Local Area Gambling Risk Assessment

Premises Address:	519 Green Lanes, London, N4 1AN	
Local Authority:	London Borough Of Haringey	
Premises Licence No:	plication Stage GRA	
Operating Licence No:	00-036646-N-318600-012	
Company Details:	Future Leisure Limited, Unit 20 Fleetway West Business Park, 14-16 Wadsworth Road, Greenford, Middlesex, UB6 7LD	
Name of Assessor:	Anna Zietkiewicz	

Date of assessment:	May 2020
Review date:	On opening in conjunction with local staff

Local Area

Future Leisure Limited offers various types of gaming machines, providing customers an opportunity to gamble, meet and socialise in a safe and controlled environment. We offer various types of gaming machines. Machines played by inserting cash (not credit cards or debit cards)

- Category B3 Max. stake £2 Max. prize £500
- Category B4 Max. stake £2 Max. prize £400
- Category C Max. stake £1 Max. prize £100
- Category D Max. stake 10p Max. prize £5

This Local Area Gambling Risk assessment takes into account the Haringey Gambling Policy & Local Area Profile effective from 2019. The applicant takes into account all matters referred to in the Policy and will continue to do so during the application process and thereafter. Any Local gambling Risk assessment will continue to be assessed and evolve and this will be the case with this assessment.

It is relevant to note that these premises have operated as a Betting office for some time and the proposal is to replace one Gambling Premises Licence with another and not to create a new and additional Gambling Premises Licence.

The applicant is aware of and has taken into account, in this Risk Assessment, the following:-

- Relevant Guidance from the Gambling Commission.
- The Councils Statement of Gambling Policy 2019-2022.
- The Councils Gambling Local Area Profile.
- The history of this and other gambling premises in this area.
- Its own appraisal of local conditions.

It has considered all relevant information relating to the Licensing Objectives, demographics and crime levels and will continue to do so. This Local Area Risk Assessment takes into account these factors in assessing risk and reflects them in its provisions to inform the proper and safe conduct of the premises without exacerbating the local problems referred to or causing others.

icensing Objective	Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
.1 Protecting children and other vulnerable persons from being harmed or exploited by gambling	 Brown Bears Nursery - Green Lanes. 582 Green Lanes, Harringay, London N8 0RP Destiny Haven Nursery & Pre-School. Derby Hall, 425-431 W Green Rd, London N15 3PJ South Harringay Infant and Nursery School,110 Pemberton Rd, Harringay, London N4 1BA Woodlands park nursery school & children centre,74-76 Woodlands Park Rd, Harringay, London N15 3SD North Harringay Primary School. Falkland Rd, Harringay, London N8 0NU Saint John Vianney Roman Catholic Primary School. Stanley Rd, West Green, London N15 3HB West Green Primary School. Woodlands Park Rd, West Green, London N15 3RH Chestnuts Primary School,Black Boy Ln, West Green, London N15 3AS South Harringay Junior School,Mattison Rd, Harringay, London N4 1BD Athena College of Professional Studies. 659 Green Lanes, Tottenham, London N8 0QY London Academy of Business Studies and Hotel Management. 657 Green Lanes, Tottenham, London N8 0QY 	 Staff to 'patrol' – supervising the whole of the premises Implementation of the BACTA Toolkit policies & procedures including Think/Challenge 25 Return the stake/retain the prize Anyone reluctant in providing identification with suspicious behaviour will trigger further investigation. Incident to be logged and customer removed from the area. Age verification incident report (log) maintained on licensed premises and reviewed on regular basis by team staff members Training of staff with 6 monthly refreshers/ local area profile/licence conditions Training and guidance is provided to staff members regarding customer interaction and the implementation of the ID verification procedure. 	Medium of Occurrenc Initially / Low of not managing

OTHER:

Student accommodation:

No student accommodation within distance

Family Services

No Family services within distance

Job centre/ recruitment agency

 W1 Services,355 Green Lanes, Finsbury Park, London N4 1DZ

Community centres/Libraries

No libraries within distance

- Kurdish Community Centre. 11
 Portland Gardens, Harringay, London N4 1HU
- Chestnuts Community Centre. 280 St Ann's Rd, West Green, London N15 5BN
- "The Green Hub" Chestnut Art and Community Centre. Stanley Rd, West Green, London N15 3HB The Salvation Army Tottenham Citadel Corps,2 Terront Rd, West Green, London N15 3AA
- Turkish Cypriot Community Association,628-630 Green Lanes, Tottenham, London N8 0SD

