such departure will be fully recorded.

#### 3. Objectives

In exercising most of its functions under the Gambling Act 2005 the Council as the Licensing Authority must have regard to the following licensing objectives:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or used to support crime;
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 3.1. It should be noted that the Gambling Commission has stated: "The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling".
- 3.2. The Council is aware that, as per Section 153, in making decisions about premises licences and temporary use notices it should aim to permit the use of premises for gambling insofar as it thinks it is:
  - In accordance with any relevant code of practice issued by the Gambling Commission;
  - In accordance with any relevant guidance issued by the Gambling Commission;
  - Reasonably consistent with the licensing objectives;
  - In accordance with the Council's Statement of Licensing Policy. In particular, the Council requires operators to take account of the local area profile of the borough contained within this policy.

The Council is required under the Act to:

- Be responsible for the licensing of premises where gambling activities are to take place by issuing Premises Licences;
- Issue Provisional Statements;
- Regulate members' clubs who wish to undertake certain gaming activities via issuing Club Gaming Permits and/or Club Machine Permits; Issue Club Machine Permits to Commercial Clubs;
- Grant permits for the use of certain lower stake gaming machines at unlicensed family entertainment centres;
- Receive notification from alcohol licensed premises (under the Licensing Act 2003) of the use of two or fewer gaming machines;
- Issue Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where there are more than two machines;
- Register small society lotteries below prescribed thresholds;
- Issue Prize Gaming Permits; Receive and endorse Temporary Use Notices;

- Receive Occasional Use Notices;
- Provide information to the Gambling Commission regarding details of licences issued (see section below on information exchange);
- Maintain registers of the permits and licences that are issued under these functions.
- 3.3. It should be noted that local licensing authorities are not involved in licensing remote gambling at all, which is regulated by the Gambling Commission via Operator Licences.
- 3.4. The Council recognises that the licensing function is only one means of promoting delivery of the three objectives and should not therefore be seen as a means for solving all problems within the community. The Council will therefore work in partnership with neighbouring authorities, Metropolitan Police Service, the Community Safety Partnership, local businesses, local people and those involved in child protection to promote the licensing objectives as outlined. In addition, the Council recognises its duty under Section 17 of the Crime and Disorder Act 1998, with regard to the prevention of crime and disorder.
- 3.5. The scheme of delegation is set out at Appendix 1.

#### 4. Declaration

This statement of licensing policy will not override the right of any person to make an application, make representations about an application, or apply for a review of a licence, as each will be considered on its own merits and according to the statutory requirements of the Gambling Act 2005.

4.1. In producing this document, the council declares that it has had regard to the licensing objectives of the Gambling Act 2005, the guidance issued by the Gambling Commission, and any responses from those consulted on the policy statement.

#### 5. Responsible Authorities

The Act empowers certain agencies to act as responsible authorities so that they can employ their particular area of expertise to help promote the licensing objectives. Responsible authorities are able to make representations about licence applications, or apply for a review of an existing licence. Responsible authorities will also offer advice and guidance to applicants.

- 5.1. The council is required by regulations to state the principles it will apply to designate, in writing, a body which is competent to advise the authority about the protection of children from harm. The principles are:
  - The need for the body to be responsible for an area covering the whole of the licensing authority's area and the need for the body to be answerable to democratically elected persons, rather than any particular vested interest group etc.
  - Answerable to democratically elected Councillors and not to any particular interest group.
- 5.2. In accordance with the regulations the Council designates the Director of Children Services for this purpose.

- 5.3. The following are Responsible Authorities:
  - The Gambling Commission
  - Her Majesty's Commissioners of Customs and Excise (now known as Her Majesty's Revenue & Customs)
  - The Metropolitan Police Service
  - The London Fire and Emergency Planning Authority
  - The Council, as Licensing Authority
  - The Council, as Planning Authority
  - The Council's Director of Children's Services
  - The Council's Environmental Health Service
  - The Council's Public Health Service
  - Any other person or body who may be prescribed by regulations made by the Secretary of State for Culture, Media and Sport ('the Secretary of State')
- 5.4. Contact details of all the Responsible Authorities under the Gambling Act 2005 are available on the Council's web site. Contact details of all the responsible authorities under the Gambling Act 2005 are available on the council's website within the guidance documents at Appendix 5.

#### 6. Interested parties

Interested parties are certain types of people or organisations that have the right to make representations about licence applications, or apply for a review of an existing licence. These parties are defined in the Gambling Act 2005 as follows:

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

lives sufficiently close to the premises to be likely to be affected by the authorised activities,

has business interests that might be affected by the authorised activities, or

represents persons who satisfy paragraph (a) or (b)"

- 6.1. The Council is required by regulations to state the principles it will apply to determine whether a person is an interested party. The principles are:
  - Each case will be decided upon its merits. The council will not apply a rigid rule to its decision making. It will consider the examples of considerations provided in the Gambling Commission's Guidance to local authorities.
  - Within this framework the Council will accept representations made on behalf of residents and tenants associations.
  - In order to determine if an interested party lives or has business interests, sufficiently close to the premises to be likely to be affected by the gambling activities, the council will consider factors such as the size of the premises and the nature of the activities taking place.
- 6.2. The following are not valid reasons to reject applications for premises licences:
  - a) Moral objections to gambling
  - b) The 'saturation' of gambling premises unless there is evidence that the premises poses a risk to the licensing objectives in that locality

- c) A lack of 'demand'
- d) Whether the proposal is likely to receive planning or building regulations consent
- 6.3. The council will provide more detailed information on the making of representations in a separate guidance note. The guidance note has been prepared in accordance with relevant Statutory Instruments and Gambling Commission guidance.

#### 7. Exchange of information

Licensing authorities are required to include in their policy statement the principles to be applied by the authority with regards to the exchange of information between it and the Gambling Commission, as well as other persons listed in Schedule 6 to the Act.

7.1. The principle that the council applies is that it will act in accordance with the provisions of the Gambling Act 2005 in its exchange of information which includes the provision that the Data Protection Act 2018 will not be contravened. The council will also have regard to any guidance issued by the Gambling Commission to local authorities on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.

#### 8. Gambling Prevalence and Problem Gambling

In 2015 the Gambling Commission commissioned research by NatCen to study gambling behaviour in the UK. The research aim was to:

- Describe the prevalence of gambling participation, at-risk gambling and problem gambling and;
- Explore characteristics associated with gambling participation, at-risk gambling, and problem gambling.
- 8.1. It found that 63% of adults (16+) in Great Britain had gambled in the previous year, with men (66%) being more likely than women (59%) to do so. Previous year gambling participation varied by age with participation rates being highest among the middle age groups and lowest among the very young or very old. This pattern was the same for men and women. Rates of previous year gambling are heavily influenced by the popularity of the National Lottery. Overall, 45% of British adults had gambled on other activities in the past year. When National Lottery only gamblers are excluded, gambling participation was highest among younger adults. Among both men and women the most popular forms of gambling were: purchase of tickets for the National lottery (46%); purchase of scratch cards (23%), and participation in other lotteries (15%).
- 8.2. At-risk gambling was measured using the Problem Gambling Severity Index (PGSI). This identifies people who have experienced some difficulty with their gambling behaviour but who are not classified as problem gamblers. Two groups are identified: gamblers at 'low risk of harm' (a PGSI score of 1-2) and gamblers at 'moderate risk' of harm (a PGSI score of 3-7). Overall, 2.8% of adults were low risk gamblers (a PGSI score of 1-2) and a further 1.1% were moderate risk gamblers (a PGSI score of 3-7), meaning that overall 3.9% of adults had a PGSI score which categorised them as 'at-risk' gamblers. Rates of low risk and moderate risk gambling were higher among men than women and were higher among younger age groups.
- 8.3. The highest rates of problem gambling were among those who had participated in spread betting (20.1%), betting via a betting exchange (16.2%), playing poker in pubs or

clubs (15.9%), betting offline on events other than sports or horse or dog racing (15.5%) and playing machines in bookmakers (11.5%).

- 8.4. Problem gambling was more prevalent among people who had participated in a number of gambling activities in the past year (prevalence was 11.9% for those who participated in seven or more activities compared to 0.3% of those who had taken part in just one gambling activity in the last year).
- 8.5. The GamCare annual review (2016-2017)2 reported the following:
  - 43,367 calls/webchats were answered by Help Line in 16/17 compared to 34,198 the year before a 23% in calls.
  - An even split of calls made in relation to online and offline gambling.
  - 77% of calls were made by the gambler, 20% were made by an affected other.
  - The greatest impact of problem gambling reported is anxiety/stress, financial difficulties and family/relationship difficulties.
  - 2 million unique visitors to the website, which was double to last year.
  - 1,200 more clients treated this year compared to last year.

#### 9. Gambling in Haringey

In Haringey we currently have 64 Betting shops, 5 AGCs, 1 Bingo premises and 2 track betting premises.

9.1 In April 2011 a Haringey scrutiny report noted that betting shops were located disproportionately within the east of the borough (85%), and that here was a correlation between the location of betting shops and social deprivation with 43% of betting shops are located in the most deprived super output areas (10%) of the borough.

9.2 Although gambling is a legal entertainment activity it can, in some locations have a negative impact on individuals and the wider community. The Council has worked to understand how gambling can affect its residents and visitors. The Council has also sought to identify individuals who live in the local area who are potentially vulnerable to gambling related harm. Haringey has considered the evidence gathered on the health/social impacts of gambling through our partners such as Public Health and Citizens advice Centres to bring together the local area profile. We expect license applicants/holders to take account of that information to mitigate those impacts effectively through their risk assessments and thereby have meaningful dialogue with the Council, Police and other partners in addressing the concerns identified.

## Part B Promotion of the licensing objectives

# 10. Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime

- 10.1. This licensing authority is aware that the Gambling Commission will be taking a leading role in preventing gambling from being a source of crime, and that regulatory issues arising from the prevention of disorder are likely to focus almost exclusively on premises licensing, which is the remit of the Licensing Authority. The Gambling Commission's guidance does however envisage that licensing authorities should pay attention to the proposed location of gambling premises in terms of this licensing objective. Where an area is known to have high levels of crime this authority will consider carefully whether gambling premises are suitable to be located there, taking into account such factors as,
  - levels of recorded crime,
  - the type of that crime,
  - levels of ASB related complaints.
- 10.2. Applicants are advised to examine crime and ASB statistics that relate to the vicinity of their application. This will allow for the application to be tailored to the specific locality and to include any additional measures potentially required to support the objective to be set out in the application. This may also reduce the likelihood of objections being made to the application. Advice about accessing such data can be provided by the Licensing Authority.
- 10.3. This Licensing Authority accepts that issues of nuisance cannot be addressed via the Gambling Act provisions, although preventing gambling from being a source of disorder is a licensing objective. The Licensing Authority is also mindful that what starts as nuisance may subsequently escalate to disorder, and that such disorder can have a serious effect on the lives of local residents. If an application for licence review were to be made on the basis of disorder the authority will then distinguish between disorder and nuisance, considering factors such as:
  - whether police assistance was required;
  - how threatening the behaviour was to those who could see it;
  - how frequently it is reported;
  - prevalence of persons loitering outside;
  - the times of day when disorder is reported;
  - the impact on residents.
- 10.4. Issues of nuisance cannot be addressed by the Gambling Act provisions however problems of this nature can be addressed through other legislation as appropriate.

#### 11. Ensuring that gambling is conducted in a fair and open way

- 11.1. The council is aware that except in the case of tracks (see section 21) generally the Gambling Commission does not expect licensing authorities to become concerned with ensuring that gambling is conducted in a fair and open way as this will be addressed via operating and personal licences.
- 11.2. However the council will familiarise itself with operator licence conditions and will communicate any concerns to the Gambling Commission about misleading advertising or any absence of required game rules or other matters as set out in the Gambling Commission's Licence Conditions and Code of Practice.

- 11.3. Examples of the specific steps the council may take to address this area can be found in the various sections covering specific premises types in Part C of this document and also in Part D which covers permits and notices.
- 12.Protecting children and other vulnerable persons from being harmed or exploited by gambling

#### 12.1 Protection of children

This licensing objective means preventing children from taking part in most types of gambling. The council will therefore consider whether specific measures are required at particular premises, with regard to this licensing objective. Appropriate measures may include supervision of entrances / machines, segregation of areas etc.

- 12.2 In premises that may attract children this Authority expects licence holders to train staff to recognise child sexual exploitation, and for staff to be able to demonstrate an understanding of the steps they should take if their suspicions are aroused.
- 12.3 The Act provides the following definition for child and young adult in Section 45: Meaning of "child" and "young person"
  - (1) In this Act "child" means an individual who is less than 16 years old.
  - (2) In this Act "young person" means an individual who is not a child but who is less than 18 years old.

For the purpose of this section protection of children will encompass both child and young person as defined by the Act.

- 12.4 The council will pay particular attention to any codes of practice which the Gambling Commission issues as regards this licensing objective in relation to specific premises.
- 12.5 Examples of the specific steps the council may take to address this area can be found in the various sections covering specific premises types in Part C of this document and also in Part D which covers permits and notices.

#### 13 Protection of vulnerable people

The council is aware of the difficulty in defining the term "vulnerable person".

13.1 The Gambling Commission, in its Guidance to Local Authorities, does not seek to offer a definition for the term "vulnerable people" but will, for regulatory purposes assume that this group includes people:

"who gamble more than they want to, people who gamble beyond their means, elderly persons, and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, or because of the influence of alcohol or drugs."

- 13.2 The Department of Health document "No Secrets" offers a definition of a vulnerable adult as a person:"who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation."
- 13.3 In the case of premises licences the council is aware of the extensive requirements set out for operators in the Gambling Commissions Code of Practice. In this document the

Gambling Commission clearly describe the policies and procedures that operators should put in place regarding:

- Combating problem gambling;
- Access to gambling by children and young persons;
- Information on how to gambling responsibly and help for problem gamblers;
- Customer interaction;
- Self-exclusion;
- Employment of children and young persons.
- 13.4 All applicants should familiarise themselves with the operator licence conditions and codes of practice relating to this objective and determine if these policies and procedures are appropriate in their circumstances. The council will communicate any concerns to the Gambling Commission about any absence of this required information.
- 13.5 Applicants should consider the following proposed measures for protecting and supporting vulnerable persons, for example:
  - leaflets offering assistance to problem gamblers should be available on gambling premises in a location that is both prominent and discreet, such as toilets;
  - training for staff members which focuses on building an employee's ability to maintain a sense of awareness of how much (e.g. how long) customers are gambling, as part of measures to detect persons who may be vulnerable;
  - trained personnel for the purpose of identifying and providing support to vulnerable persons;
  - self-exclusion schemes;
  - operators should demonstrate their understanding of best practice issued by organisations that represent the interests of vulnerable people;
  - posters with GamCare Helpline and website in prominent locations;
  - windows, entrances and advertisements to be positioned or designed not to entice passers-by.
- 13.6 It should be noted that some of these measures form part of the mandatory conditions placed on premises licences.
- 13.7 The council may consider any of the above or similar measures as licence conditions should these not be adequately addressed by any mandatory conditions, default conditions or proposed conditions by the applicant.

## Part C Types of Gambling Premises licences

- 14. Premises licences are subject to the requirements set-out in the Gambling Act 2005 and regulations, as well as specific mandatory and default conditions which are detailed in regulations issued by the Secretary of State. Licensing authorities are able to exclude default conditions and also attach others, where it is believed to be appropriate.
- 14.1 The Council is aware that in making decisions about premises licences it should aim to permit the use of premises for gambling in so far as it thinks it: is :

- in accordance with any relevant code of practice issued by the Gambling Commission;
- in accordance with any relevant guidance issued by the Gambling Commission;
- reasonably consistent with the licensing objectives; and
- in accordance with the authority's statement of licensing policy.
- 14.2 It is appreciated that as per the Gambling Commission's Guidance for local authorities "moral objections to gambling are not a valid reason to reject applications for premises licences" (except as regards any 'no casino resolution') and also that unmet demand is not a criterion for a licensing authority.
- 14.3 The council will issue premises licences to allow those premises to be used for certain types of gambling. For example premises licences will be issued to amusement arcades, bingo halls, bookmakers and casinos.
- 14.4 Applicants should also be aware that the Gambling Commission has issued Codes of Practice for each interest area for which they must have regard. The council will also have regard to these Codes of Practice.

#### 15 Definition of "premises"

Premises are defined in the Act as "any place". Different premises licences cannot apply in respect of a single premises at different times. However, it is possible for a single building to be subject to more than one premises licence, provided they are for different parts of the building and the different parts of the building can be reasonably regarded as being different premises. Whether different parts of a building can properly be regarded as being separate premises will always be a question of fact in the circumstances.

- 15.1 The council will take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular the council will assess entrances and exits from parts of a building covered by one or more licences to satisfy itself that they are separate and identifiable so that the separation of different premises is not compromised and that people do not 'drift' into a gambling area.
- 15.2 The council will pay particular attention to applications where access to the licensed premises is through other premises (which themselves may be licensed or unlicensed). Issues that the council will consider before granting such applications include whether children can gain access, compatibility of the two establishments; and the ability to comply with the requirements of the Act. In addition, an overriding consideration will be whether, taken as a whole, the co-location of the licensed premises with other facilities has the effect of creating an arrangement that otherwise would, or should, be prohibited under the Act.

