



HILLINGDON  
LONDON



# NOTICE OF HEARING

## Licensing Sub-Committee

**Date:** DATE: TUESDAY 7 MAY 2024

**Time:** TIME: 10:00

**Venue:** COMMITTEE ROOM 6, CIVIC CENTRE, UXBRIDGE

**Meeting Details:** Members of the Public and Media are welcome to attend. This meeting may also be broadcast live.

If this is a public hearing, the agenda is available online at [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) or you can use a smart phone camera and scan the code below:



### Councillors on the Sub-Committee:

Councillor Roy Chamdal (Chair)  
Councillor Barry Nelson-West  
Councillor Colleen Sullivan

### IMPORTANT INFORMATION

On receipt of this notice, you **MUST** notify the Committee Clerk (contact details below) by the following date:

**Thursday 2 May 2024**

If you don't notify you may lose your right to speak at the hearing. When notifying you must confirm:

- 1) Whether you intend to attend or to be represented by someone at the hearing;
- 2) If you consider a hearing to be unnecessary and;
- 3) Whether to request that another person attends (other than your representative) as a witness

**Published:** Monday, 15 April 2024

**Contact:** Liz Penny  
**Email:** [democratic@hillington.gov.uk](mailto:democratic@hillington.gov.uk)

Putting our residents first

Lloyd White  
Head of Democratic Services  
London Borough of Hillingdon,  
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

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# Agenda

## CHAIRMAN'S ANNOUNCEMENTS

### Hearing Protocol

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To confirm that the items of business marked Part I will be considered in Public and items marked Part II will be considered in Private
- 4 Matters that have been notified in advance or urgent

### Part I - Members, Public and Press

	<b>Title of Report / Address of application</b>	<b>Ward</b>	<b>Time</b>	<b>Page</b>
<b>5</b>	APPLICATION FOR A NEW ADULT GAMING CENTRE (ACG) PREMISES LICENCE	Hayes Town	10:00	3 - 56

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## Order of proceedings – applications

The Chairman of the Sub-Committee will open the hearing by introducing the Councillors, explaining the purpose of the proceedings and the general procedure. The Chairman will then check that there are no additions or alterations to the list of those appearing at the hearing.

**Introduction by the Regulatory Services/Licensing Officer**



**The Applicant / Licence Holder**



**Responsible Authorities (if present)**



**Other Parties (residents etc...)**



### **DISCUSSION LED BY THE SUB-COMMITTEE**

The Chairman will lead the discussion. This will be a chance for all parties to provide comments on any submissions that have been made to the Sub-Committee.



**Closing remarks from each party**



**Sub-Committee deliberates**



**Chairman announces the decision**

The Council's Regulatory Services/Licensing Officer will introduce the report and will outline the matter before the Sub-Committee, giving any relevant background information. The Sub-Committee may ask questions of the officer.

The Applicant, licence holder or the person representing him/her will be invited to address the Sub-Committee. They will be allowed sufficient time to present his/her case. The Sub-Committee may ask questions.

Responsible Authorities will be invited to address the Sub-Committee and will be allowed sufficient time. The Sub-Committee may ask questions of the Responsible Authorities.

Other parties will be invited to address the Sub-Committee. Where there are a number of parties making similar representations the Chairman will expect the parties to nominate a spokesperson to make the representations and all will be allowed sufficient time. The Sub-Committee may ask questions of the Other Parties.

The Chairman will invite the Responsible Authorities and Other Parties to make brief closing remarks on the application. The Applicant / licence holder makes the final closing remarks.

The Sub-Committee will remain in the room to deliberate and make their decision, with only the Legal Advisor and the Clerk to the Sub-Committee remaining. All others present will be asked to leave the room. If the meeting is being broadcast, any filming will be stopped for this part.

Parties may return to the room when invited to do so and the Chairman will announce the decision. The Chairman will remind the Applicant / licence holder that the decision will be sent to them in writing. There can be no further questions or statements.