- Review self-excluded data to ensure continued exclusion
- Regular patrols of the premises, including external areas to identify any vulnerable and children
- Recording & reporting concerns to the police.
- Regular Test Purchasing
- Monitoring customers as they leave the premises
- "Know Your Customer" in place, developing customer interaction policies & procedures (importance of behaviour, time and spend limits)
- Staff monitors customer activity and behaviour to interact early to recognise customer with potential gambling issues.
- Staff to be aware of the importance of social responsibility, the causes and consequences of gambling
- Adequate staffing levels to be maintained at all times
- Sharing of information by staff regarding concerns about customers
- Mystery shopper tests by BACTA

Youth Centre

- Kori, Milton Rd, Duckett's Green, London N15 3D
- London Mets Youth Baseball & Softball Club, Endymion Rd, Finsbury Park, London N4 1EE
- London Football Journeys,24
 Stanmore Rd, Tottenham, London
 N15 3PS

Care Home

- Venetia Care Home. 18 Venetia Rd, Finsbury Park, London N4 1EJ
- Belmont Care Home Ltd. 41 Belmont Rd, West Green, London N15 3LS
- Ashness Two,41 Cranleigh Rd, West Green, London N15 3AB

Worship

No mosques within distance

- Saint Augustine's of Canterbury Church (Roman Catholic),51 Mattison Rd, Harringay, London N4 1BG
- Christ Church With Saint Peter,33
 Waldeck Rd, Duckett's Green,
 London N15 3EL
- Willoughby Methodist Church,107 Hampden Rd, Hornsey, London N8 0HU
- The Parish Church of Saint Paul Harringay, Wightman Rd, Harringay, London N4 1RW
- Harringay United Church, Green Lanes, Harringay, London N8 0RG
- Lighthouse Seventh-day Adventist

- Posters, 'Stay in Control' leaflets and GamCare leaflets (near toilets as well as in the main trading area)
- Self-exclusion system in place provided by BACTA
- Photo equipment available for selfexclusions
- Ensure a stock of leaflets (stay in control and self-exclusion) through weekly checks of stock
- GamCare stickers with contact number clearly displayed on machines
- Staff to be trained in Safeguarding Policy
- Staff Crime Prevention training
- Contact/sharing information with AGC operators within ½ mile (coordinated through BACTA)Staff to be aware of refusing customers entry due to alcohol or drugs
- Staff to be aware of refusing customers entry due to alcohol or drugs

- Church,88B Cavendish Rd, Harringay, London N4 1RS
- Holy Spirit Conference Freedom -MCL Church, Wightman Rd, Harringay, London N8 0NA
- Assembly Of God Church,425/431 W Green Rd, West Green, London N15 3P.I
- St John Vianney Catholic Church,4 Vincent Rd, West Green, London N15 3QH
- Zion church ministry,92-90 Frobisher Rd, Harringay, London N8 0RD

GP/Medical Centre

- Bridge House Medical Practice,96 Umfreville Rd, Harringay, London N4 1TI
- Havergal Surgery, Havergal Villas, Green Lanes, Duckett's Green, London N15 3DY
- Berk Dr C,The Surgery, 2 Willoughby Rd, Hornsey, London N8 0HR
- St. Ann's Road Surgery,256 St Ann's Rd, West Green, London N15 5AZ
- Quality Of Life Medical Centre,573
 Green Lanes, Harringay, London N8
 0RL

Supervised Pharmacies

No supervised pharmacy within distance

Mental Health:

- CCTV coverage of all public areas, office, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online.
- Premises laid out to avoid blind spots
- Ensure entrance readily visible from throughout the premises
- Signage & window display not to attract under 18s, and advice under 18's access is prohibited.
- Regular patrols of the premises, including external areas to identify any vulnerable and children
- Monitoring customers as they leave the premises
- Machines to be properly labelled
- The entrance layout enable staff to monitor those entering the premises
- Supervision of entrances and machines areas.