# 15.3 The Gambling Commission's relevant access provisions for each premises type are reproduced below

| Type of Premises | Access Provisions  |
|------------------|--|
| Casinos          | • the principal entrance to the premises must be from a 'street' |

| AGCs           | <ul> <li>no entrance to a casino must be from<br/>premises that are used wholly or mainly by<br/>children and/or young persons</li> <li>no customer must be able to enter a casino<br/>directly from any other premises which holds<br/>a gambling premises licence.</li> <li>no customer must be able to access the<br/>premises directly from any other licensed<br/>gambling premises.</li> </ul> |
|----------------|--|
| Betting shops  | <ul> <li>access must be from a 'street' or from<br/>other premises with a betting premises<br/>licence</li> <li>no direct access from a betting shop to<br/>another premises used for the retail sale of<br/>merchandise or services. In effect there<br/>cannot be an entrance to a betting shop<br/>from a shop of any kind unless that shop is<br/>itself a licensed betting premises.</li> </ul> |
| Tracks         | no customer must be able to access the premises directly from a casino or AGC  |
| Bingo premises | • no customer must be able to access the premises directly from a casino, an AGC or a betting premises, other than a track   |
| FECs           | • no customer must be able to access the premises directly from a casino, an AGC or a betting premises, other than a track.  |

- 15.4 An applicant cannot obtain a full premises licence until they have the right to occupy the premises to which the application relates.
- 16. Licence Conditions Code of Practice (LCCP) Application of Social Responsibility Codes.
- 16.1 The Gambling Commission has issued 'Licence Conditions and Codes of Practice (LCCP) under the Gambling Act 2005 which came into effect on 6<sup>th</sup> May 2018. These were a significant update on previous LCCP and are in three parts:
  - General Conditions attached to operating licences
  - Principal Code of Practice: Social Responsibility provisions and Ordinary provisions
  - General Conditions attached to Personal Licences.
- 16.2 Haringey will expect all applicants to have considered the LCCP and included relevant parts within their application.
- 16.3 In particular, all non-remote licensees 'must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy' (Social responsibility (SR) code

10.1.1); and 11.4 Local risk assessments must be reviewed when there are significant changes in local circumstances (including those identified in a licensing authority's statement of licensing policy) or at the premises, or when applying for a new licence or variation of a licence (SR code 10.1.2).

16.4 Haringey may, at its discretion, add conditions from the Gambling Commission LCCPs to any applicants licence as it sees fit.

#### 17 Local Area Profile and Risk Assessments

Haringey is an improving progressive borough, however, as can be seen from the analysis provided under the local area profile, the east of the borough compares poorly with the west and carry's high levels of deprivation that potentially puts people in those areas at risk to gambling related harm. From 6 April 2016, it is a requirement of the Gambling Commission's Licence Conditions and Codes of Practice (LCCP), under section 10 for licensees to assess the local risks to the licensing objectives posed by the provision of gambling facilities at their premises and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in this policy.

- 17.1 This position gives rise to serious concerns of the impact of any further increase in the number of gambling premises in those most vulnerable and 'at risk' areas of the borough. This Authority considers that it is necessary to seek to control the number of facilities for gambling in areas where its most vulnerable residents may be placed at increasing risk, and in line with the duty, to aim to permit gambling insofar as it is reasonably consistent with the pursuit of the licensing objectives. All areas shown within the local area profile as being at high overall risk of gambling related harm, are generally considered inappropriate for further gambling establishments, which would tend to raise the risk of gambling related harm to vulnerable people living in those areas. Operators are asked to consider very carefully whether seeking to locate new premises or relocating existing premises within these areas would be consistent with the licensing objectives. Wherever the facilities are proposed, operators should consider, having regard to the individual mapping provided, each of the specific characteristics of their local area. Each premises' specific risk-assessment should recognise these and provide appropriate proactive mitigation or control measures.
- 17.2 The council is aware that demand issues (e.g. the likely demand or need for gambling facilities in an area) cannot be considered with regard to the location of premises but that considerations in terms of the licensing objectives can. The council will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder. With regards to these objectives it is the council's policy, upon receipt of any relevant representations to look at specific location issues including:
  - the possible impact a gambling premises may have on any premises that provide services to children or young people, i.e. a school, or vulnerable adult centres in the area;
  - the possible impact a gambling premises may have on residential areas where there may be a high concentration of families with children;
  - the size of the premises and the nature of the activities taking place;
  - any levels of organised crime in the area.

- 17.3 It is a requirement of the code that such risk assessments should be shared with the Council when applying for a new licence, making a variation or when there is a significant change in local circumstances (including any update of the Gambling Policy). Where there are significant changes at a licensee's premises that may affect the mitigation of local risk, or otherwise on request from the Authority. The LB Haringey expects that such risk assessments will automatically be shared for all premises and to take into account the following:
- 17.4 Any special risks created by geographic location. To include schools, colleges or establishments frequented by children and young people, residential areas where there may be a high concentration of children and young persons, and the measures proposed to reduce any specific risk of children and young people from these premises accessing gambling facilities at the licensee's premises and to identify any potential risks to vulnerable persons. Assessment of risk covers the following:
  - a. Identify risk factors
  - b. Who can be harmed and how
  - c. Evaluate the risk
  - d. Record and score findings
  - e. Monitor and review
- 17.5 Other matters that the assessment may include:
  - local area crime statistics;
  - whether the premises is in an area of deprivation;
  - whether the premises is in an area subject to high levels of crime and/or disorder;
  - the ethnic profile of residents in the area;
  - the demographics of the area in relation to vulnerable groups;
  - the location of services for children such as schools, playgrounds, toy shops, leisure centres and other areas where children will gather;
  - the training of staff to recognise child sexual exploitation and the steps to be taken if it is suspected;
  - details as to the location and coverage of working CCTV cameras, and how the system will be monitored;
  - the layout of the premises so that staff have an unobstructed view of persons using the premises;
  - the number of staff that will be available on the premises at any one time. If at any time that number is one, confirm the supervisory and monitoring arrangements when that person is absent from the licensed area or distracted from supervising the premises and observing those persons using the premises;
  - arrangements for monitoring and dealing with under age persons and vulnerable, which may include dedicated and trained personnel, leaflets, posters, self-exclusion schemes, window displays and advertisements not to entice passers-by etc;
  - the provision of signage and documents relating to games rules, gambling care providers and other relevant information be provided in both English and the other prominent first language for that locality;
  - where the application is for a betting premises licence, other than in respect of a track, the location and extent of any part of the premises

which will be used to provide facilities for gambling in reliance on the licence;

- the training of staff in brief intervention when customers show signs of excessive gambling, the ability of staff to offer brief intervention and how the manning of premises affects this.
- 17.6 Such information may be used to inform the decision the council makes about whether to grant the licence, to grant the licence with special conditions or to refuse the application.
- 17.7 A good risk assessment accompanying an application will:
  - Enable the licensing authority to see that the applicant has considered the community and the risks within it;
  - Provide greater clarity for operators leading to improved premises licence applications, with the operator already incorporating controls and measures to mitigate risk in their application;
  - Enable the licensing authority to make robust but fair decisions, based on a clear, published set of factors and risks, which are therefore less susceptible to challenge;
  - Encourage a proactive approach to risk that is likely to result in reduced compliance and enforcement action.
- 17.8 In any case the local risk assessment should show how vulnerable people, including people with gambling dependencies, are protected.
- 17.9 There is evidence that some groups in the population may be more vulnerable to gambling related harm. This does not only apply to people on low incomes but also people who are less able to make reasoned decisions because of poor mental health or addiction. Children and young people may be particularly susceptible, as their youth and inexperience may make them more inclined to risk-taking behaviour and less able to manage the consequences of those decisions.
- 17.10 To help support applicants and licence holders to better understand their local environment, an analysis of gambling related harm has been prepared as a 'local area profile'. A copy of the document is provided at Appendix 2. By drawing on relevant and reliable published socio-economic and public health data sets together with local police data concerning anti-social behaviour, the local area profile uses special analysis techniques to provide a model of area-based vulnerability to gambling related harm across the borough. Both current operators and potential new operators to the borough are asked to consider the detail provided carefully, and should have regard to both the overall summary map and the individual mapping provided in respect of each relevant data set.
- 17.11 This policy does not preclude any application being made and each application will be decided on its merits, with the onus being upon the applicant to show how the concerns can be overcome. Assessing local risk should therefore provide a means for licensees to address local concerns about gambling premises; and for licensing authorities and gambling licensees to work collaboratively with a view to minimising risks, within the framework of aiming to permit gambling where reasonably consistent with licensing objectives.

### 18. Duplication with other regulatory regimes

The council will seek to avoid any duplication with other statutory/regulatory systems where possible, including planning. The council will not consider whether a licence application is likely to be awarded planning permission or building regulations approval, in its consideration of it. It will though, listen to, and consider carefully, any concerns about proposed conditions which are not able to be met by the applicant due to planning restrictions, should such a situation arise, this may include consideration of the proposed hours of operation. The Council will consider the hours proposed in accordance to the risk assessment and area profile.

#### 19 Conditions

The Council is aware that the Secretary of State has set mandatory conditions and default conditions. The Gambling Commission has set Licence Conditions and Codes of Practice which are necessary for the general good conduct of gambling premises. The Council will not seek to impose further individual conditions in relation to matters that have already been dealt with.

- 19.1 Where there are specific risks or problems associated with a particular locality, or specific premises, or class of premises, the council will attach individual conditions to address this.
- 19.2 Any conditions attached to a licence issued by the council will be proportionate and will be:
  - relevant to the need to make the proposed building suitable as a gambling facility;
  - directly related to the premises and the type of licence applied for, and/or related to
  - the area where the premises is based;
  - fairly and reasonably related to the scale, type and location of premises;
  - consistent with the licensing objectives, and
  - reasonable in all other respects.
- 19.3 Decisions about individual conditions will be made on a case by case basis, although there will be a number of control measures the council will consider using, such as supervision of entrances, supervision of adult gaming machines, appropriate signage for adult only areas etc. There are specific comments made in this regard under each of the licence types in this policy. The council will also expect the applicant to offer his/her own suggestions as to the way in which the licensing objectives can be met effectively.
- 19.4 Where certain measures are not already addressed by the mandatory/default conditions or by the applicant, the council may consider licence conditions to cover issues such as:
  - proof of age schemes;
  - CCTV;
  - supervision of entrances;
  - supervision of machine areas;
  - a reduction in the number of betting machines (betting premises);
  - the staffing of premises;
  - physical separation of areas;

- location of entrance points;
- notices / signage;
- specific opening hours;
- a requirement that children must be accompanied by an adult;
- enhanced CRB checks of the applicant and/or staff;
- support to persons with gambling addiction;
- policies to address seasonal periods where children may more frequently attempt to gain access to premises and gamble such as pre and post school hours, half terms and summer holidays;
- policies to address the problems associated with truant children who may attempt to gain access to premises and gamble;
- any one or a combination of these measures.
- 19.5 This list is not mandatory or exhaustive and is merely indicative of examples of certain measures which may satisfy the requirements of the licensing authority and the responsible authorities, depending on the nature and location of the premises and the gambling facilities to be provided.
- 19.6 There are conditions which the council cannot attach to premises licences which are:
  - any condition on the premises licence which makes it impossible for the applicant to comply with an operating licence condition;
  - conditions relating to gaming machine categories, numbers, or method of operation;
  - conditions which provide that membership of a club or body be required (the Gambling Act 2005 specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated) and
  - conditions in relation to stakes, fees, winnings or prizes.

#### 20. Door supervision

The council will consider whether there is a need for door supervision in terms of the licensing objectives of protection of children and vulnerable persons from being harmed or exploited by gambling, and also in terms of preventing premises becoming a source of crime. It is noted though that the Gambling Act 2005 has amended the Private Security Industry Act 2001 and that door supervisors at casinos or bingo premises are not required to be licensed by the Security Industry Authority. Where door supervisors are provided at these premises the operator should ensure that any persons employed in this capacity are fit and proper to carry out such duties. Possible ways to achieve this could be to carry out a criminal records (CRB) check on potential staff and for such personnel to have attended industry recognised training.

#### 21. Adult gaming centres

Under the Act a premises holding an adult gaming centre licence will be able to make category B, C and D gaming machines available and no one under 18 will be permitted to enter such premises.

21.1 The council will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling in these premises. The council will expect applicants to satisfy the authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the premises.

21.2 Where certain measures are not already addressed by the mandatory and default conditions and the Gambling Commission Codes of Practice or by the applicant, the council may consider licence conditions to address such issues, examples of which are provided at paragraph 16.16.

#### 22. Licensed family entertainment centres (FECs)

- 22.1 Licensed family entertainment centres are those premises which usually provide a range of amusements such as computer games, penny pushers and may have a separate section set aside for adult only gaming machines with higher stakes and prizes. Licensed family entertainment centres will be able to make available unlimited category C and D machines where there is clear segregation in place so children do not access the areas where the category C machines are located.
- 22.2 Where category C or above machines are available in premises to which children are admitted then the council will ensure that:
  - all such machines are located in an area of the premises separate from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance. For this purpose a rope, floor markings or similar provision will not suffice and the council may insist on a permanent barrier of at least 1 meter high;
  - only adults are admitted to the area where the machines (category C) are located;
  - access to the area where the machines are located is supervised at all times;
  - the area where the machines are located is arranged so that it can be observed by staff; and
  - at the entrance to, and inside any such area there are prominently displayed notices indicating that access to the area is prohibited to persons under 18.
- 22.3 The council will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling in these premises. The council will expect applicants to satisfy the authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas.
- 22.4 The council will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations.
- 22.5 The efficiency of such policies and procedures will each be considered on their merits, however, they may include:
  - appropriate measures and training for staff as regards suspected truant children on the premises;
  - measures and training covering how staff would deal with unsupervised very young children being on the premises;
  - measures and training covering how staff would deal with children causing perceived problems on or around the premises;
  - the arrangements for supervision of premises either by staff or the use of CCTV.

- 22.6 Any CCTV system installed should both the interior and the entrance working to the latest Home Office and ACPO standards and to the satisfaction of Metropolitan Police and the local authority. The system must record images clearly and these recordings be retained for a minimum of 31 days. If the equipment is inoperative the police and local authority must be informed as soon as possible and immediate steps taken to make the system operative. Notices must be displayed at the entrances advising that CCTV is in operation.
- 22.7 Due to the nature of these premises, which are attractive to children, applicants who employ staff to supervise the premises should consult with the Independent Safeguarding Authority to determine if their staff need to be CRB checked.
- 22.8 The council will refer to the Commission's website to familiarise itself with any conditions that apply to operating licences covering the way in which the area containing the category C machines should be delineated. The council will also make itself aware of the mandatory or default conditions and any Gambling Commission Codes of Practice on these premises licences.

#### 23. Casinos

The London Borough of Haringey has not passed a resolution in relation to casinos, but it is noted that the Government has not awarded a casino licence to Haringey.

#### 24. Bingo premises

There is no official definition for bingo in the Gambling Act 2005 however from a licensing point of view there is a category of premises licence specifically for bingo premises which is used by traditional commercial bingo halls for both cash and prize bingo. In addition this premises licence will authorise the provision of a limited number of gaming machines in line with the provisions of the Act.

- 24.1 The council is aware that it is important that if children are allowed to enter premises licensed for bingo that they do not participate in gambling, other than on category D machines. Where category C or above machines are available in premises to which children are admitted then the council will ensure that:
  - all such machines are located in an area of the premises separate from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance. For this purpose a rope, floor markings or similar provision will not suffice and the council may insist on a permanent barrier of at least one meter high;
  - only adults are admitted to the area where the machines are located;
  - access to the area where the machines are located is supervised at all times;
  - the area where the machines are located is arranged so that it can be observed by staff;
  - at the entrance to, and inside any such area there are prominently displayed notices indicating that access to the area is prohibited to persons under 18;
  - children will not be admitted to bingo premises unless accompanied by an adult.
- 24.2 The Gambling Commission has provided Guidance for Licensing Authorities and

Licence Conditions and Code of Practice which are applied to Operator's Licences. The council will take this into consideration when determining licence applications for bingo premises.

24.3 Where certain measures are not already addressed by the mandatory/default conditions, the Gambling Commission Code of Practice or the applicant, the council may consider licence conditions to address such issues, examples of which are provided at paragraph 13.15.

#### 25. Betting premises

Betting premises are premises such as bookmakers where various types of gambling are authorised to take place. The Act contains a single class of licence for betting premises however within this single class there are different types of premises which require licensing such as high street bookmakers, bookmakers located in self-contained facilities at race courses as well as the general betting premises licences that track operators will require.

#### 25.1 Betting machines

The council is aware that Section 181 of the Act contains an express power for licensing authorities to restrict the number of betting machines, their nature and the circumstances in which they are made available by attaching a licence condition to a betting premises licence. When considering whether to impose a condition to restrict number of betting machines in particular premises, the council, amongst other things, will take into account the size of the premises, the number of counter positions available for person-to-person transactions, and the ability of staff to monitor the use of the machines.

- 25.2 Where an applicant for a betting premises licence intends to offer higher stake category B gaming machines (categories B2-B4) including any Fixed Odds Betting Terminals (FOBTs), then applicants should consider the control measures related to the protection of vulnerable persons, highlighted in section 13.
- 25.3 Where certain measures are not already addressed by the mandatory/default

conditions, Gambling Commission Code of Practice or the applicant, the council may consider licence conditions to address such issues.

#### 26. Tracks

Tracks are sites (including racecourses and dog tracks) where races or other sporting events take place. Betting is a major gambling activity on tracks, both in the form of pool betting (often known as the "totaliser" or "tote"), and also general betting, often known as "fixed-odds" betting. Multiple betting outlets are usually located on tracks such as 'on-course' betting operators who come onto the track just on race days to provide betting for the races taking place on that track. There can also be 'off-course' betting operators who may operate self-contained facilities at the tracks which offer customers the chance to bet on other events, not just those taking place on the track.

27.1 All tracks will require a primary `general betting premises licence' that the track operator will hold. It should be noted that track operators do not require an operating licence from the Gambling Commission although they may apply for one. This is because the various other gambling operators offering betting at the track will each hold an operating licence.

- 27.2 Tracks may also be subject to one or more premises licences, provided each licence relates to a specified area of the track. This may be preferable for any self-contained premises providing off-course betting facilities at the track. The council will however assess each individual case on its merits before deciding if this is necessary. Where possible the council will be happy for the track operator to decide if any particular off-course operators should apply for a separate premises licence.
- 27.3 If any off-course operators are permitted to provide betting facilities under the authorisation of the track operator's premises licence, then it will be the responsibility of the premises licence holder to ensure the proper conduct of such betting within the premises boundary.
- 27.4 Gambling Commission guidance also indicates that it would be possible for other types of gambling premises to be located at a track under the authorisation of separate premises licences, e.g. a casino premises licence or adult gaming centre premises licence. If you require further guidance on this provision please contact the Licensing Team.
- 27.5 Children and persons will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, although they are still prevented from entering areas where gaming machines and betting machines (other than category D machines) are provided.
- 27.6 The council will consider the impact upon the protection of children licensing objective and the need to ensure that entrances to each type of betting premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

#### 28. Travelling fairs

Travelling fairs have traditionally been able to provide various types of low stake gambling without the need for a licence or permit provided that certain conditions are met and this provision continues in similar fashion under the new Act.