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## APPLICATION FOR A NEW ADULT GAMING CENTRE (ACG) PREMISES LICENCE

Committee

Licensing Sub-Committee

Officer Contact

Daniel Ferrer, Licensing Manager - 01895 277 753

Papers with report

- Appendix 1 – Application Form & Supporting Information
- Appendix 2 – Representation – Cllr Janet Gardner
- Appendix 3 – Representation – David Brough, Hayes Town Partnership
- Appendix 4 – Representation – Father Cashmore, St. Anselm's Church, Hayes
- Appendix 5 – Representation - Habib Khaled
- Appendix 6 – Map showing Gambling Premises
- Appendix 7 – Relevant sections of Licence Conditions & Codes of Practice (LCCP)
- Appendix 8 – Table of Categories of Gaming Machines

Ward(s) affected

Hayes Town

### SUMMARY

To consider representations in respect of a new Adult Gaming Centre (ACG) premises licence for the premises, 'Little Vegas', 14-16 Station Road, Hayes, UB3 4DA. The Application has attracted representations from four interested parties.

### RECOMMENDATION

The Licensing Sub-Committee has the following options:

1. Grant the application for the premises licence subject to the mandatory conditions and default conditions (pursuant to sections 167 and 168 of the Act); or,
2. Grant the application for the premises licence subject to the mandatory conditions but excluding specific default conditions and/or attach additional conditions; or,
3. Reject the application.

### INFORMATION

- 1.1 An application for a new gambling premises licence for an Adult Gaming Centre was received by the Licensing Service on 9<sup>th</sup> February 2024.

The applicant is:

Chongie Entertainment UK Limited  
71-75 Shelton Street  
Covent Garden  
London  
WC2H 9JQ

A copy of the application form, the plans, their Local Area Risk Assessment and Form A Notice can be found at **Appendix 1**.

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1.2 In accordance with the legislation, the application was sent to the responsible authorities:

- The Gambling Commission
- The Metropolitan Police Service
- H M Revenue & Customs
- London Fire & Emergency Planning Authority
- Child Protection Service, LBH
- Environmental Health Authority, LBH
- Trading Standards Service, LBH
- Planning Authority, LBH

There were no representations received from the responsible authorities.

1.3 The application was advertised in accordance with the Gambling Act 2005 (Premises Licence and Provisional Statement) Regulations 2007 both on the premises and in the local newspaper. The 28-day consultation period started from the date the application was received. The application was also posted on the Council's website and in addition was sent to Ward Councillors.

1.4 Following the advertisement of the application, the following representations were received from Interested Parties;

- Cllr Janet Gardner, Ward Councillor – **Appendix 2**
- Mr David Brough, Hayes Town Partnership – **Appendix 3**
- Fr. Matthew Cashmore, St. Anselm's Church, Hayes – **Appendix 4**
- Mr Habib Khaled – **Appendix 5**

1.5 The period for consultation and the making of representations in respect of this application ended on 7<sup>th</sup> March 2024.

1.6 The applicant has made a standard premises licence application for an ACG premises licence and is therefore applying for standard of times of operation for an ACG.

1.7 The applicant has an Operating Licence issued by the Gambling Commission

## **OFFICER'S OBSERVATIONS**

2.1 This is an application for a new Adult Gaming Centre Gambling Premises Licence under Section 159 of the Gambling Act in respect of 'Little Vegas' situated at 14-16 Station Road, Hayes, UB3 4DA. The location is in Hayes Town Centre and the premises was previously a Santander Bank.

2.2 AGC premises licences allow the holder of the licence to make gaming machines available for use on the premises. Persons operating an AGC must hold a gaming machines general operating licence from the Gambling Commission and must seek a premises licence from the licensing authority.

2.3 An AGC premises licence holder is entitled under the Act to 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. The applicant's legal representatives have stated that they do not have the final numbers for the machines yet and will operate within the law with no more than 20% of all the machines to be B3.



- 2.4 The applicant has not specified the hours for trading in their application, but their legal representatives have confirmed that they will be applying for 24 hours a day 7 days a week, the standard operating hours for ACG's.
- 2.5 Other Licensed Gambling Premises nearby (shown on a map appended as **Appendix 6**)

Premises	Address	Type	Operating times
1.Ladbrokes	Boleyn Court 9 Botwell Lane Hayes UB3 2BL	Betting Shop	Mon-Sat: 07:30-22:00 Sun: 08:30-22:00
2.William Hill	2 Botwell Lane Hayes UB3 2AA	Betting Shop	Mon-Sat: 07:30-22:00 Sun: 09:00-22:00
3.Admiral	32-36 Station Road Hayes UB3 4DD	Adult Gaming Centre	24 hours, 7 days a week
4.William Hill	57 Station Road Hayes UB3 4BA	Betting Shop	Mon-Fri: 07:30-22:00 Sat: 07:00-22:00 Sun: 09:00-22:00
5.Paddy Power	39 Station Road Hayes UB3 4BE	Betting Shop	Mon-Sat: 07:30-22:00 Sun: 07:30-22:00
6.Jennings Bet	19b Station Road Hayes UB3 4BD	Betting Shop	Mon-Sat: 08:00-22:00 Sun: 09:00-22:00

## **CODES OF PRACTICE**

- 3.1 The Licence Conditions and Codes of Practice (LCCP) sets out the Gambling Commission's general licence conditions and associated codes of practice provisions under the Act. The codes of practice are set out within the second part of the LCCP. **Appendix 7** details the relevant Social Responsibility and Ordinary Codes relevant to ACG's and access to gambling to children and young persons.