 Chesterfield Gardens - Sanctuary Supported Living. 44 & 60 Chesterfield Gardens, Harringay, London N4 1LP Barnet, Enfield and Haringey Mental Health Trust. Block B2, St. Ann's Hospital, St Ann's Rd, London N15 3TH Magic Life Harringay Road. 171 Harringay Rd, Tottenham, London N15 3HP TelmaToniol - PsicologaemLondres. 128 B Effingham Rd, Harringay, London N8 0AD Burgoyne Road Clinic. 58A Burgoyne Rd, Harringay, London N8 1AE Lucia Corti; 110 Seymour Rd, Harringay, London N8 0BG Tania Glynn, 4 Warham Rd, Harringay, London N4 1AT Vivien Burgoyne, 5 Stanmore Rd, Tottenham, London N15 3PR Tina Leslie, 200 Frobisher Rd, Hornsey, London N8 0QU Shivanath Suhith, 5 Roseberry Gardens, Harringay, London N4 1JQ Andy Rushton Counselling and Psychotherapy, Roseberry Gardens, Harringay, London N4 1JL 	
Addiction/Recovery Centres/support services	
 Haringey Migrant Support Centre,St John Vianney Church Hall, 386 W Green Rd, West Green, London N15 3QL Richmond Fellowship,461 W Green 	
Rd, Tottenham, London N15 3PW	

Homeless centres/Sheltered Housing No homeless centre or sheltered housing within distance	
<u>Hospitals</u>	
Moorfields Eye Unit at St Ann's Hospital,St Anns Hospital, St Ann's Rd, London N15 3TH	
Loan Shops, Pawn Brokers, Food Banks	
Cash Converters. unit 4, Tottenham, 480, W Green Rd, London N15	
DW Fitness First London Harringay,Arena Shopping Park, Unit 4C, The, Green Lanes, Harringay N4 1DT	
Parks / playgrounds/basketball courts Green Gate Common,22 Alfoxton Ave, Harringay, London N15 3DD Ducketts Common,Harringay N15 3DX Fairland Park,27 Fairfax Rd.	
	No homeless centre or sheltered housing within distance Hospitals • Moorfields Eye Unit at St Ann's Hospital, St Anns Hospital, St Anns Hospital, St Ann's Rd, London N15 3TH Loan Shops, Pawn Brokers, Food Banks • Cash Converters. unit 4, Tottenham, 480, W Green Rd, London N15 Leisure/entertainment centres • DW Fitness First London Harringay, Arena Shopping Park, Unit 4C, The, Green Lanes, Harringay N4 1DT Parks / playgrounds/basketball courts • Green Gate Common, 22 Alfoxton Ave, Harringay, London N15 3DD • Ducketts Common, Harringay N15 3DX

 The New RIVER, Harringay, London N4 2RH Railway Fields - TCV,381 Green Lanes, Harringay, London N4 1ES Chestnuts Park, St Ann's Rd, West Green, London N15 5BN The Gardens Residents Association (GRA) Community Garden, Doncaster Gardens, Harringay, London N4 1HX Stanley Road Open Space, Stanley Rd, West Green, London N11 2LB 	
Markets/Shops	
No markets but shops within distance	

b c b w d	Preventing Gambling from Deing a source of crime or disorder, Deing associated with crime or disorder or being used to support crime	PREMISES Layout to be considered	 CCTV coverage of all public areas, office, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online Social Responsibility training and incident recording logs available to all staff. Toughened/laminated glass to front window Machine door opening keys only available to management Log visits by Police, Local Authority and Gambling Commission officers Customer toilet to be kept locked at all times with access given by staff only Review unusual patterns of play (as per PoCA), 'non-regular' players and consider exclusion/reporting Exclude badly behaved customers Maintain contact with local traders and Police Limited staff floats Staff trained to look out for unusual/dyed notes Staff & management to be alert to customers exchanging large volumes of paper notes for alternative denominations 	Medium of Occurrence Initially / Low of not Managing
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LOCAL AREA PROFILE

Population

- According to the Haringey local authority (for which Harringay is a Ward), the population of Harringay during the 2011 census was estimated to be 13,272. The total resident population in Haringey is 282,904 and BME or Other White ethnic groups account for 63% of the resident population
- The gender split in Harringay is 49% female and 51% male
- The average age of people in Harringay is 34, while the median age is lower at 31.