- 28.1 Travelling fairs have the right to provide an unlimited number of category D gaming machines and/or equal chance prize gaming (without the need for a permit) as long as the gambling amounts to no more than an ancillary amusement at the fair.
- 28.2 The council will consider whether any fairs which take up the above entitlement fall within the statutory definition of a travelling fair.
- 28.3 The council is aware that the 27 day statutory maximum for the land being used as a fair is per calendar year and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The council will work with its neighbouring authorities to ensure that land which crosses the council boundary is monitored so that the statutory limits are not exceeded.

#### 29. Provisional statements

A provisional statement application is a process which allows a developer to examine the likelihood of whether a building which he expects to be constructed, to be altered or to acquire a right to occupy would be granted a premises licence. A provisional statement is not a licence and merely gives the holder some form of guarantee that a premises licence would be granted so the developer can judge whether a development

is worth taking forward in light of the need to obtain a premises licence. An applicant may also apply for a provisional statement for premises which already hold a premises licence (either for a different type of gambling or the same type).

- 29.1 In terms of representations about premises licence applications, following the grant of a provisional statement, no further representations from responsible authorities or interested parties can be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or they reflect a change in the applicant's circumstances. In addition, the council may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:
  - a) which could not have been raised by objectors at the provisional licence stage; orb) which in the authority's opinion reflect a change in the operator's circumstances.
- 29.2 When determining a provisional statement application the council will operate in accordance with the Act and will not have regard to any issues related to planning consent or building regulations, e.g. the likelihood that planning consent will be granted.

## Part D - Permits, notices and lottery registrations.

- **30.** Unlicensed family entertainment centre gaming machine permits (UFECs) The term 'unlicensed family entertainment centre' is one defined in the Act and refers to a premises which provides category D gaming machines along with various other amusements such as computer games and penny pushers. The premises is 'unlicensed' in that it does not require a premises licence but does require a permit to be able to provide category D machines. It should not be confused with a 'licensed family entertainment centre' which requires a premises licence because it contains both category C and D gaming machines.
- 30.1 The council will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations.
- 30.2 The efficiency of such policies and procedures will each be considered on their merits, however, they may include:
  - appropriate measures and training for staff as regards suspected truant children on the premises;
  - measures and training covering how staff would deal with unsupervised very young children being on the premises;

- measures and training covering how staff would deal with children causing perceived problems on or around the premises;
- the arrangements for supervision of premises either by staff or the use of CCTV.
- 30.3 Any CCTV system installed should both the interior and the entrance working to the latest Home Office and ACPO standards and to the satisfaction of The Metropolitan Police and the local authority. The system must record images clearly and these recordings be retained for a minimum of 31 days. If the equipment is in-operative the Police and Local Authority must be informed as soon as possible and immediate steps taken to make the system operative. Notices must be displayed at the entrances advising that CCTV is in operation.
- 30.4 Due to the nature of these premises, which are attractive to children, applicants who employ staff to supervise the premises should consult with the Independent Safeguarding Authority to determine if their staff need to be CRB checked.
- 30.6 The council will also expect, as per the Gambling Commission Guidance, that applicants demonstrate:
  - a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs;
  - that the applicant has no relevant conviction (those that are set out in Schedule 7 of the Act), and
  - that staff are trained to have a full understanding of the maximum stakes and prizes.
- 30.7 In line with the Act, while the council cannot attach conditions to this type of permit, the council can refuse applications if they are not satisfied that the issues raised in the "Gambling Policy" have been addressed through the application.
- 30.8 Applicants only need to address the "Gambling Policy" when making their initial application ns and not at renewal time.
- **31 Gaming machine permits in premises licensed for the sale of alcohol** There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have two gaming machines, of categories C and/or D. The premises merely need to notify the council. The council can remove the automatic authorisation in respect of any particular premises if:
  - provision of the machines is not reasonably consistent with the pursuit of the licensing objectives;
  - gaming has taken place on the premises that breaches a condition of Section 282 of the Gambling Act (i.e. that written notice has been provided to the licensing authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with);
  - the premises are mainly used for gaming; or
  - an offence under the Gambling Act has been committed on the premises.
- 31.1 If a premises wishes to have more than two machines, then it needs to apply for a permit and the council must consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling

Act 2005, and "*such matters as they think relevant*." The council considers that "such matters" will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling. The council will also expect the applicant to satisfy the authority that there will be sufficient measures to ensure that children and young people under the age of 18 do not have access to the adult only gaming machines.

- 31.2 All alcohol licensed premises with gaming machines must have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and provide sufficient measures to ensure that under 18 year olds do not use the adult only gaming machines.
- 31.3 Measures which may satisfy the council that persons under 18 years will be prevented from using the machines may include the machines being in close proximity to the bar, or in any other area where they are capable of being adequately supervised. Notices and signage may also help. As regards the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets and or helpline numbers for organisations such as GamCare.
- 317.4 The council can decide to grant the permit with a smaller number of machines and/or a different category of machines than that applied for. Conditions other than these cannot be attached.
- 31.5 The holder of a permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine(s).
- 31.6 It is recognised that some alcohol licensed premises may apply for a premises licence for their non-alcohol licensed areas. Any such application would need to be dealt with under the relevant provisions of the Act.
- 31.7 Alcohol licensed premises are able to provide some limited equal chance gaming. Licensees are referred to the advice provided by the Gambling Commission on the website.

## 32. Prize gaming permits

Section 288 defines gaming as prize gaming if the nature and size of the prize is not determined by the number of people playing or the amount paid for or raised by the gaming. The prizes will be determined by the operator before play commences. Prize gaming can often be seen at seaside resorts in amusement arcades where a form of bingo is offered and the prizes are displayed on the walls.

- 32.1 A prize gaming permit is a permit issued by the licensing authority to authorise the provision of facilities for gaming with prizes on specified premises.
- 32.2 The council will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations.
- 32.3 The efficiency of such policies and procedures will each be considered on their merits, however, they may include:
  - appropriate measures and training for staff as regards suspected truant children on the premises;

- measures and training covering how staff would deal with unsupervised very young children being on the premises;
- measures and training covering how staff would deal with children causing perceived problems on or around the premises.
- the arrangements for supervision of premises either by staff or the use of CCTV.
- 32.4 Any CCTV system installed should both the interior and the entrance working to the Home Office and ACPO standards and to the satisfaction of The Metropolitan Police and the local authority. The system must record images clearly and these recordings be retained for a minimum of 31 days. If the equipment is inoperative, the police and local authority must be informed as soon as possible and immediate steps taken to make the system operative. Notices must be displayed at the entrances advising that CCTV is in operation.
- 32.5 Due to the nature of these premises, which are attractive to children, applicants who employ staff to supervise the premises should consult with the Independent Safeguarding Authority to determine if their staff need to be CRB checked.
- 32.6 The council will also expect, as per the Gambling Commission Guidance, that applicants demonstrate:
  - A full understanding of the maximum stakes and prizes of the gambling that is permissible;
  - That the gaming offered is within the law.
- 32.7 In line with the Act, while the council cannot attach conditions to this type of permit, the council can refuse applications if they are not satisfied that the issues raised in the "Gambling Policy" have been addressed through the application.
- 32.8 There are conditions in the Gambling Act 2005 by which the permit holder must comply. The conditions in the Act are:
  - the limits on participation fees, as set out in regulations, must be complied with;
  - all chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played;
  - the prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize); and
  - Participation in the gaming must not entitle the player to take part in any other gambling.

## 33. Club gaming and club machine permits

Members clubs and miners' welfare institutes may apply for a 'club gaming permit' or a 'club machine permit'. The 'club gaming permit' will enable the premises to provide gaming machines (three machines of categories B4, C or D), equal chance gaming. i.e. poker, bingo etc. A ' club machine permit' will enable the premises to provide gaming machines (three machines of categories B4, C or D). Commercial clubs may apply for a

'club machine permit' only.

- 33.1 To qualify for these special club permits a members club must have at least 25 members and be established and conducted "wholly or mainly" for purposes other than gaming. A members' club must be permanent in nature, not established to make commercial profit, and controlled by its members equally. Examples include working men's clubs, branches of the Royal British Legion and clubs with political affiliations.
- 33.2 Clubs must have regard to the protection of children and vulnerable persons from harm or being exploited by gambling. They must provide sufficient measures to ensure that under 18 year olds do not use the adult only gaming machines. These measures may include:
  - the machines being in close proximity to the bar, or in any other area where they are capable of being adequately supervised;
  - notices and signage;
  - the provision of information leaflets / helpline numbers for organisations such as GamCare.
- 33.3 Before granting the permit the council will need to satisfy itself that the premises meets the requirements of a members' club and that the majority of members are over 18.
- 33.4 The council may only refuse an application on the grounds that:
  - (a) the applicant does not fulfil the requirements for a members' or commercial club or miners' welfare institute and therefore is not entitled to receive the type of permit for which they have applied;
  - (b) the applicant's premises are used wholly or mainly by children and/or young persons;
  - (c) an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities;
  - (d) a permit held by the applicant has been cancelled in the previous ten years; or
  - (e) an objection has been lodged by the Commission or the police.
- 33.5 There is also a 'fast-track' procedure available for premises which hold a club premises certificate under the Licensing Act 2003. Under the fast-track procedure there is no opportunity for objections to be made by the Commission or the police, and the ground upon which the council can refuse a permit is reduced. The grounds on which an application under the process may be refused are:
  - (a) that the club is established primarily for gaming,
  - (b) that in addition to the prescribed gaming, the applicant provides facilities for other gaming; or
  - (c) that a club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled.

## 34. Temporary use notices

Temporary use notices allow the use of premises on not more than 21 days in any 12 month period for gambling where there is no premises licence but where a gambling operator wishes to use the premises temporarily for providing facilities for gambling.

Premises that might be useful for a temporary use notice would include hotels, conference centres and sporting venues.

- 34.1 Temporary Use Notices allow the use of premises for any form of equal chance gambling where those participating in the gaming are taking part in a competition which is intended to produce a single, overall winner.
- 34.2 Only persons or companies holding a relevant operating licence can apply for a temporary use notice to authorise the particular class of gambling permitted by their operating licence.
- 34.3 A temporary use notice must be lodged with the licensing authority not less than three months and one day before the day on which the gambling is due to take place. Detailed information about how to serve a temporary use notice will be available in a separate guidance note.
- 34.4 The Act makes a special reference, in the context of temporary use notices, to a "set of premises" to try and ensure that large premises which cannot reasonably be viewed as separate are not used for more temporary use notices than permitted under the Act. The council considers that the determination of what constitutes "a set of premises" will be a question of fact in the particular circumstances of each notice that is given. In considering whether a place falls within the definition of a "set of premises", the council will look at, amongst other things, the ownership/occupation and control of the premises. The council will be ready to object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises.

## 35. Occasional use notices (for tracks)

There is a special provision in the Act which provides that where there is betting on a track on eight days or less in a calendar year, betting may be permitted by an occasional use notice without the need for a full premises licence. An Occasional Use Notice is different to that for a temporary use notice. The application may be made in writing, to the council by the person responsible for the administration of the events on a track or by an occupier of the track.

35.1 The council has very little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded. The council will however consider the definition of a 'track' and whether the applicant is entitled to benefit from such notice.

## 36. Small society lottery registrations

- 36.1 A lottery generally refers to schemes under which prizes are distributed by chance among entrants who have given some form of value for their chance to take part.
- 36.2 The Act creates two principal classes of lotteries: Licensed lotteries and exempt lotteries. Licensed lotteries are large society lotteries and lotteries run for the benefit of local authorities. These will be regulated by the Gambling Commission. Within the class of exempt lotteries there are four sub classes, one of which is small society lotteries.
- 36.3 A small society lottery is a lottery promoted on behalf of a non-commercial society as defined in the Act which also meets specific financial requirements set out in the Act.

These will be administered by the council for small societies who have a principal office in Haringey and want to run such lottery.

- 36.4 A lottery is small if the total value of tickets put on sale in a single lottery is £20,000 or less and the aggregate value of the tickets put on sale in a calendar year is £250,000 or less.
- 36.5 To be 'non-commercial' a society must be established and conducted:
  - for charitable purposes;
  - for the purpose of enabling participation in, or supporting, sport, athletics or a cultural activity; or
  - for any other non-commercial purpose other than that of private gain.
- 36.6 The other types of exempt lotteries are 'incidental non-commercial lotteries', 'private lotteries' and 'customer lotteries'. If you require guidance on the different categories of lotteries please contact the council.
- 36.7 The National lottery is not licensed by the Gambling Act 2005 and continues to be regulated by the National Lottery Commission under the National Lottery Act 1993.

## Part E

## 37. Enforcement

The council will work closely with the responsible authorities in accordance with a locally established joint enforcement protocol and will aim to promote the licensing objectives by targeting known high risk premises following government guidance around better regulation.

- 37.1 In carrying out its enforcement duties with regards to the inspection of premises; and the powers to institute criminal proceedings in respect of certain offences under the Act the council will endeavour to be:
  - **proportionate**: regulators should only intervene when necessary: remedies should be appropriate to the risk posed, and costs identified and minimised;
  - **accountable**: regulators must be able to justify decisions, and be subject to public scrutiny;
  - consistent: rules and standards must be joined up and implemented fairly;
  - **transparent**: regulators should be open, and keep regulations simple and user friendly; and
  - **targeted**: regulation should be focused on the problem, and minimise side effects
- 37.2 The council will endeavour to avoid duplication with other regulatory regimes so far as possible.
- 37.3 Where there is a Primary Authority scheme in place, the council will seek guidance from the Primary Authority before taking any action involving test purchasing operations, unless these arise as a result of a complaint.

- 37.4 Further information, including an index of all Primary Authority arrangements can be found at <a href="https://primaryauthorityregister.info/par/index.php/home">https://primaryauthorityregister.info/par/index.php/home</a>
- 37.5 The council will also adopt a risk-based inspection programme in line with government recommendations around better regulation and the principles of the Hampton Review.
- 37.6 The main enforcement and compliance role for the council in terms of the Gambling Act 2005 will be to ensure compliance with the premises licences and other permissions which it authorises. The Gambling Commission will be the enforcement body for the operator and personal licences. Concerns about the manufacture, supply or repair of gaming machines will not be dealt with by the council but will be notified to the Gambling Commission. In circumstances where the council believes a premises requires a premises licence for gambling activities and no such licence is in force, the council will alert the Gambling Commission.
- 37.7 The Gambling Commission have highlighted that local authorities in general are likely to receive very few, or no complaints about gambling. Unlike other regulated areas, such as alcohol, gambling is much less visible as a concern for residents. As a result, the Gambling Commission advises the Council to proactively conduct inspections, to build up the picture of whether a premises can establish true compliance, and can assess whether the necessary protections, especially for the young and vulnerable are in place and working effectively.
- 37.8 The Council's Inspection programme requires all new licensed premises to be inspected shortly after the licence has been issued, and every premises should expect at least one inspection per year. Inspections of premises are also undertaken if complaints are received, if variation applications are received or there is some other intelligence that suggests an inspection is appropriate. Compliance will be checked in a daytime or evening inspection. Where a one-off event takes place under a Temporary Use Notice or Occasional Use Notice, the Council may also carry out inspections to ensure the Licensing Objectives are being promoted.
- 37.9 High-risk premises are those premises that have a history of complaints, a history of noncompliance and require greater attention. The Council will operate a lighter touch in respect of low-risk premises so that resources are more effectively targeted to problem premises. We will also target enforcement towards illegal gambling as it is potentially higher risk/harm due to the lack of regulation. The council will also keep itself informed of developments as regards the work of the Better Regulation Executive in its consideration of the regulatory functions of local authorities. The council's enforcement/compliance protocols/written agreements will be available upon request.

## 38. Legislation, Policies and Strategies

In undertaking its licensing function under the Gambling Act 2005, the Council is also bound by other legislation, including:-

- 1. Section 17 of the Crime and Disorder Act 1988;
- 2. Human Rights Act 1998;
- 3. Health and Safety at Work Act 1974;
- 4. Environmental Protection Act 1990;
- 5. The Anti-Social Behaviour Act 2003;

6. The Race Relations Act 1976 (as amended);

However, the policy is not intended to duplicate existing legislation and regulation regimes that already place obligations on employers and operators.

## 38.1 National Strategies

The Council will also seek to discharge its responsibilities identified by other Government Strategies, in so far as they impact on the objectives of the licensing function.

## 38.2 Local Strategies and Policies

Where appropriate, the Council will consider applications with reference to other adopted local strategies and polices, including the following:-

- 1. Working Together with Communities
- 2. The Haringey Safer Communities Strategy
- 3. Enforcement Policies.

## 38.3 Integrating Strategies

There are many stakeholders involved in the Leisure industry and many are involved in the promotion of the licensing objectives. A number of stakeholders' plans and strategies deal with matters related to the licensing function. Where this is the case, the Council will aim, as far as possible, to co-ordinate them.

The Council considers that where appropriate and in so far as is consistent with the Gambling Act, Guidance and Codes of Practice issued under sections 24 and 25 of the Gambling Act 2005, it is desirable that this Policy complements other relevant plans and strategies aimed at the management of town centres and the night-time economy.

## 38.4 Relevant plans and strategies include:-

Crime and Disorder Strategy – The Council will fulfil its duty under section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in the Borough. As far as possible, licensing decisions will aim to contribute to the targets set in the Crime and Disorder Strategy and conditions attached to licences and certificates will reflect local crime prevention strategies.

## 38.5 Safer Communities Strategy

The Community Safety Strategy is committed to tackling the key areas of crime and building prevention initiatives into neighbourhoods. The licensing authority will support the work of the Safer Communities Strategy within the scope of the licensing objectives under the Act

- Haringey Council A Community Plan As far as possible, any licensing decisions will be in line with the aspirations of this community plan.
- Local Transport Plan the Council aims to work with the local transport authority and will consider ways in which the public can be dispersed from licensed premises and events so as to avoid disturbance, crime and disorder. The Police will be encouraged to report on matters related to the swift and safe dispersal of people from licensed premises.
- Racial Equality The Council is required under race relations legislation to have due regard to the need to eliminate unlawful discrimination and to promote equality of opportunity and good relations between persons of different racial groups. The impact on these issues of the Gambling Policy will be monitored and amendments will be made as necessary.