## **GUIDANCE ISSUED BY THE GAMBLING COMMISSION**

- 4.1 The Gambling Commission has produced the 'Guidance for Local Authorities' in relation to the 2005 Act. The information in this section of the report relates to the relevant points within the Guidance which members may wish to consider.

**Objective 1** – Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

- 4.2 **At Paragraph 5.3 it states:** *“Among other matters, licensing authorities may need to consider the location of premises in the context of this licensing objective. For example, in considering an application for a premises licence or permit that is in an area noted for particular problems with disorder, organised criminal activity etc, the licensing authority should think about what, if any, controls might be appropriate to prevent those premises being associated with or used to support*

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crime. That might include conditions on the premises licence, such as a requirement for door supervisors. The requirement for conditions might be determined by the operator's own risk assessment or the local area profile carried out by the licensing authority."

- 4.3 **At Paragraph 5.5 it states:** *"In the context of gambling premises licences, licensing authorities should generally consider disorder as activity that is more serious and disruptive than mere nuisance. Factors to consider in determining whether a disturbance was serious enough to constitute disorder would include whether police assistance was required and how threatening the behaviour was to those who could see or hear it. There is not a clear line between nuisance and disorder and the licensing authority should take the views of its lawyers before determining what action to take in circumstances in which disorder may be a factor."*
- 4.4 **At Paragraph 5.8 it states:** *"In relation to preventing disorder, licensing authorities have the ability under s.169 of the Act to attach additional conditions to premises licences, and are entitled to include a requirement for door supervision, as provided for in s.178 of the Act."*
- 4.5 **At Paragraph 5.10 it states:** *"Licensing authorities do not need to investigate the suitability of an applicant for a premises licence, including in relation to crime. The issue of suitability will already have been considered by the Commission, because any applicant (except occupiers of tracks who do not propose to offer gambling themselves) will have to hold an operating licence from the Commission before the premises licence can be issued. However, if the licensing authority receives information during the course of considering a premises licence application or at any other time, that causes it to question the suitability of the applicant to hold an operating licence, these concerns should be brought to the attention of the Commission without delay."*

### **Objective 2 – Ensuring that gambling is conducted in a fair and open way.**

- 4.6 **At Paragraph 5.11 it states:** *"Generally, the Commission would not expect licensing authorities to find themselves dealing with issues of fairness and openness frequently. Fairness and openness are likely to be a matter for either the way specific gambling products are provided and therefore subject to the operating licence or will be in relation to the suitability and actions of an individual and therefore subject to the personal licence. However, if licensing authorities suspect that gambling is not being conducted in a fair and open way this should be brought to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence or of an individual to hold a personal licence."*

### **Objective 3 – Protecting children and other vulnerable persons from being harmed or exploited by gambling**

- 4.7 **At Paragraph 5.13 it states:** *"In exercising their powers under s.153, licensing authorities should consider whether staff will be able to adequately supervise the gambling premises, as adequate staffing levels is a factor to consider regarding the prevention of underage gambling. The Commission would expect the operator and the licensing authority to work together to consider how any impediments to the supervision of premises might be most appropriately remedied."*
- 4.8 **At Paragraph 5.17 it states:** *"The Act does not seek to prohibit particular groups of adults from gambling in the same way that it prohibits children. The Commission does not seek to define 'vulnerable persons' but it does, for regulatory purposes, assume that this group includes people who gamble more than they want to, people who gamble beyond their means and people who may not be able to make informed or balanced decisions about gambling due to, for example, mental health, a learning disability or substance misuse relating to alcohol or drugs."*

4.9 **At Paragraph 5.18 it states:** “Licensing authorities need to consider, in relation to particular premises, whether any special considerations apply in relation to the protection of vulnerable persons. This could be a local risk that is reflected in the licensing authority’s policy statement. Any such considerations need to be balanced against the authority’s objective to aim to permit the use of premises for gambling.”