Culture

 Harringay has a diverse population (ethnicity, country of birth, faith and language)

Unemployment:

 According to ONS, Unemployment in Haringey (of which Harringay is a ward) from Oct 2018 to Sep 2019 was 4.0%, compared to London 4.6% and Great Britain 3.9%.

- Staff to be alert to customer redeeming stake with little or no play
- Staff trained about AML basics, strange transaction behaviour
- CCTV coverage over all cash transactions
- TiTo machines (if present) have built in software protection to identify suspicious activity and alert staff.
- Fruit machines played by inserting cash (not credit cards or debit cards)
- Full machine audit on all machines on a weekly basis – ad hoc spot-check in case of any suspicion
- Gaming machines are supplied and maintained by businesses licensed by the Gambling Commission
- No automated ticket redemption machines used in the venue
- Extra Training and guidance is provided to staff members regarding Anti-Social Behaviour
- Staff fully trained how to deal with homeless people seeking refuge.
- Staff to be trained on local are risk assessment
- Company registered to receive crime bulletins from BACTA.
- Customer interaction may provide knowledge of criminal background and/or association leading to closer security and

Deprivation

 According to the Index of Multiple Deprivation 2019, Haringey (of which Harringey is a ward) is the 4th most deprived borough in London and ranked 49 out of 317 authorities in England. Relative deprivation has reduced since 2015, though Haringey's London ranking has not shifted significantly.

Crime

- The crime rate for all recorded crimes in Haringey for the year ending in June 2019, was 117.30 per 1,000 residents, which was higher than the average crime rate across similar areas.
- From UK Crime statistics: Total number of crimes recorded in February 2020 for N4 1AN area:

Anti-Social Behaviour: 52
Burglary: 17
Criminal Damage and Arson: 15
Drugs: 2
Robbery: 9
Violence/sexual: 67

monitoring of such a customer.

- Customers are efficiently monitored throughout the time they are on the premises to satisfy age requirements, prevention of machine related crime (money laundering).
- Suspicious activity to be written down in the log
- Knowledge activity to be handed over to Nominated Officer who will then report to NCA
- Staff will be trained to spot signs of alcohol or drug abuse
- Any customer impaired by alcohol or drugs will be refused entry and prevented from gambling

Transport & car park facilities:

- Harringay Green Lanes Station
- Harringay Station
- Harringay Arena Free Car Park

1.3	Ensuring that gambling is conducted in a fair and open way	PREMISES Promotions Advertising EQUIPMENT Information clearly displayed Maintenance Compliance CUSTOMERS Treatment of customers Complaints	 Clear terms & conditions provided within the licensed premises. Game rules, gambling care providers and other relevant information are provided in both English and other prominent first language. Machines only obtained from licensed suppliers Machines to be properly labelled Implementation of the BACTA Toolkit policies Training of staff with 6 monthly refreshers Review advertising material and promotions for compliance with LCCP Machines to be maintained/serviced regularly Machines to be turned off should a fault occur Procedure for making refunds Details of machine operation and winning combinations to be clearly shown on machines Staff to have full understanding of stakes and prizes, and odds associated with each machine. Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required 	Low-Low
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Cuitable mubile liability language
Suitable public liability Insurance
Council conditions openly displayed
Regular Compliance Audits

Ga	Gambling Operation & Physical Design (Internal and External)			
Lice	ensing Objective	Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
2.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	PREMISES Consider 'blind spots' Visibility of the entrance Signage Presentation of premises (signage/window display) CUSTOMERS U18s entering Problem Gambling Providing Information Administering self-exclusion Signage	 CCTV coverage of all public areas, office, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online No cash point or ATM facilities on the premises. Premises laid out to avoid blind spots Ensure entrance readily visible from throughout the premises Signage & window display not to attract under 18s, and advice under 18's access is prohibited. Machines to be properly labelled The entrance layout to enable staff to monitor those entering the premises 	Implementation of physica and design control measures will ensure low risk and effective management

2.2	Preventing
	Gambling from
	being a source of
	crime or disorder,
	being associated
	with crime or
	disorder or being
	used to support
	crime