- Domestic Violence Strategy The Council will ensure consultation to ensure that any correlation between gambling and domestic violence can be detected at the earliest opportunity.
- Children and Young Persons Strategy The Council will have regard to the impact on this strategy and the criteria for safeguarding children from becoming addicted.
- Anti-Poverty Strategy As far as possible, any licensing decisions will have regard to this strategy. It will support the work of the Anti Poverty Strategy as they are developed within the scope of the licensing objectives under the Act.
- Proper integration will be assured by the Licensing Authority's Licensing Committee providing reports, when appropriate, to its Planning Committee on the situation regarding licensed premises in the area, including the general impact of gambling related crime and disorder, to enable the Planning Committee to have regard to such matters when taking its decisions.
- The Council will ensure that the Licensing Committee receives reports, when appropriate, on the needs of the local tourist economy to ensure that these are reflected in their considerations.
- Economic Strategies The Council will ensure that the Licensing Committee is appraised of the employment situation in the area and the need for new investment and employment where appropriate.
- Enforcement Policy All licensing enforcement will be conducted in accordance with the Enforcement Concordat, and the Haringey Enforcement Policy.

These links to other corporate strategies will be formulated in detail as a result of the consultation process.

## 39. Decision Making

Committee Terms of Reference

A Licensing Sub-Committee of Councillors will sit to hear applications where representations have been received from interested parties and responsible authorities. Ward Councillors will not sit on a Sub-Committee involving an application within their ward.

## 39.1 The Licensing Committee

The Licensing Committee will also sit to determine general licensing matters that have been delegated to it by the full Council that are not associated with the Gambling Act 2005. Where a Councillor who is a member of the Licensing Committee is making or has made representations regarding a licence on behalf of an interested party, in the interests of good governance they will disqualify themselves from any involvement in the decision making process affecting the licence in question.

39.2 The Licensing Sub-Committee will also refer to the Licensing Committee any matter it is

unable to deal with because of the number of its members who are unable to take part in the consideration or discussion of any matter or vote on any question with respect to it. The Licensing Committee will refer to the Full Council any matter it is unable to deal with because of the number of its members who are unable to take part in the consideration or discussion of any matter or vote on any question with respect to it.

- 39.3 Every determination of a licensing decision by the Licensing Committee or a Licensing Sub-Committee shall be accompanied by clear, cogent reasons for the decision. The decision and the reasons for that decision will be sent to the applicant and those who have made relevant representations as soon as practicable. A summary of the decision shall also be posted on the Council's website as soon as possible after the decision has been confirmed, where it will form part of the statutory licensing register required to be kept by the Council.
- 39.6 The Council's Licensing Officers will deal with all other licensing applications where either no representations have been received, or where representations are irrelevant, frivolous or vexatious will be made by Council Officers, who will make the decisions on whether representations or applications for licence reviews should be referred to the Licensing Committee or Sub-Committee. Where representations are rejected, the person making that representation will be given written reasons as to why that is the case. There is no right of appeal against a determination that representations are not admissible.
- 39.7 Allocation of Decision Making Responsibilities

The Council will be involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.

Appreciating the need to provide a speedy, efficient and cost-effective service to all parties involved in the licensing process, the Committee has delegated certain decisions and functions and has established a Sub-Committee to deal with them.

Many of the decisions and functions will be purely administrative in nature and the grant of non-contentious applications, including for example those licences and permits where no representations have been made, will be delegated to Council Officers.

The table shown at Appendix A sets out the agreed delegation of decisions and functions to Licensing Committee, Sub-Committee and Officers.

This form of delegation is without prejudice to Officers referring an application to a Sub-Committee or Full Committee if considered appropriate in the circumstances of any particular case.

## 40 Reviews

- 40.1 A review is a process defined in the legislation which ultimately leads to a licence being reassessed by the Licensing Committee with the possibility that the licence may be revoked, suspended or that conditions may amended or new conditions added.
- 40.2 Requests for a review of a premises licence can be made by interested parties or responsible authorities; however, it is for the council to decide whether the review is to be carried-out. This will be on the basis of whether the request for the review is:

i) in accordance with any relevant code of practice issued by the Gambling Commission

- ii) in accordance with any relevant guidance issued by the Gambling Commission
- iii) reasonably consistent with the licensing objectives and
- iv) in accordance with this authority's Gambling Act 2005 Statement of Licensing Policy.

In addition the council may also reject the application on the grounds that the request is

frivolous, vexatious, will certainly not cause this authority to wish to alter, revoke or suspend the licence, or is substantially the same as previous representations or requests for review.

- 40.3 The council can also initiate a review of a licence on the basis of any reason which it thinks is appropriate. Once a valid application for a review has been received by the licensing authority, representations can be made by responsible authorities and interested parties during a 28 day period. This period begins 7 days after the application was received by the licensing authority, who will publish notice of the application within 7 days of receipt.
- 40.4 The licensing authority must carry out the review as soon as possible after the 28 day period for making representation has passed.
- 40.5 The purpose of the review will be to determine whether the licensing authority should take any action in relation to the licence. If action is justified, the options open to the licensing authority are:-
  - (a) add, remove or amend a licence condition imposed by the licensing authority;
  - (b) exclude a default condition imposed by the Secretary of State (e.g. opening hours) or remove or amend such an exclusion;
  - (c) suspend the premises licence for a period not exceeding three months; and
  - (d) revoke the premises licence.
- 40.6 In determining what action, if any, should be taken following a review, the licensing authority must have regard to the principles set out in section 153 of the Act, as well as any relevant representations.
- 40.7 In particular, the licensing authority may also initiate a review of a premises licence on the grounds that a premises licence holder has not provided facilities for gambling at the premises. This is to prevent people from applying for licences in a speculative manner without intending to use them.
- 40.8 Once the review has been completed, the licensing authority must, as soon as possible, notify its decision to:
  - the licence holder
  - the applicant for review (if any)
  - the Commission
  - any person who made representations
  - the chief officer of police or chief constable; and
  - Her Majesty's Commissioners for Revenue and Customs

## 41. Diversity and Equality

Subject to the general requirements of the Act, the Licensing Authority will promote equality of opportunity. In such respects, nothing within this statement of licensing principles shall undermine the right of any individual to apply for any of the licences and/or authorisations provided under the terms of the Act. The Council is aware that some applications may have greater impact on groups, organisations or associations in respect of their race, gender, age, disability, sexuality or religious beliefs. With a view to eliminating unlawful discrimination, applicants will be expected (where appropriate) to address these concerns.

Where applications made by these groups or organisations representing them highlight special needs or customs that may affect their application, the Council, in recognising its duty to promote good relations between persons of different groups, will give consideration to supporting those needs or customs whilst seeking to promote the three licensing objectives.

### 42. Human Rights

The Human Rights Act 1998 incorporates the European Convention on Human Rights and makes it unlawful for a local authority to act in a way that is incompatible with a Convention Right. The Council will have particular regard to its rights and responsibilities under the Human Rights Act 1998 when determining applications, considering enforcement and reviewing this policy.

- 42.1 The Council will have particular regard to:
  - Article 6 that in determination of civil rights everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law;
  - Article 8 that everyone has the right to respect for his home and private life (removal or restriction of a licence may effect a persons private life); and
  - Article 1 of the First Protocol that every person is entitled to peaceful enjoyment of his or her possessions (a licence is considered a possession in law);

## TABLE OF DELEGATIONS OF LICENSING FUNCTIONS

**APPENDIX 1** 

| MATTER TO BE DEALT<br>WITH               | FULL<br>COUNCI<br>L | SUB-COMMITTEE  | OFFICERS   |
|--|---------------------|--|--|
| Three year licensing policy              | x                   |  |  |
| Policy not to permit casinos             | x                   |  |  |
| Fee Setting - when appropriate           |                     | Can only be delegated<br>to a sub-committee,<br>not officers       |  |
| Application for premises<br>licences     |                     | Where representations<br>have been received<br>and not withdrawn   | Where no<br>representations<br>received/<br>representations have<br>been withdrawn |
| Application for a variation to a licence |                     | Where representations<br>have been received<br>and not withdrawn   | Where no<br>representations<br>received/<br>representations have<br>been withdrawn |
| Application for a transfer of a licence  |                     | Where representations<br>have been received<br>from the Commission | Where no<br>representations received<br>from the Commission                        |
| Application for a provisional statement  |                     | Where representations<br>have been received<br>and not withdrawn   | Where no<br>representations<br>received/<br>representations have<br>been withdrawn |

| Review of a premises<br>licence                                   |  | The initial grounds for<br>review will be for officers<br>to validate. Licensing<br>Sub Committee will then<br>hear the review if the<br>grounds are valid under<br>s.198 |
|---|--|---|
| Application for club<br>gaming /club machine<br>permits           | Where representations have been received and not withdrawn | Where no<br>representations<br>received/<br>representations have<br>been withdrawn  |
| Cancellation of club<br>gaming/ club machine<br>permits           |  | Cancellation of club<br>gaming /machine<br>permits and other<br>permits decisions would<br>be appropriate for<br>officers.  |
| Applications for other permits                                    |  | Dealt with by officers  |
| Cancellation of licensed<br>premises gaming machine<br>permits    |  | Dealt with by officers  |
| Consideration of temporary use notice                             | Х  |   |
| Decision to give a counter<br>notice to a temporary use<br>notice |  |   |

## Definitions

**NOTE:** In this Policy, the following definitions are included to provide an explanation to certain terms included in the Act and, therefore, in the Statement of Gambling Policy. In some cases, they are an abbreviation of what is stated in the Gambling Act 2005 or an interpretation of those terms. For a full definition of the terms used, the reader must refer to the Gambling Act 2005.

'The Council' means London Borough of Haringey, acting as the Licensing Authority as defined by the Gambling Act 2005.

'The Act' means the Gambling Act 2005.

'The Licensing Authority' the authority in whose area the premises is wholly/partly situated. The Licensing Authority (as in the issuing authority) is also a responsible authority.

'The Gambling Commission' a body set up by the Government as the unified regulator for gambling, replacing the Gaming Board.

'Responsible Authority' means a public body that must be notified of certain applications for premises licences and permits, and are entitled to make representations on any of the licensing objectives.

'Children' means individuals who are less than 16 years old.

'Young person' means individuals who are aged less than 18 years old and 16 years and over.

'Mandatory Conditions' means a specified condition provided by regulations to be attached to premises licences.

'Default Conditions' means a specified condition provided for by regulations to be attached to a licence unless excluded by the Council.

'Premises' means any place, including a vessel or moveable structure.

'LCCP' Licensing Conditions Code of Practice issued by the Gambling Commission

GAMBLING ACT 2005 GAMBLING LOCAL AREA PROFILE JANUARY 2019

#### 1. Introduction

1.1 This profile has been drafted by the Council as an associate document to the Council's Statement Gambling Policy following the recommendations of the Gambling Commission and the Local Government Association. Data has been used from a number of published sources together with information from the responsible authorities. It is intended to assist local Gambling Operators prepare their local assessments.

At this time the Council does not have any evidence to indicate Gambling activities in the Borough are a problem. However potential risks are always present and the Council encourages operators and all others involved to work together to address such issues or concerns.

- 1.2 This document is to highlight areas of the borough inhabited or frequented by people who might be at risk of being harmed or exploited by gambling. Licensees have a specific responsibility to assess local risks to the licensing objectives that come about due to the provision of gambling facilities at each of their premises. Whilst it is not a requirement for licensing authorities to complete a risk assessment of the local area, it is encouraged by the Gambling Commission that such risk assessments, known as the local area profile are a significant benefit to both the licensing authority and the operators. The benefits listed are:
  - it enables licensing authorities to better serve their local community, by better reflecting the community and the risks within it
  - greater clarity for operators as to the relevant factors in licensing authority decision making, will lead to improved premises licence applications, with the operator already incorporating controls and measures to mitigate risk in their application
  - it enables licensing authorities to make robust but fair decisions, based on a clear, published set of factors and risks, which are therefore less susceptible to challenge
  - it encourages a proactive approach to risk that is likely to result in reduced compliance and enforcement action.
- 2. Haringey approach to local area profile
- 2.1 The Local Area Profile Supplementary document establishes that the Council has serious concerns of the impact from on street gambling premises particularly those in the most vulnerable and 'at risk' areas of the borough. The Council considers that it is necessary to seek to control the number of facilities for gambling in areas where its most vulnerable residents may be placed at increasing risk, and in line with the duty, to aim to permit gambling insofar as it is reasonably consistent with the pursuit of the licensing objectives. The document provides an overview of the geographical areas in the borough identified as currently being of greater risk to gambling related harm.
- 2.2 All areas shown within the local area profile as being at high overall risk of Gambling related harm, are generally considered inappropriate for further

gambling establishments, which could potentially raise the risk of gambling related harm to vulnerable people living in those areas. Operators are asked to consider very carefully whether seeking to locate new premises or relocating existing premises within these areas would be consistent with the licensing objectives and the local risks identified.

2.3 This begins with the Gambling Act 2005 and the objective of the protection of children from harm and other vulnerable persons from being harmed or exploited by gambling. Within the Haringey Statement of Gambling Policy we state that the East of the borough carries higher deprivation and social economic imbalances and therefore should have special consideration given to it in relation to the proximity of gambling premises to

- an educational establishment, including colleges and universities, youth clubs, recreational establishments;
- close to a centre dealing with vulnerable people, including housing, clinics, recovery centre, food banks;
- situated in an area of high crime;
- situated in an area of deprivation;
- close to the location of services for children such as libraries and leisure centres;
- · Places of worship, community facilities or public buildings
- Areas where there is considered to be an over concentration of similar existing licensed operations.
- close to the location of businesses providing instant access to cash such as payday loans, pawn shops.

2.4 In this context and in response to the changes in the GLA, we have completed an assessment of the key characteristics of the Borough to identify areas of higher risk of vulnerability to gambling-related harm. This assessment is Haringey's local area profile.

Our approach is based on the possible risk to gambling-related harm and does not mean that just because an area is seen as being at higher risk that all people in that area will suffer harm or be at risk of suffering harm.

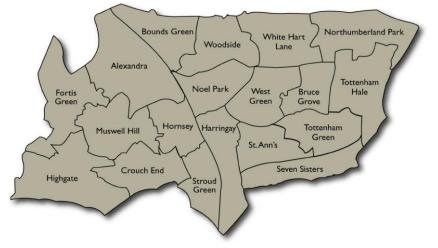
- 2.5 This Authority will take specific note of whether an application relates to a premise that is:
  - close to an educational establishment, including colleges and universities;
  - close to a centre dealing with vulnerable people;
  - situated in an area of high crime;
  - situated in an area of deprivation;
  - close to the location of services for children such as libraries and leisure centres;
  - close to the location of businesses providing instant access to cash such as payday loans, pawn shops.
- 2.6. This Authority will expect applicants for a new licence to submit the completed assessment with their application. It must identify the risks and state what control mechanisms are to be employed at the premises to ensure that the licensing objectives are being met having regard to the local area profiles produced by this Authority. The assessment must consider at a minimum:
  - The local area, including but not restricted to the types of premises and operation in the area surrounding the gambling premises; the character of the area, for example is it predominantly residential or commercial, is it a family orientated area; transport links; educational facilities; centres for vulnerable people; ethnicity, age, economic makeup of the local community; high crime area; high unemployment area; pawn broker/pay day loan businesses in the vicinity; footfall in the vicinity; recorded incidents of attempted underage gambling; other gambling premises in the vicinity
  - The gambling operation, including but not restricted to what gambling products it provides in the premises; the staffing levels within the premises; the level and requirement for staff training; whether loyalty or account cards are used or not; the security and crime preventions arrangements it has in place; how it advertises locally and on the premises; the marketing material within the premises; the display and provision of information
  - The design and layout of the premises, including but not restricted to whether the staff have obstructed views of gaming machines or entrances; whether the design is such that children can see gambling taking place.
  - The control mechanisms to be put in place to mitigate the risks e.g. the use of CCTV cameras, the provision of magnetic door locks, employment of door supervisors, employing a challenge 25 scheme, increased number of trained staff

**Commented [WM(1]:** This list should be expanded to include restricting access signage DB- DONF

- 2.7 Other issues that may be considered such as:
  - Matters of faith, including all religious or faith denominations including proximity to churches, mosques, temples or any other place of worship.
- 2.8 If an application for a new licence or variation is submitted that is within 400 metres of premises/location where children, young persons and vulnerable persons are operators are encouraged to provide details of the measures to be implemented that would overcome the potential risks in the identified areas.
- 2.9 If the operator does not put forward measures to overcome the risks, or the Council considers that the operator's proposed measures do not adequately mitigate the risk, the council will consider what measures are needed which can include additional conditions or even refusal of the application if appropriate. The Authority expects that each shop will have a copy of its local area risk assessment onsite for authorised officers to view on request.

#### 3 The Profile of The London Borough of Haringey

Map of the London borough of Haringey



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- 3.1 Haringey is one of London's 32 Boroughs. It is located in the north of the capital and is more than 11 square miles in area. According to the 2001 Census nearly half of its 254,900 people come from ethnic minority backgrounds. It is often said that Haringey is an outer London Borough with inner London challenges.
- 3.2 As a gateway to central London we are determined to be a well-connected hub of activity rather than a Dormitory Borough. Our Growth Strategy lays out ambitious objectives for achieving full employment and establishing Haringey

at the epicentre of London's small and medium sized innovation economy. Haringey is a vibrant place to live, with many different cultures mixing, and a fantastic variety of characterful High Streets – from the metropolitan centre at Wood Green to the boutiques and restaurants of Muswell Hill and Crouch End – creating a strong sense of local pride.