PREMISES

Layout to be considered

- · Consider 'blind spots'
- Visibility of the entrance
- Venue Layout to ensure design out crime initiatives

CUSTOMERS

Customer behaviour

STAFF

- Personal protection
- Security
- Staff behaviour

- CCTV coverage of all public areas, office, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online
- No cash point or ATM facilities on the premises.
- Regular patrols of the premises , including external areas to identify any vulnerable and children
- Monitoring customers as they leave the premises
- Toughened/laminated glass to front window
- Mag Lock on front door
- Timer locked safe
- Intruder alarm installed and regularly serviced
- Panic Button linked to Police

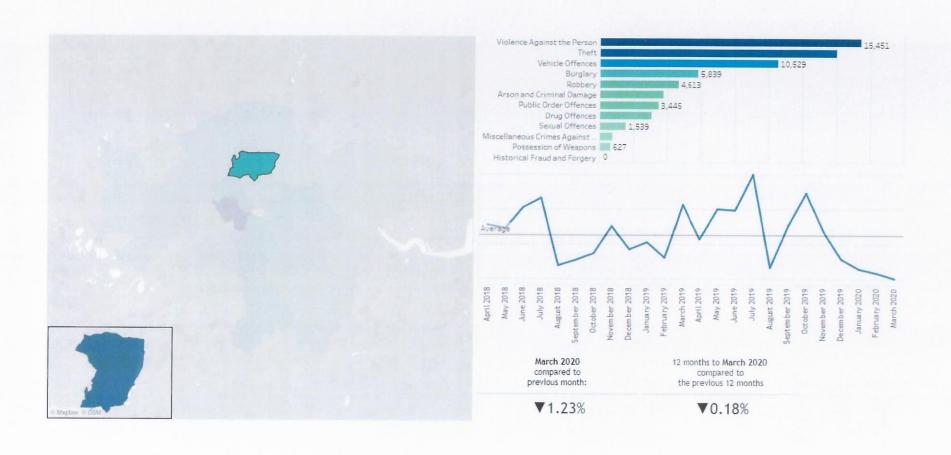
2.3 Ensuring that gambling is conducted in a fair and open way	PREMISES Promotions Advertising EQUIPMENT Information clearly displayed Maintenance Compliance	 CCTV coverage of all public areas, office, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online Clear terms & conditions provided within the licensed premises. Machines only obtained from licensed suppliers Machines to be properly labelled Implementation of the BACTA Toolkit policies Machines to be maintained/serviced regularly Machines to be turned off should a fault occur Procedure for making refunds Details of machine operation and winning combinations to be clearly shown on machines Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required Suitable public liability Insurance Council conditions openly displayed Regular compliance audit
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Assessment Review

Action Plan								
Local Area (insert number)	Gambling Operation and Physical Design (insert number)	Question	Action Required	By Whom (name)	By When (date)	Date Completed		

Frequency of Review (enter time period e.g. 12 months)	Date Rev Due	iew	
Completed Risk Assessment brought to t	he attention of:		
Name (person responsible for premises and/or implementing control measures)		Signature	Date the this assessment was brought to this persons attention
ANMA QIETKIETKIEWICZ	COMPLIANCE MANAGER	the Collection or	4/5/2020

Haringey Crime Statistics April 2019-March 2020

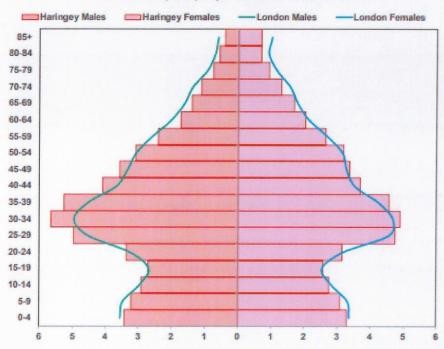


Employment and unemployment (Jan 2019-Dec 2019)