- 3.3 There are approximately 100,000 dwellings and approximately 8,200 businesses employing 64,700 people. The most recent indices of multiple deprivation (IMD) (2010) show that Haringey is one of the most deprived authorities in the country, ranking 13<sup>th</sup> out of 326 authorities, and it is ranked 4<sup>th</sup> in London, yet it is also a borough of contrasts, with great prosperity and affluence in some communities.
- 3.4 Persistent inequalities are manifest in the health and wellbeing of our residents. The life expectancy gap between the most and least deprived wards is 7 years for men and 3 years for women. The borough is facing an obesity crisis with 1 in 4 reception aged children, and 1 in 3 10/11 year olds, measured as overweight or obese. The number of people with long term conditions like diabetes and heart disease is increasing and there are approximately
  4,000 adults with severe mental illnesses three times more than would be expected, even given Haringey's level of deprivation.
- 3.5 There are also inequalities in educational achievement, access to employment and housing quality. The borough has seen twelve consecutive years of improvement in GCSE performance and A-levels scores, making Haringey one of the top 3 most improved areas. Yet too many of our young people still leave school without the skills needed to secure sustainable employment, blocking their access to one of the world's most dynamic economics at their doorstep. It remains our priority to make all of our schools outstanding and, through our new STEM commission, to ensure our young people are accessing the skills needed for the jobs of the future.
- 3.6 The Council's response to these challenges is to meet them head on with ambition, innovation and a commitment to work ever more closely with residents, businesses and public sector partners. Nowhere is our ambition greater than in our most deprived communities in Tottenham. Working with central and local Government, developers and major local businesses like Tottenham Hotspur, the Council has secured £1bn of public and private investment in Tottenham's physical environment. Wood Green is another community that will be the focus of major regeneration that will look to build more homes, create better connections to Alexandra Palace and maximise the impact of new transport links provided by Crossrail 2. We are determined that regeneration will be shaped by the views of residents and are pioneering new governance structures to embed the residents voice in the key decisions.
- 3.7 We are also determined that regeneration has a transformative effect on the health and wellbeing of residents. Regeneration has the potential to promote health and wellbeing through the built environment in a number of ways, including designing infrastructure to increase ease of walking and cycling, increasing the accessibility and perceived safety of green space, and shaping

the retail offer in our town centres. The local area profiles will enable us to better manage the expectations of the betting operator.

#### 4. Local Area Profile/Social Responsibility

- 4.1 Haringey is concerned with the impact on the vulnerable who are at risk from betting in the borough. The nature of the risk cuts across a number of themes such as health impact, mental health, drug and alcohol addiction, bad debt, crime and anti-social behaviour as well as risk from violence within the home.
- 4.2 Haringey will take a robust and proportionate approach to licensing issues. Premises which will impact on the economy of this borough and its community will be expected to build into operation plans, sufficient measures to minimise the impact of the premises operation on the residential, and other economic based activities.

In order to protect its community's well being and family life, the borough will require significant risk assessments and control methods to be available with any application for a premises licence. The east of the borough has particular heightened risk around anti social behaviour and deprivation, risk assessments for betting premises in these areas will need to show specific measures to deal with these issues that will not exacerbate existing problems. This does not mean that an assessment does not need to be made for the rest of the Borough only that assessments need to relevant to the risks.

- 4.3 Although gambling is a legal entertainment activity it can, in some locations have a negative impact on individuals and the wider community. The Council has tried to understand how gambling can affect its residents and visitors. The Council has also sought to identify individuals who live in the local area who are potentially vulnerable to gambling related harm through work carried out by the ASBAT Team and information from the Citizen Advice Team.
- 4.4 In order to protect its community and family life, the borough will require risk assessments and control methods to be available with any application for a premises licence.

Commented [BD2]: NEW WORDING ON BOROUGH PLANS

Appendix 2 Local Licensing Guidance

- 1. The risk based approach provides a better understanding of, and enables a proportionate response, to risk. Risk is related to the probability of an event happening and the likely impact of that event. In this case it is the risk of the impact on the licensing objectives. This guide will assist gambling operators in undertaking and preparing their local (premises) risk assessments. This guidance provides a framework for the local risk assessment process that will provide a uniform approach across all non-remote gambling sectors. This will benefit the Council as Licensing Authority under the Gambling Act 2005 (the Act), as well as responsible authorities and interested parties when considering new and variation applications.
- Gambling operators will be required to undertake a risk assessment for all of their existing premises. Operators must also undertake a review of those assessments when certain triggers are met. These are,
  - new premises application
  - significant changes in local circumstances
  - Variation of the premises licence
- 3. This Authority considers that these local risk assessments are a key component of the overall assessment and management of the local risks. Each locality has its own challenges and in order to assist applicants this Authority has produced maps of the area containing the location of existing gambling premises, and centres dealing with vulnerable persons. In addition, the Authority has produced local profiles for each Ward which contains demographic, economic and crime information. This information will be available on the Council's website and will be reviewed and updated.
- 4. Haringey is concerned with the impact on the vulnerable who are at risk from betting in their areas, we have therefore made an assessment of the pattern of gambling and associated risks to the licensing objectives in wards across the borough.

The policy is reflective of local issues, local data, local risk and the expectations that a licensing authority has of operators who either currently offer gambling facilities or wish to do so in the future. The existence of a clear and robust statement of policy provides greater scope for licensing authorities to work in partnership with operators, other local businesses, communities, and responsible authorities to identify and to proactively mitigate local risks to the licensing objectives.

#### 5. Methodology - Datasets used

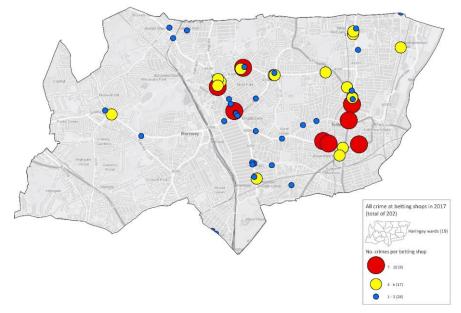
# Table 1. Special consideration is given in relation to the proximity of gambling premises to the following locations;

| Criteria   | Datasets   | Source             | Access<br>to data | Crite                 |
|--|--|--------------------|-------------------|-----------------------|
| Local schools  | All secondary schools in Haringey  | Corporate<br>GIS   |                   | Child<br>peop<br>educ |
| Youth clubs  | Youth clubs registered in Haringey   | LBH                |                   | Prob<br>treat         |
| Shops used by families & children  | Shopping centres, supermarkets &<br>shops relevant to children &<br>families in Haringey                                       | LBH                |                   | Livin                 |
| Parks & open spaces  | Parks, open spaces, play<br>areas/adventure playgrounds &<br>basketball courts in Haringey                                     | Corporate<br>GIS   |                   | Finar                 |
| Leisure & recreational<br>establishments used by<br>families                   | List of leisure centres, cinemas,<br>theatres, cultural events,<br>museums, galleries & community<br>organisations in Haringey | LBH                |                   | Subs                  |
| Area with high level of organised crime  | Suspected & convicted CSE<br>offences, human trafficking,<br>modern day slavery & drug<br>offences in Haringey                 | Haringey<br>police |                   | Poor                  |
| Places of worship  | List of faith premises in Haringey   | Corporate<br>GIS   |                   | Uner                  |
| Community facilities & public buildings  | List of community centres, tenant<br>halls, libraries & other public<br>buildings in Haringey                                  |                    |                   | Home                  |
| Areas with an over-<br>concentration of similar<br>existing licensed operation | List of current licensed gambling establishments in Haringey   |                    |                   | Mino                  |

Table 2. Special consideration is given in relation to the proximity of gambling premises to the following vulnerable groups:

| to the following vulnerable groups:                                |   |                  |                   |  |
|--|---|------------------|-------------------|--|
|  | Description   |                  | Access<br>to data |  |
| Children (<18) & young<br>people (students in higher<br>education) | No. residents under 18,<br>educational establishments<br>(colleges) & student<br>accommodation                        | LBH              |                   |  |
| Problem gamblers seeking treatment                                 | Gamblers anonymous  |                  |                   |  |
| Living in deprived areas   | IMD 2015  |                  |                   |  |
| Financial difficulties / debt                                      | List of food banks, pawnbrokers<br>& payday loan shops  | LBH              |                   |  |
| Substance abuse / misuse   | List of drug & alcohol treatment<br>services, narcotics & alcohol<br>anonymous meetings & needle<br>exchange services | Public<br>health |                   |  |
| Poor mental health   | List of GPs treating patients for<br>schizophrenia, bipolar affective<br>disorder, depression & other<br>psychoses    | Public<br>health |                   |  |
| Unemployed   | List of Job centres & economically<br>active unemployed residents   | 2011 Census      |                   |  |
| Homeless   | List of hostels, supported<br>housing, registered care &<br>temporary accommodation in<br>Haringey.                   | Public Health    |                   |  |
| Minority ethnic groups   | No. of Asian / African / Caribbean<br>/ Black British & Arab or other<br>ethnic groups                                | Nomis            |                   |  |

#### Map showing crime in betting shops in Haringey for 2017:

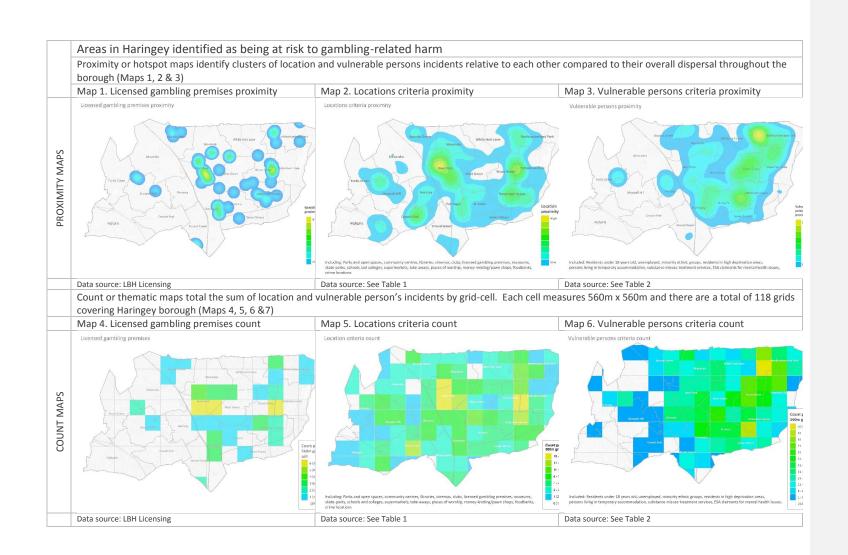


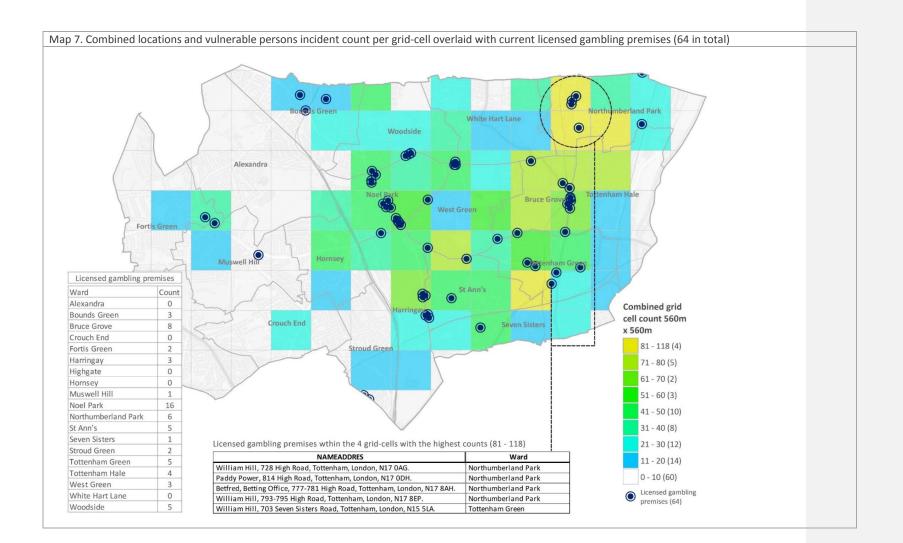
6. The above map illustrates the wards with the highest crimes relating to betting shops within Haringey that will require additional consideration from operators wishing to operate in these areas:

- Noel Park Ward
- Woodside Ward
- Bruce Grove Ward
- Tottenham Hale Ward
- West Green Ward
- Tottenham Green Ward
- Tottenham Hale Ward
- Northumberland Park ward
- White Hart Lane.

These areas have been chosen due to:

- Higher levels of crime
- Drug dealing and misuse
- Gang activity in the area
- · Issues with street drinking and anti-social behaviour
- Issues with street begging
- Homelessness
- Mental health support accommodation



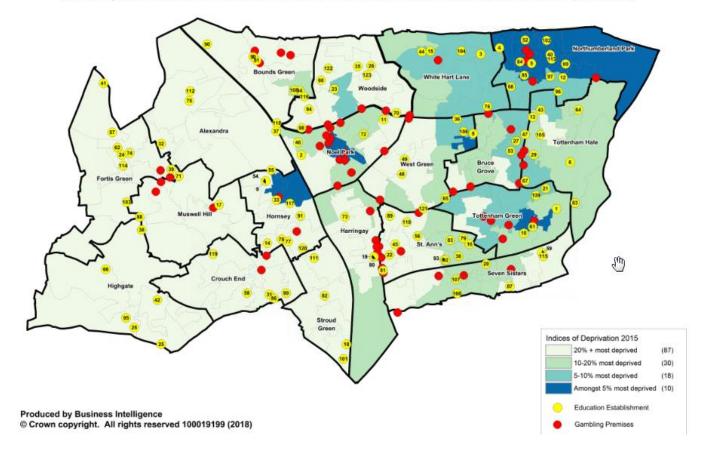


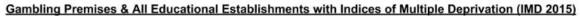
The Gambling Act 2005 prescribes in its licensing objectives the "protection of children and other vulnerable persons from being harmed or exploited by gambling". Data shown in Table 1 and Table 2 below was collated and used to determine risk areas vulnerable to gambling related harm

| Table 1. Location criteria data          |   |           |                                   |
|--|---|-----------|-----------------------------------|
| Description                              | Datasets  | Geography | Source                            |
|  | Suspected & convicted Child Sexual Exploitation (CSE) incidents, human trafficking, |           |                                   |
| Area with high levels of organised crime | modern day slavery & drug offences  | Ward      | Haringey police                   |
| Areas with an over-concentration of      | Licensed gambling establishments in Haringey i.e. betting shops & adult gaming      |           |                                   |
| similar existing licensed operation      | centres (AGC)   | Building  | LBH , Licensing                   |
| Community facilities & public buildings  | Community centres, tenant halls, libraries & other public buildings                 | Building  | Valuations Office                 |
| Leisure & recreational establishments    | Leisure centres, cinemas, theatres, cultural events, museums, galleries & community |           |                                   |
| used by families                         | organisations   | Building  | LBH, Licensing, Planning          |
| Education                                | Secondary schools and further education establishments                              | Building  | LBH, Environments & Neighbourhood |
| Recreational grounds                     | Parks, open spaces, play areas/adventure playgrounds                                | Polygon   | LBH, Environments & Neighbourhood |
| Places of worship                        | Churches and faith based premises   | Building  | LBH, Environments & Neighbourhood |
|  |   |           |                                   |
| Shops used by families & children        | Shopping centres, supermarkets and take-away/chicken shops                          | Building  | LBH, Licensing, Planning          |
| Youth clubs                              | Youth clubs   | Building  | LBH, YJS                          |

| Table 2. Vulnerable persons criteria data |   |                    |                                      |
|---|---|--------------------|--------------------------------------|
| Description                               | Datasets  | Geography<br>level | Source                               |
| Young people                              | No. residents under 18  | LSOA               | Census 2011                          |
| Financial difficulties / debt             | Food banks, pawnbrokers & payday loan shops   | Building           | LBH, Licensing                       |
| Homeless                                  | Temporary accommodation   | Building           | LBH, Housing                         |
| Living in deprived areas                  | Index of Multiple Deprivation (IMD) 2015  | LSOA               | Dept. Communities & Local Government |
|   | Non- white ethnic groups i.e. Asian / African / Caribbean / Black British & Arab or |                    |                                      |
| Minority ethnic groups                    | other ethnic groups   | LSOA               | Census 2011                          |
| Poor mental health                        | Employment Support Allowance (ESA) claimants for mental health conditions           | LSOA               | Nomis                                |
| Problem gamblers seeking treatment        | No data found for Haringey  | NA                 | NA                                   |
| Substance abuse / misuse                  | Drug & alcohol treatment services & needle exchange pharmacies                      | Building           | LBH, Public health                   |
| Unemployed                                | Job Seekers Allowance (JSA) claimants   | LSOA               | Nomis                                |

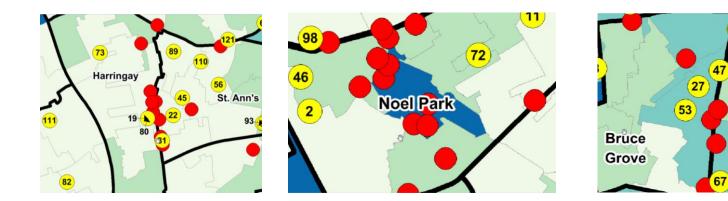
Methodology: Datasets were mapped using their Easting and Northing co-ordinates. Address-point level co-ordinates were created from building address information in datasets where coordinates were not provided. Datasets relating to areas such as parks/open spaces and deprivation data aggregated to LSOA - used their polygon centroid as co-ordinates. The distance used for measuring proximity and grid-cell size is 560m. This distance is based on the average of distances measured between residents homes and local facilities (post office, primary school, general store or supermarket and GP surgery) in Haringey as published by the Department for Communities and Local Government





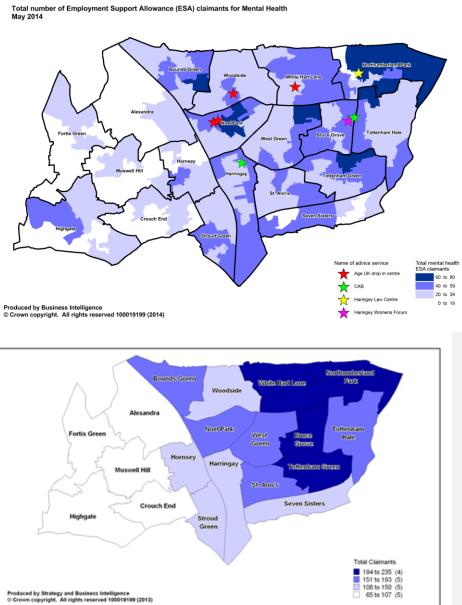
Schools with the highest number of gambling premises within the 400m radius

| School Name   | Number of Gambling Premises |
|---|-----------------------------|
| (80,81) South Harringay Junior and Infant<br>School | 8                           |
| (53) Bruce Grove Primary School                     | 7                           |
| (72) Noel Park Primary School                       | 6                           |



105

29

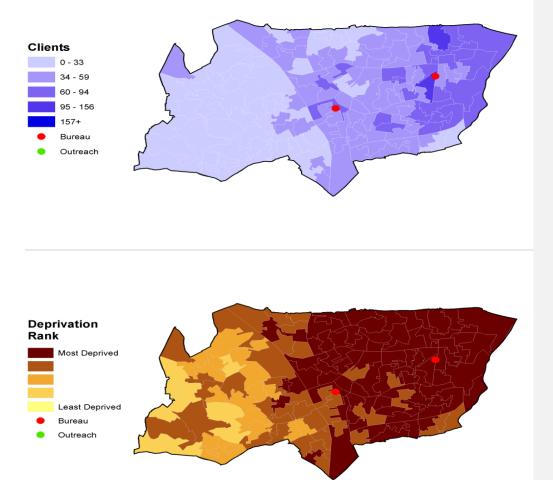


#### Risk factors in Haringey

Haringey has high level of factors that increase the risk to mental health, such as deprivation, unemployment and homelessness, all of which are more concentrated in the east of the borough. The proportion of residents living alone (24%) locally is greater than in London and England (22% and 18% respectively). Five in every 1,000 residents in Haringey are homeless, a rate which is higher than the London average (Source: DCLG). Joblessness is higher in the east and 48% of people claiming allowance have mental health behavioral disorders. Increases in unemployment, debt, overcrowding and homelessness (driven by changes to the temporary accommodation subsidy system, combined with high rents) can potentially further increase the level of mental health problems in Haringey

- Risk factors associated with poor mental health and wellbeing, such as unemployment, economic deprivation and poor quality housing, are high in Haringey compared to London and England. These issues are more prevalent in the east of the borough.
- Haringey has high levels of severe and enduring mental illness compared to London and England (Source: <u>Community mental health profile 2013 -</u> <u>external link</u>). The rate of psychotic disorder is more prevalent in the east of Haringey (Source MH First – QOF).
- Patients from black or black British ethnic groups account for less than fifth (18.8%, Census 2011) of Haringey population but represent over a quarter (28%) of hospital admissions for mental health issues and further 44 per cent of admissions under the Mental Health Act (1983) Section (Source: BEH Mental Health Trust 2012/13).
- Haringey's suicide rate is higher than in London and England. On average 26 Haringey residents, of whom the majority are men, commit suicide each year. Only one in four are known to mental health services and one in twenty to a GP. (Source: Coroners Suicide Audit data Produced by Public Health Directorate).
- Nearly one in three (32%) offenders on probation report having a mental health issue. For one in five (20%) this is compounded by problems with drug or alcohol misuse. (Source: Community Safety Strategic Assessment: Annual audit of crime and disorder in Haringey 2012/13).
- Haringey has a large independent supported housing provision for people with mental health issues. This provision is used by local authorities around London which places extensive pressures on Haringey services. Most of these services are placed in east of the borough.

Map showing clients attending Citizens Advice in relation to debt matters. The map below relates to areas of deprivation across the borough.



#### 9. Local risks and control measures

- 9.1 There are two specific parts to the risk assessment process, the assessment of the local risks and the determination of appropriate mitigation to reduce those risks.
- 9.2. Operators may be familiar with identifying risks in relation to health and safety and food hygiene legislation. Risk assessments are also used for security and crime purposes, for example for money laundering and as part of trade association best practice, such as the Safe Bet Alliance.
- 9.3 This local risk assessment process, although similar requires a much broader range of considerations when identifying local risk. Operators must consider the local area in which the premises are situated, the gambling operation and the premises both internally and externally.
- 9.4 The control measures that operators will put in place to mitigate any risk associated with the gambling operation will be dependent on the type of gambling activities provided, how the company operates and the size of the organisation.
- 9.5 The final control measures relate to specific physical measure that will address an identified risk factor. These physical control measures may, for example, include alarms, CCTV cameras, doors, magnetic locks, time locks on safes, spit kits, window shutters, fogging systems, UV lights in toilets.
- 9.6 The control measures identified to mitigate a perceived risk may involve a combination of systems, design and physical measures. For example to address the risk factors relating to children gaining access to an over 18 restricted gambling premises, the operator may identify the following control measures:
  - Systems: PASS card or age verification policies, challenge 21 scheme, staff training and door staff.
  - Design: Exterior design which will not attract children into the premises, the entrance layout will enable staff and security to watch those entering the premises and challenge them on the grounds of age.
  - Physical: Magnetic door locks and ID scans.

#### 10 Licence conditions

As set out in the code provisions, applications for new premises licences and for variations to existing licences will require a local risk assessment. The control measures specified in these risk assessments may be incorporated into the new or varied premises licences through the imposition of appropriate conditions.

#### 11 Specific considerations for Fixed Odds Betting Terminals:

Fixed odds betting terminals (FOBTs) are electronic machines, sited in betting shops, which contain a variety of games, including roulette. Each machine accepts bets for amounts up to a pre-set maximum and pays out according to

fixed odds on the simulated outcomes of games.

11.1 The *Gambling Act 2005* classified FOBTs as B2 gaming machines. Up to four machines can be sited on betting premises. Betting Operators are required to show in their risk assessments how they will show responsible management to customers at risk of harm from this form of gambling. The operator's approach to social responsibility focusing particularly on how staff are trained to engage with customers to monitor their frequency, duration and spend of their gambling behavior at the FOBT. Operators should demonstrate their escalation process for interaction with customers.

# Appendix 6 – Relevant Representations

From: Zena Brabazon <>
Sent: 11 May 2021 13:57
To: Licensing <Licensing@haringey.gov.uk>
Cc: Cllr Brabazon Zena <Zena.Brabazon@haringey.gov.uk>
Subject: AGC licensing application 513 Green Lanes

Dear Daliah and Licensing

Please see below my representation regarding the premises license application for an Adult Gaming Centre 513 Green Lanes N4 1AN - 24hrs/day, 7 days a week

Please confirm receipt.

Thanks

Zena

Zena Brabazon Cllr, Harringay ward

## Introduction

I am writing to you in my capacity as a Harringay ward councillor to object to the premises license application for an Adult Gaming Centre at 513 Green Lanes N4 1AN, to open 24hrs/day, 7 days a week.

I am concerned that this application would go against two of the three key Licensing Objectives of the 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
- Protecting children and other vulnerable persons from being harmed, or exploited by gambling

I set out my reasons below.

### **Crime and Disorder Issues**

Premises with gaming machines provide an obvious target for irate punters who have lost money (criminal damage cases), while professional criminals or opportunist crime target both the machines and the cash in transit. Staff and innocent bystanders are also vulnerable. They also target vulnerable people. Green Lanes is an area with a significant number of vulnerable residents and the opening of yet another adult gaming centre in the heart of Green Lanes, 24/7 is an issue of serious concern.

It is my understanding that many of the criminal damage cases are simply not reported. This may be due to gaming centres not wishing to record such occurrences for fear that their licence may be called in for review. There are links between crime and addiction and there is little doubt that some customers will be committing acquisitive crime in the local area to feed their addiction. Harringay ward is already a well-known hot-spot for drug dealing, including Class A drugs and residents have recently been reporting increased drug use and dealing in the area. This is being done openly along Ladder Roads which all feed into Green Lanes. Begging is on the increase as I have personally observed, and have reported to the police. As a result, all three of our Harringay Met Police Ward priorities are based around drug dealing in conjunction with other criminal behaviour. I agree with the Ladder Community Safety Partnership that a 24/7 gambling outlet in the centre of Green Lanes will act as a magnet for criminal activity.

It is hard to avoid the conclusion that the local community in and around Green Lanes would be put at an increasing risk of crime if a new gambling outlet were to open in Green Lanes, offering the opportunity to gamble 24 hours a day, 7 days a week and in my view, this is unacceptable and avoidable.

# **Children and Vulnerable Persons Issues**

Haringey's Statement of Gambling Policy 2021-26 makes clear that when determining an application to grant a Premises Licence the Council will have regard to the location of services for children and the need to protect vulnerable adults. All of these factors are relevant here, as shown below.

## Vulnerable people

There are approximately 4,000 adults with severe mental illnesses living in Haringey – three times more than would be expected, even given Haringey's level of deprivation. There are three main reasons for these high numbers:

The proximity to the extensive mental health care facilities at St Ann's Hospital, which draws in vulnerable adults from a broad area of North London is a significant factor.

A high number of vulnerable adults living in community homes/supported living in the two wards adjacent to Green Lanes. Harringay ward in particular has one of the highest numbers of hostels of all 19 wards in the borough. A new facility/supported housing scheme for homeless women is due to be developed on the Ladder this financial year.

The prevalence of HMOs (Houses in Multiple Occupation) in Harringay ward is another reason for the high number of vulnerable people living around Green Lanes. Under the Council's Selective Licensing Scheme (currently under review but planned for introduction) this core area of Green Lanes, is a hotspot as identified by the Lower Super Output Areas. This means that it has disproportionately high numbers of HMOs.

Begging is commonplace on Green Lanes, and as personally observed, on the increase. Those begging are highly vulnerable. Where substance abuse is a factor, the lives of vulnerable adults are clearly harmed by addiction. Slot machines are recognised as highly addictive and this application, if successful, will simply increase the opportunity to feed that addiction by offering a gambling facility at very late hours when no such venue is currently open anywhere else in Green Lanes.

An adult gaming centre in the centre of Green Lanes open 24/7 is there to encourage gambling, and will simply provide more temptation, through increased availability, for the very large number of vulnerable local adults in the area. Academic research confirms this, and one study (supported by Gamcare) noted how *the more marginalised and deprived are often the most susceptible to* problem gambling and debt.

### **Schools and Children**

The site of the proposed betting shop is between North and South Harringay Primary Schools (Mattison and Falkland Roads respectively). There are also many other facilities for children nearby, for example in Cavendish Road, Woodlands Park Road and Blackboy Lane. As they are local schools and nurseries, most of the children will live in Harringay and St Ann's wards, in the residential streets of the Ladder and the Gardens. In addition, of course, there are many young people between 11and 18 living in the area.

I am told that local parents have told the Ladder Community Safety Partnership that they do not want their children to be over-exposed to ever-increasing numbers of gambling premises including gaming centres on their way to and from school, or to the shops in Green Lanes, and they should not be presented as the norm.

### Background concerns regarding this application and Green Lanes context

It is unclear to me why this application for a licence to facilitate 24/7 opening is being made. The applicants have already tried to secure planning approval for the same hours, but were refused permission (HGY/2020/1925). In their refusal, the Council stated that there would be an '*increase in general activity and associated noise and disturbance* ... *during anti-social hours, with potential for anti-social behaviour*' if 24/7 opening were to be allowed.

The applicants tried again with reduced hours of 09.00-23.00 daily, which was granted earlier this year (HGY/2021/0066). Were the Licensing Committee minded to allow 24/7, the premises could not lawfully open beyond the planning hours (which have, incidentally, been upheld on Appeal at another nearby AGC, at 48 Grand Parade). There appears to be no realistic prospect of 24/7 opening being allowed by Planning.

The proposed AGC is located in the heart of Green Lanes, close to all of the four existing betting shops, the almost adjacent and soon-to-be-opened AGC at 519 Green Lanes, and the existing AGC at 48 Grand Parade. Indeed three of these gambling outlets are extremely close (at 507 Green Lanes and another opposite, at 12 Grand Parade and the new AGC at 519 Green Lanes, noted above).

Whilst clustering of such premises in a small area is not in general a relevant representation the Council has made clear its concern about the proliferation and overconcentration of betting outlets. This has emerged as a relevant local issue (e.g. Development Management DPD p.77). Town Centres, such as Harringay Green Lanes, are particularly at risk because of this overconcentration. Although a planning document, this is a relevant context in licensing terms because of the late-night problems which this application will cause, e.g. more criminal activity, greater risk for vulnerable adults, increased problem gambling which are highly relevant licensing issues.

It is my view that a new gambling outlet in Green Lanes offering access to slot machines 24/7 will contravene two of the key licensing objectives and have a seriously deleterious

impact on the local area and community. Any increased risk of crime, whether violent or acquisitive, could obviously affect literally anyone. Children will be at an increased risk of exposure to more gambling; and there are real risks that vulnerable adults will be affected.

I ask you to reject this application for a 24/7 licence and draw your attention to the decision of 8 September 2020 in respect of the license for the new AGC at 519 Green Lanes.

Zena Brabazon Cllr, Harringay ward



Virus-free. <u>www.avg.com</u>

From:Barrett DaliahTo:Barrett DaliahSubject:FW: 513 Green Lanes, N4 1AN APP RESI REPDate:03 July 2021 19:18:42

Sent: 11 May 2021 12:55
To: Licensing <Licensing@haringey.gov.uk>
Subject: 513 Green Lanes, N4 1AN

Dear Haringey Council Licensing team

I live opposite 513 Green Lanes, N4 1AN.

I strongly object to the potential grant of an Adult Gaming Centre premises licence for the property at 513 Green Lanes, for the following reasons:

1. There are two other betting/gambling shops on this intersection alone (Ladbrokes and Paddy Power). There is also an adult casino further down Green Lanes, in addition to further betting shops. There are already far too many gambling and betting businesses on Green Lanes, and this will tip the character and atmosphere of this high street further towards gambling and betting - ruining Green Lanes' character as a family friendly food and shopping destination.

2. The concentration of gambling and betting shops in this area is wholly inappropriate, and frankly offensive. You do not see this kind of concentration in areas such as Angel, Chelsea, or even Crouch End and Highgate. The placement of these businesses in low-income areas is predatory and dangerous.

3. The opening hours proposed for this site are long. With the other gambling/betting shops in the area, I am very concerned about anti-social behaviour during the day and late at night.

4. There are a number of schools in the area, exposing a large number of children and young people to gambling, betting and anti-social behaviour.

5. There are a large number of vulnerable adults in the area. Their interests are not served by granting an application for another gambling/betting premises in this area. I do not believe that there are any measures that can be put in place by AGC that would mitigate this risk, especially when you take into consideration the concentration of betting and gambling businesses in the area.

For the reasons explained above, the only reasonable position is to refuse this licence application.

Please also note, that as a Haringey resident of over 5 years, I am incredibly disappointed that the related planning application for this site was approved, and that this licence application is even being considered. Yes, this site has been vacant for some time - this is not, however, a reasonable reason to allow the further encroachment of gambling and betting businesses on our high streets. At a time when these businesses are under intense scrutiny for the effect they have on vulnerable adults and indeed young people, and are being strongly criticised in the press for their business practices and predatory behaviour, it beggars belief that Haringey Council would be receptive to yet **another** business such as this on Green Lanes (especially as we have already been called out by name in articles

such as this: https://www.bbc.com/news/magazine-22934305).

Best Nurul Shamir

# LADDER COMMUNITY SAFETY PARTNERSHIP

Haringey Council Licensing Team River Park House, Level 1 North, 225 High Road, Wood Green London, N22 8HQ

6 May 2021

# Premises Licence: Betting: Adult Gaming Centre 513 Green Lanes N4 1AN To open 24hrs/day, 7 days a week

# Introduction

I am writing to you on behalf of the local community in my capacity as elected Chair of both the Ladder Community Safety Partnership (LCSP) and the Harringay Ward Police Panel. The LCSP is an umbrella organization containing many individual members but also representatives of Neighbourhood Watches and Residents' Associations throughout the Ward including Green Lanes. We are an independent group, although we work in partnership with many other key stakeholders to improve the quality of life for local people. The Police Panel obviously works closely with our local officers and sets priorities which aim to keep the area safe, and free from crime, antisocial behaviour and other nuisances.

Our members – and particularly those who live near the premises (in flats along Green Lanes and at the eastern end of adjacent Ladder roads) – are very concerned at the prospect of an AGC opening 24 hours a day, 7 days a week. We believe that, in the specific context of the local area, granting permission for a 24/7 gambling outlet in Green Lanes, Harringay, would be against two of the three key Licensing Objectives of the 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
- Protecting children and other vulnerable persons from being harmed, or exploited by gambling

Evidence for our concerns is given in sections 2 and 3 below

However, before that we would like to note that we do not understand why this application for a licence to facilitate 24/7 opening is being made. This is because the applicants have

already tried to secure planning approval for the same hours, but were refused permission (HGY/2020/1925). In their refusal, the Council stated that there would be an *'increase in general activity and associated noise and disturbance ... during anti-social hours, with potential for anti-social behaviour*' if 24/7 opening were to be allowed.

The applicants tried again with reduced hours of 09.00-23.00 daily, which was granted earlier this year (HGY/2021/0066). So even if the Licensing Committee were minded to allow 24/7, the premises could not lawfully open beyond the planning hours (which have, incidentally, been upheld on Appeal at another nearby AGC, at 48 Grand Parade). There is therefore no realistic prospect of 24/7 opening being allowed by Planning.

# 1. Green Lanes context

The proposed AGC is located in the heart of Green Lanes, and is very close to all of the four existing betting shops, the almost adjacent and soon-to-be-opened AGC at 519 Green Lanes, and the existing AGC at 48 Grand Parade. Indeed three of these gambling outlets are extremely close (at 507 Green Lanes and another opposite, at 12 Grand Parade and the new AGC at 519 Green Lanes, noted above).

The clustering of such premises in a small area is not in general a relevant representation. However, LBH has made it clear that it is concerned about the proliferation and overconcentration of betting outlets, which has emerged as an important local issue (eg Development Management DPD p.77). Town Centres, such as Harringay Green Lanes, are particularly at risk because of this overconcentration. Although we have cited a planning document, it is a relevant context in the licensing terms because of the late-night problems which this application will cause, eg more criminal activity, greater risk for vulnerable adults, increased problem gambling. All of these are, of course, relevant licensing issues.

## 2. Crime and Disorder Issues

The large number of premises with gaming machines provides an obvious target for irate punters who have lost money (criminal damage cases), while professional criminals or opportunist crime target both the machines and the cash in transit. Staff and innocent bystanders are also vulnerable.