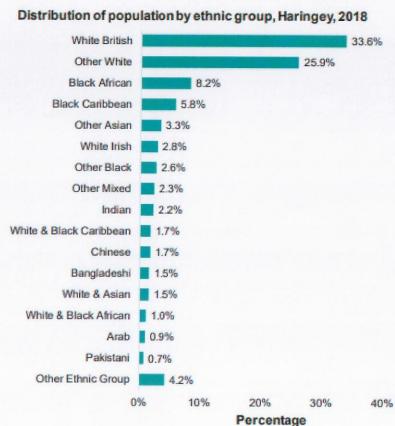
	Haringey (Numbers)	Haringey (%)	London (%)	Great Britain (%)
All People				
Economically Active†	159,800	79.1	78.1	78.9
In Employment†	155,400	76.9	74.5	75.8
Employees†	111,800	56.1	61.0	64.6
Self Employed†	42,100	20.0	13.2	10.9
Unemployed (Model-Based)§	6,700	4.1	4.6	3.9
Males				
Economically Active†	84,600	82.0	84.0	83.4
In Employment†	82,000	79.4	79.9	79.8
Employees†	49,500	48.4	62.0	65.2
Self Employed†	32,100	30.6	17.5	14.4
Unemployed§	#	#	4.9	4.1
Females				
Economically Active†	75,200	76.1	72.1	74.5
In Employment†	73,400	74.2	69.0	71.7
Employees†	62,300	64.4	59.9	64.1
Self Employed†	10,100	8.7	8.8	7.4
Unemployed§	#	#	4.2	3.7

Population structure

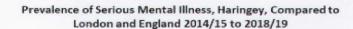
Haringey Population Pyramid GLA SHLAA (2016) Population Estimates for 2018

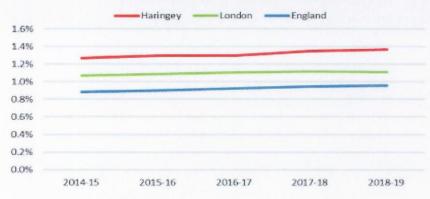






Haringey has similar rates of depression (7.7%) compared to London but higher rates of serious mental illness (1.37%).



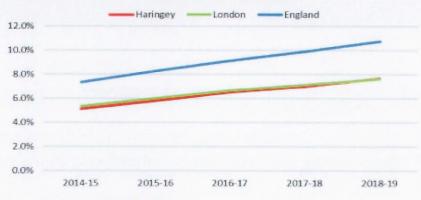


Data Source: QOF 2018/19

Percentage of Adults in receipt of secondary mental health services living in stable and appropriate conditions, Haringey and London 2017/18



Prevalence of Depression, Haringey, Compared to London and England 2014/15 to 2018/19



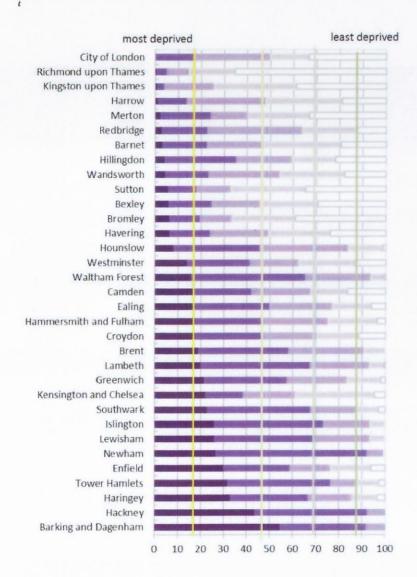
Data Source: QOF 2018/19

The percentage of adults in receipt of secondary mental health services living in stable and appropriate accommodation was significantly lower than the London average for both men and women:

35% 309

Among women

Among men



Deprivation-National IMD2019 quintile distribution of LSOAs by London boroughs

The chart shows the distribution of LSOAs within the national quintiles for each London Borough. Barking and Dagenham had the highest proportion of LSOAs in the most deprived quintile in England under the 2019 ID calculations, down marginally from ID2015, but still more than half of its LSOAs were in this group, whereas the ID2015 also showed more than half of LSOAs in Tower Hamlets and Hackney were among the most deprived 20% of neighbourhoods in England. Five boroughs had no LSOAs in the least deprived quintile in ID2019 – Barking and Dagenham, Brent, Hackney, Islington, Lewisham and Newham. In contrast, almost two thirds of LSOAs in Richmond-upon-Thames ranked in the least deprived quintile.