It should be remembered that many of the criminal damage cases are simply not reported. This is because betting outlets do not wish to be associated with too many such occurrences for fear that their licence may be called in for review.

It is worth noting that criminal damage to machines is very common. A typical offence is committed out of anger and frustration when a punter loses his money: offenders are almost invariably male. Links between crime and addiction are extremely well known and there is little doubt that some customers will be committing acquisitive crime in the local area to feed their addiction.

In this context of gambling-induced crime, it is worth noting that the Green Lanes area has for some time been the focus of a campaign to reduce burglary. There has also been a concerted - and ongoing - effort by the Harringay SNT police to improve security at vulnerable domestic properties throughout the Ladder roads in order to reduce the likelihood of burglary.

The Harringay area is already a well-known hot-spot for drug dealing, including Class A. As

a result, all three of the Met Police Ward priorities are based around drug dealing in conjunction with other criminal behaviour. There is a very real concern that a 24/7 gambling outlet will act as a magnet for criminal activity, especially as this is already the case in similar locations eg near Turnpike Lane.

It is hard to avoid the conclusion that the local community in and around Green Lanes would be put at an increasing risk of crime if a new gambling outlet were to open in Green Lanes, offering the opportunity to gamble 24 hours a day, 7 days a week – something which is not currently available anywhere else in the vicinity.

# 3. Children and Vulnerable Persons Issues

Haringey=s >Statement of Gambling Policy 2021-26= makes it clear that when determining an application to grant a Premises Licence the Council will have regard to the location of services for children and the need to protect vulnerable adults. All of these factors are relevant here, as shown below.

# (a) Schools and Children

The site of the proposed betting shop is between North and South Harringay Schools (Mattison and Falkland Roads respectively). There are also many other facilities for children nearby, for example in Cavendish Rd and Woodlands Park Rd. As they are local schools, most of the children will live in Harringay and St Ann=s wards, in the residential streets of the Ladder and the Gardens. In addition, of course, there are many other children between the ages of 11 and 18 who live in the area..

Local parents have told the LCSP that they do not want their children to be over-exposed to ever-increasing numbers of gambling premises on their way to and from school, or to the shops in Green Lanes. Gambling premises, passed several times every day, mentally creates an impression that gambling is somehow only to be expected as a dominant presence in daily life. This is not the sort of environment in which parents should be forced to bring up their children.

## (b) Vulnerable adults

There is an unusually high number of vulnerable adults in the area. There are three main reasons for these high numbers:

(i) the extensive mental health care facilities at St Ann=s Hospital, which draws in vulnerable adults from a broad area of North London. Moreover there are approximately 4,000 adults with severe mental illnesses living in Haringey – three times more than would be expected , even given Haringey's level of deprivation (Ref 1)

(ii) an exceptional number of vulnerable adults living in *>care in the community*= in the two wards adjacent to Green Lanes. Harringay ward in particular has one of the highest numbers of hostels of all 19 wards in the borough.

(iii) There is also an unusually high number of vulnerable adults in the area because of the huge number of HMOs (Houses in Multiple Occupation). Harringay ward has the largest number of *any* ward in the Borough, with St Ann=s not too far behind. For example, under the Council's Selective Licensing Scheme (currently under review but planned for

introduction) this core area of Green Lanes, is a hotspot as identified by the Lower Super Output Areas. This means that it has disproportionately high numbers of HMO/private sector dwellings and is problematic in terms of: poor housing, environmental crime, ASB, and crime reported to the police.

Too often, family houses have fallen victim to excessive sub-division into large numbers of small units, which are frequently found to be homes of young single men - many of them vulnerable adults: recent migrants, asylum seekers, refugees, those who lack the means to live anywhere else. Such adults may be all too willing to take a gamble, believing that they have nothing to lose. Academic studies in a number of countries, including Australia, Sweden and the United States, have shown the rate of problem gambling to be several times higher among minority or immigrant groups than the rest of the population.

# (c) Vulnerable Adults and Problem Gambling

The lives of vulnerable adults are clearly harmed by addiction. Slot machines are recognised as highly addictive and this application, if successful, will simply increase the opportunity to feed that addiction by offering a gambling facility at very late hours when no such venue is currently open anywhere else in Green Lanes.

# **Evidence for Problem Gambling**

GamCare (funded by the gaming industry) is the leading agency offering help and support to problem gamblers. Their Annual Reports reveal the steadily increasing numbers of people seeking help each year. The Gambling Commission estimates that there are a quarter of a million problem gamblers in Britain, but Gamblers Anonymous thinks it is well over half a million. Either way it is certainly a significant and growing problem.

GamCare=s Annual Reports reveal that their callers seeking help were largely male, and that the key age-group was 18-35 years old - the very group which are above-average in numbers in the two wards either side of Green Lanes, often single, living in accommodation such as HMOs (see above). This is based on latest census returns which, it is recognised, are an underestimate in this case, because many such vulnerable adults simply do not fill in their returns.

## Problems of increased availability for vulnerable adults

We are seriously concerned that an outlet with longer hours in Green Lanes will simply provide more temptation, through increased availability, for the very large number of vulnerable local adults in the area. There is plenty of academic research which supports this stance, ie that increased availability leads to more gambling and more problem gambling for the vulnerable.

One study (supported by Gamcare - Ref 2) noted how *>the more marginalised and deprived are often the most susceptible*= (to problem gambling and debt). We also need to wonder who would wish to gamble in the early hours of the morning, at 3am or 4am. It is surely the case that a problem gambler or vulnerable adult would be the most likely customer.

## Conclusion

In the light of this evidence, the conclusion must be that a new gambling outlet in Green Lanes offering access to slot machines 24/7 will have a seriously adverse impact on two of the key licensing objectives.

The increased risk of crime, whether violent or acquisitive, could obviously affect literally

anyone; children will be at an increased risk of exposure to more gambling; while the large number of vulnerable adults are far more likely to gamble (or worse still, fall victim to addiction) given a hugely increased time frame of 24/7.

All of these outcomes would be contrary to the fundamental aim of the borough Licensing Policy which is quite simply 'to ensure that licensed premises have a positive impact on their locality' (Ref 3).

We therefore urge the Council, as the Licensing Authority, to limit the trading hours of the AGC to 9am - 11pm daily. This would be the same as the nearby AGC at 48 Grand Parade, and in line with all of the existing betting shops. In addition, it would also be the same as the hours recently decided for the new AGC at 519 Green Lanes, by the Licensing Committee at the meeting on 8 September 2020.

Yours sincerely

Ian Sygrave

Chair, on behalf of the LCSP Chair, on behalf of the Harringay Police Panel

Ref 1: Haringey Statement of Licensing Policy 2021-26, p.7. para 3.2 Ref 2: *Gambling and Debt Pathfinder Study 2009*, produced jointly by Manchester Metropolitan University, Gamcare, the Money Advice Trust and the Salvation Army Ref 3: Haringey Statement of Licensing Policy 2021-26, p.8. para 3.6 On 11 May 2021, at 13:41, Max Clowes <> wrote:

To whom it may concern,

I am writing concerning the application by Admiral regarding 513 Green Lanes, N4 1AN. As per the council's report on 'The Gambling Profile of Haringey'[3], 'although gambling is a legal entertainment activity it can, in some locations have a negative impact on individuals and the wider community', and this licence should be rejected on public safety grounds.

As I understand it, this licensing application relates to planning application HGY/2021/0066. This proposed development, accompanied by this licence change, would add to the large number of gambling sites already situated on Green Lanes, as well as be the 3rd at that specific junction. This would result in Ladbrokes, Paddy Power, and now Admiral gambling centres all within 20 metres of one another. Given the aforementioned high concentration of gambling centres, the decision to add another seems clearly linked to the vulnerability of the community.

Green Lanes is a friendly and affordable high street, with a vibrant community with a particularly large amount of low-income participants. As an example, this site would be adjacent to a successful £1 store. The areas around Green Lanes are some of the 'most deprived' as per Haringey's recent State of the Borough report[2]. There are several nearby food banks in the area, and it is surrounded by a high number of Employment Support Allowance claimants. Low-income is a significantrisk factor in gambling impact, and Haringey's own report of on the gambling profile of Haringey states that special consideration should be given to it in relation to the proximity of the gambling centre due to these reasons[3].

One other particular point the Haringey report raises is the risk based on proximity of businesses providing instant access to cash such as payday loans, pawn shops[3], of which Green Lanes has many. Additionally, the Gambling Commission report on gambling related harm[2] states that ethnic groups are particularly vulnerable to gambling harm, and Green Lanes is a hub for various ethnic groups.

Haringey's gambling report documents the concentration of crime around betting shops[3], with the nearby Turnpike Lane being one of the largest concentrations in the borough. This site's proximity to Turnpike Lane risks extending this crime hot-bed further down along Green Lanes.

Haringey's gambling report documents density of vulnerable persons[3], and this site falls in a highly ranked area. Haringey has higher rates of serious mental illness than many other London boroughs[1] - three times more than would be expected for the level of deprivation[3] - and the prevalence of these issues is growing year-on-year. It is important to note that this particular site is near several health care facilities, one being St. Ann's Hospital, which provides psychiatric care, and these patients also fall within those most vulnerable. This site is also near several school and recreational establishments.

Green Lanes is a high footfall area, but the gambling sites on this corner already see observably low footfall themselves. This development had previously been rejected under a previous application, HGY/2020/1925, with the only change with this latest application being the change of hours from 24/7 to 9-11pm. Clearly, the 24/7 hours would have been an important aspect in the business feasibility plan for the site. This modified plan, combined with the low numbers of gamblers, indicates that the profitability of this site will be wholly dependent on the custom of repeat, problem-gamblers.

Finally, the UK Gambling Commission states 'Local public health teams recognise gambling-related harm as a public health issue and its relevance in assessing risk to the wellbeing of their communities'[2]. It is key that Haringey Council recognise that granting a licence for a betting site at this location would be inappropriate by it's own priorities and analysis, and will cause significant public harm.

[1] https://www.haringey.gov.uk/sites/haringeygovuk/files/state\_of\_the\_borough\_final\_master\_ver sion.pdf

[2] https://www.gamblingcommission.gov.uk/PDF/Gambling-related-harm-as-a-public-health-issue.pdf

[3]

https://www.minutes.haringey.gov.uk/documents/s104896/The%20Gambling%20Profile%20of%20 Haringey%20appendix%202%20nov%202018.pdf

Yours faithfully,

Max Clowes

# Appendix 6A – Responsible Authority Representations

I am writing as the Licensing Authority Responsible Authority in making this representation against the above named application. It is recognised that local licensing decision making is an administrative and evaluative process requiring a proportionate balancing exercise, that allows all parties to consider the specific locality alongside the details of the application.

The Licensing Authority representations are primarily concerned with the three licensing objectives;

# • Preventing gambling from being a source of crime and disorder, being associated with crime or disorder or being used to support crime

· Ensuring that gambling is conducted in a fair and open way

 $\cdot$  Protecting children and other vulnerable persons from being harmed or exploited by gambling.

As a result of the premises licence application being received by Haringey Council for an **Adult Gaming Centre (AGC)**, the licensing authority have examined the area of where the AGC will be sited. Green Lanes is a very busy thoroughfare that runs between Turnpike Lane and Manor House underground station. It has its own unique mix of problems such as street drinkers, high levels of anti social behaviour, crime and disorder for many years.

This area consists of numerous social issues arising from an increased presence of street begging rough sleepers and illegal street gambling. An adult gaming centre would certainly be a draw these groups as place of shelter, it could potentially be a magnet to these individuals already finding it difficult to maintain any kind of day to day social interaction.

It is recognised that the location of the proposed premises is an important consideration. The unit is based at 513 Green Lanes, Hornsey, London N4 1AN which is a main thoroughfare for children and young people travelling to and from school or other activities, as well as for commuters using the nearby underground stations. Special consideration should be given to the close proximity of the vulnerable people in the immediate locality.

There are parts of Haringey that already has existing AGCs which of themselves have seen crime in terms of criminal damage to the machines from frustrated customers and also staff being attacked by customers who have lost money.

Due to Covid-19, the Metropolitan Police currently are unable to provide geographical mapping datasets for crime within the immediate locale of the applicant site. We are aware as a Licensing Authority through our regular liaisons with the Police, businesses and residents the locality that there is a high volume of crime that happens within close proximity of this location. This can range in scope from low level Anti-Social Behaviour to extremely serious offences.

I have concerns that there are already a high level of vulnerable people in the vicinity of 513 Green Lanes, Hornsey, London N4 1AN adults as well as children. A premises like this could potentially cause more harm to these vulnerable people where they would not be sufficiently safeguarded.

The location of the betting establishments in this regard provides for an environment in which gambling activity may be closely and prominently observed. Whilst we do not suggest that the applicant proposes to advertise in such a way as to make betting attractive to children, the LSC is asked to consider whether the location of this particular premises acts to normalise and thereby inadvertently promote gambling to children and young persons, and other vulnerable persons.

Within the Councils own Local area profile the location is deemed as being at high overall risk of gambling related harm, and generally considered inappropriate for further gambling establishments, which could potentially raise the risk of gambling related harm to vulnerable people.

Living, working and existing in this area. Operators are asked to consider very carefully whether seeking to locate new premises within this area would be consistent with the licensing objectives and the local risks identified.

Taking into account these matters the licensing authority take the view that there are insufficient conditions that could be offered to meet these concerns. Given these concerns in the locality the LSC is urged to not grant the licence.

If the LSC does not agree with this representation then under the licensing objectives, I would suggest the following;

# • Preventing gambling from being a source of crime and disorder, being associated with crime or disorder or being used to support crime

- Reduced operating hours to ensure the premises operates between 8am and 23pm Monday Sunday including Bank Holidays.
- That no lone working is done from noon until closing time each day.
- A comprehensive CCTV system shall be installed and maintained on the premises as required by the Metropolitan Police Licensing Team. CCTV should cover the following:
  - All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions
  - The areas of the premises to which the public have access (excluding toilets)
  - Gaming machines and the counter area
- The CCTV shall continue to record activities 24 hour a day for 31 days.
- CCTV shall be made available for the police viewing at any time with minimum delays when requested.
- The premises shall display notices near the entrance of the venue stating that CCTV is in operation.
- A monitor shall be placed inside the premises above the front door showing CCTV images of customers entering exiting the premises.
- There shall be no pre-planned single staffing at any time.
- There will be a minimum of **2** staff present at all times when the premises is open.
- The Licensee shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
- The licensee will refuse entry to customers who appear to be under the influence of alcohol or drugs.
- A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable from the ground floor cashier counter by staff.

- An incident log shall be kept for the premises and made available on request to an authorised officer of the City Council or the Police which will record the following;
- All crimes reported to the venue
- Any complaints received regarding crime and disorder
- Any incidents of disorder
- Any faults in the CCTV system; and
- Any visit by a relevant authority or emergency service.
- The licensee shall ensure that all seating within the premises are either secured to the floor or are weighted to prevent lifting
- The licensee shall install and maintain an intruder alarm on the premises.
- The premises shall install and maintain a panic button behind the cashiers counter.
- The licensee will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks.
- The Licensee shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
- The Licensee shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.

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

- The Licensee shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.
- Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.
- Third party testing on age restricted sales systems purchasing shall take at least twice a year and the results shall be provided to the Licensing Authority upon request.
- A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

# Ensuring that gambling is conducted in a fair and open way

- Prominent GamCare documentation will be displayed at the premises.
- The licensee shall: provide training on the specific local risks to the licensing objectives that have been identified for these premises as part of the staff induction training programme. periodically provide refresher training to all of its staff working at these premises on the specific local risks to the licensing objectives. Participation in this training shall be formally recorded on each member of staffs training records which, if requested will be presented to the Licensing Authority as soon as practicable.
- The Licensee shall train staff on specific issues related to the local area and shall conduct periodic refresher training. Participation in this training shall be formally recorded and the records produced to the police or licensing authority upon request.
- New and seasonal staff must attend induction training and receive refresher training every six months.
- There shall be no cash point or ATM facilities on the premises



#### Public Health objection to 513 Green Lanes, N4 1AN

Maria Ahmad and Marlene D'Aguilar Health in All Policies Officer, Public Health

4<sup>th</sup> May 2021

### Summary

Public Health has concerns 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
- Protecting children and other vulnerable persons from being harmed or exploited by gambling

Public Health strongly objects to a New Adult Gaming Centre (AGC) being proposed at Green Lanes. The proposal is located in a deprived area with a proximity to several schools and a health care facility. There are already two other AGCs within 3 mins walk between and 2 gambling premises on the high road. The applicant has no regard to the locality or presence of children. The overconcentration of gambling premises has a negative impact on the health and wellbeing of our residents. Therefore, there is a strong need to safeguard the area from over-concentration of gambling premises and protect our vulnerable communities.

### Location

There is 2 Adult Gaming Centre on the high road in proximity to the proposed premises.

Golden Slots, 48 Grand Parade, Tottenham, London, N4 1AG (0.2 miles, 3 min walk)

Future Leisure 519 Green Lanes, Tottenham, London, N4 1AG (less than 1 min walk)

(To note, we have had a recent planning permission for an AGC at 120A-122 Green Lanes)

And 2 other gambling premises on Green Lanes

Ladbrokes Coral ltd, 56-57 Grand Parade, Tottenham, London, N4 1AF (0.3 miles, 5 min walk) Paddy Power, Betting Office, 507 Green Lanes, Hornsey, London, N4 1AL (less than 1 min walk) There are three schools, one nursery and a children's centre located within 500-meter radius of the premises including:

Woodlands Park Nursery and Children's Centre, Browns Bears Nursery, South Harringay Junior School, South Harringay Infant School, Saint John Vianney Roman Catholic School

We are concerned the appeal of AGCs gaming machines to young people compared with betting shops, and the deliberate proximity of these premises to schools.

## Deprivation

The Harringay area is one of the most deprived areas in London and the proposal of another Adult Gaming Centre will make matters worse for the residents in terms of health and wellbeing.

Harringay ranks high in all risk factors associated with gambling-related harm in individuals such as a Ward with high deprivation indices, increased number of residents on Universal Credit, high numbers of people who are rough sleeping, a high percentage of residents from minority ethnic background, families from very low median household income, high unemployment rates, high level of long-term health condition and disability (which may include mental health issues).

An analysis of the number of gambling premises in Haringey illustrates there are 3.1 betting shops, adult gaming centres and bingo per 10,000 of the population (figure 2) which is much higher than the national average of 1.6 per 10,000<sup>1</sup>. At a Ward level, it shows Harringay Ward has a high number of gambling premises, with nearly 3 premises per 10,000 of the population.

From figure 1 we can see gambling premises are more prominent and clustered in deprived areas, where most of our ethnic minorities live.

The applicant has mentioned Talarius Limited, sister company of Luxury Leisure, has long operated the AGCs at:

Admiral, 9 High Road, Wood Green, N22 6BH

Admiral, 117 High Road, Wood Green, N22 688

Admiral, 475 and 4754 (Gold Room) High Road, London, N17 6QA.

AGCs are being disproportionately located in places where people can least afford to gamble, this is referred to as "clustering". There are already sufficient number of AGCs, particularly the high street, which is maximising the number of gaming machines in the area.

A paper published in the Journal of Gambling Studies by social research institute NatCen in December 2012 showed that the greatest concentration of gambling machines could be found in Britain's most deprived areas, 'with the highest density of machines mirroring the profile of those most at risk of experiencing harm from gambling'.

<sup>&</sup>lt;sup>1 1</sup> According to the gambling commission there were 10,590 betting shops and bingo halls in the UK in March 2018, and according to population estimates by ONS the UK population in 2017 was 66.05 million; this gives a betting shop/bingo hall per 10,000 people of 1.6 <sup>(15</sup>)

| Ward                | Ward Population | Number of Betting<br>shops, Adult Gaming<br>centres and Bingo | Premises per 10,000 |
|---------------------|-----------------|---|---------------------|
| Alexandra           | 11,758          | 1   | 0.9                 |
| Bounds Green        | 14,998          | 3   | 2                   |
| Bruce Grove         | 14,820          | 5   | 3.3                 |
| Crouch End          | 12,315          | 2   | 1.6                 |
| Fortis Green        | 6,341           | 2   | 3.1                 |
| Harringay           | 14,243          | 4   | 2.8                 |
| Hornsey             | 13,003          | 2   | 1.5                 |
| Muswell Hill        | 10,636          | 0   | 0                   |
| Noel Park           | 12,787          | 14  | 10.9                |
| Northumberland Park | 9,224           | 6   | 6.5                 |
| Seven Sisters       | 17,744          | 3   | 1.6                 |
| St. Ann's           | 14,434          | 5   | 3.5                 |
| Tottenham Green     | 16,516          | 4   | 2.4                 |
| Tottenham Hale      | 10,250          | 5   | 4.9                 |
| West Green          | 9,652           | 3   | 3.1                 |
| White Hart Lane     | 7,882           | 1   | 1.3                 |
| Woodside            | 10,724          | 5   | 4.7                 |
|                     | 207,327         | 65  | 3.1                 |

Figure 1. Gambling premises (betting shops, adult gaming centres, bingo only) per 10,000 of population in Haringey.

Figure 1 – Gambling premises (betting shops, adult gaming centres, bingo only) per 10,000 of population in Haringey

# Problem Gambling and Vulnerable Groups Most Affected

We must recognise that gambling does not place the onus on individual responsibility, but instead it can be a health-harming activity to anyone because of the addictive nature of products, their ease of access, and the way they are promoted.

There is strong research that gives a clearer picture of those who are likely to be more vulnerable to gambling harm<sup>2</sup>. Amongst the groups where the evidence base for vulnerability is strongest include those with a history of mental ill-health, substance abuse or gambling addiction; people with learning disabilities/difficulties; immigrants; homeless people; the unemployed or those on a low income. This could include area-based vulnerability, such as demographics and areas of deprivation (London Council A 'whole council' approach to gambling, 2018)<sup>3</sup>.

https://www.gamblingcommission.gov.uk/PDF/GLA5.pdf

 <sup>&</sup>lt;sup>2</sup> Gambling Commission (2016) Guidance to licensing authorities: 5th edition (September 2015, Parts 17, 18 & 19 updated September 2016). Retrieved 28 March 2019 from

<sup>&</sup>lt;sup>3</sup> Gambling and Public Health.pdf (londoncouncils.gov.uk)

# Mental Health

The proposed premises is in proximity to mental health care facilities at St Ann's hospital and the drug outreach team, which means there is a high level of people with mental health and substance misuse problems concentrated in the area.

Haringey has one of the highest levels of mental health illnesses in London. 29 per 1,000 living in Haringey are on Employment and Support Allowance (ESA) claimants for mental and behavioural disorders. This is higher than the London (22.5 per 1,000) and England (27.3 per 1,000) averages (PHE, 2019).

The estimated prevalence of common mental disorders in Haringey for ages 16 and over is 22.3%, which is higher in London (19.3%) and England (16.9%) (PHE, 2017). The COVID-19 pandemic has had different and disproportionate impacts on people, especially a significant negative impact on the mental health of residents, there has been an 8.1% increase in mental distress (more for vulnerable and marginalised groups, including children and young people).

Access to gambling venues increases gambling activity and problem gambling. Problem and pathological gambling are linked to poor health, low level and severe mental health problems and a co-dependence on alcohol.

# People Rough Sleeping

Haringey has also seen an increase in the number of people who are rough sleeping with a range of overlapping and multiple disadvantages, such as addiction, poor physical and mental health, contact with institutions as children or adults and offending histories and experiences of trauma. There were a high number of Streetlink referrals (alerts raised by members of the public) made about people sleeping rough in the N4 postcode and it was a key area of activity for the outreach team.

Gambling problems are more prevalent in the population facing homelessness than the general population, 11.4% of the homeless population is found to have a problem gambling. 61.5% of participants with some level of gambling risk had problems before homelessness, 15.4% reported experiencing problems after homelessness (Sharman, et al. 2016)<sup>4</sup>.

Another research reinforces the assertion that problem gambling is a significant issue within the homeless population and is more commonly a cause than a consequence of homelessness (Sharman, Dreyer & Clark 2012).

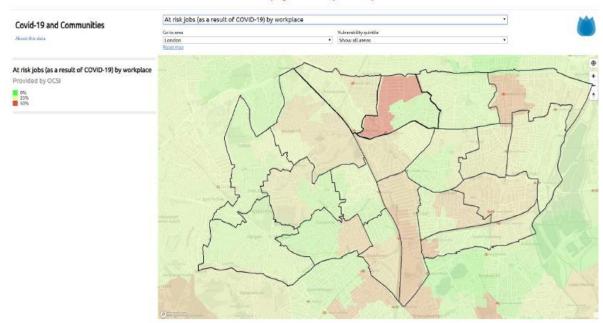
## Substance Abuse

There is frequently a link with alcohol or drugs as a way of coping with anxiety or depression caused by gambling problems (Griffiths, Parke & Wood, 2002). Availability of opportunities to gamble and the incidence of problem gambling within a community are known to be linked (Griffiths, 2003a;

<sup>&</sup>lt;sup>4</sup> Sharman, S., Dreyer, J., Clark, L., and Bowden-Jones, H. (2016) *Homeless and gambling: a complex relationship*. Available at: http://eprints.lincoln.ac.uk/24974/1/CRS\_Poster.pdf

Abbott & Volberg, in press). As a result, the proposal use of the premise will attract a high level of residents who are highly dependent on alcohol and drugs.

Ducketts Common is a key location known to have an open drug market, this is 0.5 miles away from the proposed premises. The hotspots for arrests for drug offenses in Haringey extend from Green Lanes / Bowes Road, southwards to Turnpike Lane (Metropolitan Police recorded crime data, 2018).



#### Unemployment or Low Income Groups

# Jobs at Risk as a Result of COVID (by Workplace)

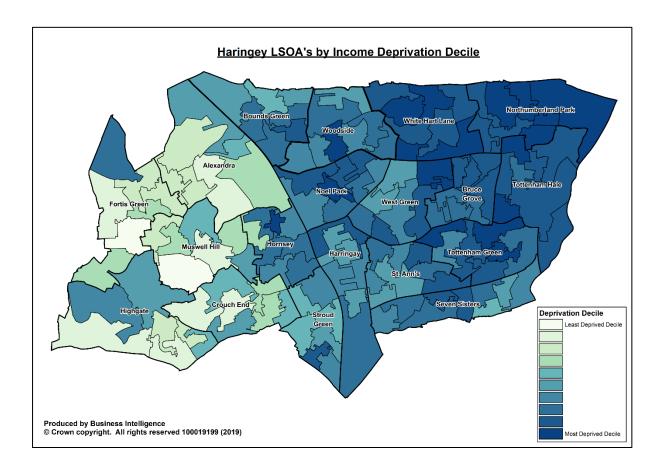
Analysis by Oxford Consultants for Social Inclusion concluded that up to 1/3 of all jobs are at risk due to COVID-19, based on Furlough data published from the ONS at the end of April. The map for Haringey shows the most at risk area being Harringay Ladder South (35.7%).

Harringay Ward has high levels of employment and income deprivation in the borough (Figure 2 and 3). This is in line with London (7.3%). In Harringay, 263.2 claimants per 10,000 residents claim benefit principally for the reason of being unemployed. This is above both the Haringey and London levels (251.8 per 10,000 residents and 201.7 per 10,000 residents respectively). The rate of claimants in Haringey is almost 25% higher than the London rate.

During COVID, Haringey experienced the largest increase in unemployment claimant for benefits among the 11 Central London Boroughs and has now become the 6<sup>th</sup> highest in the UK. Of those who were in work in February 6% (660 households) had lost their job by May 2019.

Academics at the University of Oxford tracked the links between gambling spend and problems experienced by 6.5 million Lloyds Banking Group customers over seven years (not exclusive to remote gambling). The top 1% of gamblers spent 58% of their income and one in ten spent 8% on gambling. People who bet even relatively small sums were more likely to suffer financial hardship and unemployment, while heavier gamblers died earlier. Once someone spent 3.6% of monthly outgoings on gambling, they were one third more likely to miss a mortgage payment, 22% more

likely to use an unplanned overdraft, and 19% more likely to take a payday loan. The researchers also traced gambling spend over a seven-year period, identifying increased rates of unemployment, disability and "substantially increased mortality" at the highest levels of gambling.



## Figure 3. Pre-COVID income deprivation

# Gambling as a source of crime or disorder, being associated with crime or disorder, or being used to support crime

Much of the focus on gambling-related crime tends to be upon problem gamblers. Criminal behaviour is most commonly associated with problem gamblers as problem gamblers spend more than their disposable income and often have to resort to criminal activity as a way of getting money to carry on gambling and repay associated debt problems<sup>5</sup>.

The rate of crime in Haringey is more than 18% above the London rate. The high level of crime impacts upon the quality of life of local residents and those using the area.

<sup>&</sup>lt;sup>5</sup> http://irep.ntu.ac.uk/id/eprint/3692/1/205959\_8217%20Griffiths%20Publisher.pdf

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

There are 3 schools, one nursery and a children's centre nearby and the proposal is located along a busy section of Green Lanes. The area has a good extensive transport links such as bus stops located close to the premises and Harringay Green Lanes overground station, which is used by children and young people travelling to and from school or other activities. The increase gambling premises outlets are located close to transport hubs. Children and young people passing the concentration of gambling businesses normalises the harmful culture of gambling amongst children and is seen as a 'high street activity'. According to a recent study, 70% Young People (11-24 year olds) noticed gambling adverts in betting shops on the high street, window displays as well as promotions on shop floors and near tills<sup>6</sup>. We do not want AGCs to replicate the business model of betting shops on advertising exposure.

Between late 2019 to February 2020 children and parents focus groups were conducted as part of the Schools Superzone Project, <u>https://www.haringey.gov.uk/social-care-and-health/health/public-health/schools-superzones</u>). The parents commented on the large volume of gambling shops in close proximity to each other and one parent expressed concern about the influence this would have on children and their development, with concerns raised about the possibility of enabling gambling addictions in the future.

Given the evidence we have presented we do not believe the applicant is able to mitigate the harms sufficiently due to the nature of their business and the already oversaturated gambling premises within the area.

We must seek to address the needs of our local community and ensure the voice of our residents are considered in planning, particularly if residents highlight that a new proposal may negatively impact their wellbeing or harm their local community.

## Linking with the Borough Plan Priorities

# "A Haringey where strong families, strong networks and strong communities nurture all residents to live well and achieve their potential".

The location of the proposed premises targets the poorer communities and it becomes harder for the health inequalities gap to close. If the planning application is to be granted it will not align with the Borough Plan (https://www.haringey.gov.uk/sites/haringeygovuk/files/borough\_plan\_2019-23.pdf) to reduce health inequalities, create healthy spaces and neighbourhoods for children and give children the best start in life and will not demonstrate our preventative efforts to support families and enhance mental wellbeing.

## If this licensing application is not rejected, we suggest that consideration be given to:

- No gambling advertising and sponsorship especially on the shop frontage (if any) to protect young people from exposure to gambling. Some space must be dedicated to responsible gambling messages.
- At least two staff working at the premises at all times. Appropriate staffing levels are key to the detection and mitigation of harmful play.

<sup>&</sup>lt;sup>6</sup> <u>The effect of gambling marketing and advertising on children, young people and vulnerable adults -</u> <u>Final Report - Ipsos MORI</u>

- First Aid Training given to all staff
- The applicant shall take reasonable steps to prevent nuisance directly outside the premises.

Gambling literate customers with access to advice and assistance are less likely to have be harmed or exploited by gambling. Gambling should be pursued for entertainment, not the expectation of big wins, or chasing losses. As such, we also expect premises as a minimum to:

- Provide leaflets aimed at customers and their families/friends, which will include how to identify signs of problem gambling and pathways to advice and assistance e.g. helpline number, online counselling facility, local counselling provider.
- Players who have been on the premises for a significant amount of time or who staff have observed have lost significant sums of money, should be approached in an attempt to understand if they are losing more money than they can afford to lose.
- Display the odds of each gaming machine prominently on the machine.
- Offer players time or monetary limits to help them manage their gambling.



Working together for a safer London

# **POLICE REPRESENTATION**

# Name and address of premises:

**Type of Application:** New Premises Licence ADMIRAL Adult Gaming Centre at 513 Green Lanes, Haringey, London, N4 1AN

If this application were granted in full or part, I would recommend the following alterations be made to the licence conditions. I also suggest that additional conditions be attached to the licence, as set out below, to further promote the licensing objectives.

# I wish to make representation on the following:

Prevention of crime and disorder

A digital CCTV system to be installed in the premises.

Cameras must be sited to observe the entrance doors from the inside.

Cameras on the entrances must capture full frame shots of the heads and shoulders of all people entering the premises i.e. capable of identification.

Cameras must be sited to cover all areas to which the public have access including any outside smoking area.

Cameras must record whilst members of the public are frequenting the premises.

Provide a linked record of the date, time of any image.

Provide good quality images - colour during opening times.

Have a monitor to review images and recorded quality.

Be regularly maintained to ensure continuous quality of image capture and retention.

Member of staff trained in operating CCTV at venue during times open to the public.

Digital images must be kept for 31 days. The equipment must have a suitable export method, e.g. CD/DVD writer so that Police can make an evidential copy of the data they require. Copies must be available within a reasonable time to Police on request.

2) Log Book An incident log shall be kept at the premises, it will be in a hardback durable

format handwritten at the time of the incident or as near to as is reasonable and made available on request to the Police, which will record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received
- (d) any incidents of disorder
- (e) any faults in the CCTV system
- (g) any visit by a relevant authority or emergency service.

If these conditions were accepted in full I would withdraw my representation.

Officer: Matt Fitzpatrick Licensing Officer Haringey Police

Matthew.Fitzpatrick@Met.Police.UK

Date: 28/04/2021

| From:        | Elizabeth Speed  |
|--------------|--|
| To:          | Roye Chanel  |
| Cc:          | Tracey Rose; Licensing; Matthew.Fitzpatrick@Met.Police.UK  |
| Subject:     | FW: METROPOLITAN POLICE REPRESENTATION: Application for a New Gambling AGC Premises Licence -<br>Admiral, 513 Green Lanes, Hornsey, London N4 1AN (WK/494780) PART 1 |
| Date:        | 29 April 2021 17:50:02   |
| Attachments: | Reps Admiral Adult Gaming Centre.docx  |
| Importance:  | High   |

Dear Chanel

Further to your email below, I confirm that we agree to the conditions requested in the attached Representation, which I trust is now accordingly withdrawn.

Should you have any questions please do not hesitate to contact me.

Yours sincerely,

Elizabeth Speed Group General Counsel **Novomatic UK** Mobile +44 (0) 7808 571 588 <u>espeed@novomatic.co.uk</u>

From: Roye Chanel <Chanel.Roye@haringey.gov.uk> On Behalf Of Licensing
Sent: 28 April 2021 16:20
To: Elizabeth Speed <espeed@novomatic.co.uk>
Subject: METROPOLITAN POLICE REPRESENTATION: Application for a New Gambling AGC
Premises Licence - Admiral, 513 Green Lanes, Hornsey, London N4 1AN (WK/494780) PART 1
Importance: High

Dear Sir/Madam,

Please find attached a representation from The Metropolitan Police. Please advise your course of action.

#### **Kind regards**

#### **Chanel Roye - Licensing Administrator**

Please do not send applications by post or visit our office.



**Licensing Authority I** 

1st Floor I River Park House I 225 High Road I Wood Green I London I N22 8HQ

Tel: 020 8489 5544

If you need to report something please log it here: **<u>Report It</u>** or use our Online Service: <u>**Contact**</u> **<u>Frontline</u>** Why wait when you can <u>do it online</u>?

#### twitter@haringeycouncil

facebook.com/haringeycouncil

Please consider the environment before printing this email.

From: <u>Matt.Fitzpatrick@met.police.uk</u> <<u>Matt.Fitzpatrick@met.police.uk</u>> On Behalf Of

NAMailbox-.Licensing@met.police.uk

Sent: 28 April 2021 08:31

To: Licensing <<u>Licensing@haringey.gov.uk</u>>

Subject: RE: Application for a New Gambling AGC Premises Licence - Admiral, 513 Green Lanes,

Hornsey, London N4 1AN (WK/494780) PART 1

Hi Chanel

Please see our reps

Kind Regards

Matt

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