### **Section 153 principles**

4.10 **At Paragraph 5.19 it states:** “S.153 of the Act provides that, in exercising its functions under Part 8 of the Act, a licensing authority shall aim to permit the use of premises for gambling in so far as it thinks it is:

- a. in accordance with any relevant code of practice under s.24 (the LCCP)
- b. in accordance with any relevant guidance issued by the Commission under s.25 (this guidance)
- c. reasonably consistent with the licensing objectives (subject to a and b above)
- d. in accordance with the licensing authority’s statement of licensing policy (policy statement) (subject to a to c above).”

4.11 **At Paragraph 5.20 it states:** “Whilst there is a presumption in favour of permitting the relevant premises to be used for gambling, the licensing authority may not do so unless satisfied that such use would be in accordance with this guidance, any relevant Commission code of practice, its own statement of licensing policy, and the licensing objectives.”

4.12 **At Paragraph 5.22 it states:** “In determining applications for premises licences, the Act explicitly sets out two principles that licensing authorities should **not** have regard to:

- s.153 makes it clear that in deciding whether or not to grant a licence, a licensing authority must not have regard to the expected demand for gambling premises that are the subject of the application
- s.210 (1) of the Act states that ‘in making a decision in respect of an application...a licensing authority should not have regard to whether or not a proposal by the applicant is likely to be permitted in accordance with law relating to planning or building’.”

### **Premises Licence conditions**

4.13 **At Paragraph 9.3 it states:** “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.”

4.14 **At Paragraph 9.27 it states:** “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.”

4.15 **At Paragraph 9.28 it states:** “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

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*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."*

- 4.16 **At Paragraph 9.29 it states:** *"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."*
- 4.17 **At Paragraph 9.30 it states:** *"Where there are risks associated with a specific premises or class of premises, the licensing authority may consider it necessary to attach conditions to the licence to address those risks, taking account of the local circumstances."*
- 4.18 **At Paragraph 9.31 it states:** *"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."*
- 4.19 **At Paragraph 9.32 it states:** *"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."*

### **Adult Gaming Centres**

- 4.20 **At Paragraph 21.1 it states:** *"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."*
- 4.21 **At Paragraph 21.2 it states:** *No-one under the age of 18 is permitted to enter an AGC. The Act sets out offences at s.46 and s.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'.*

- 4.22 **At Paragraph 21.3 it states:** *"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."*
- 4.23 **At Paragraph 21.4 it states:** *"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."*
- 4.24 **At Paragraph 21.5 it states:** *"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 percent of the total number of gaming machines which are available for use on the premises and any number of category C or D machines."*
- 4.25 **At Paragraph 21.9 it states:** *"The Guidance lists the Mandatory conditions for ACG's follows:*
- *A notice must be displayed at all entrances to Adult Gaming Centres (AGCs) stating that no person under the age of 18 years will be admitted to the premises."*
  - **At Paragraph 21.10 it states:** *"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."*
  - **At Paragraph 21.11 it states:** *"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."*
  - **At Paragraph 21.12 it states:** *"The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. A notice stating this should be displayed in a prominent place at every entrance to the premises."*
- 4.26 **At Paragraph 21.8 it states:** *"...Currently there are no default conditions specific to AGCs."*

## **HILLINGDON'S GAMBLING POLICY**

- 5.1 The information in this section of the report relates to the relevant sections within the London Borough of Hillingdon's Statement Gambling Policy which members should consider.

## **General Principles**

- 5.2 **At Paragraph 5.5 it states:** *“Under the Act the Hillingdon Council has no discretion to grant Premises Licences in circumstances where that would mean departing from the Gambling Commission Guidance and Codes of Practice and this Licensing Authority’s own Statement of Licensing Principles. Therefore, our primary focus shall be to aim to permit the use of premises for gambling in so far as we think it 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) Consistent with the Licensing Objectives.*
  - iv) In accordance with this Statement of Licensing Principles.”*
- 5.3 **At Paragraph 5.6 it states:** *“The Council appreciates that gambling can be an emotive subject but acknowledges and endorses the Gambling Commission Guidance that “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.”*
- 5.4 **At Paragraph 5.7 it states:** *“We recognise that the responsibility for an individual's gambling is his or her own and that the responsibility to exercise a duty of care lies with the site operator. However, the Licensing Authority recommend applicants for Adult Gaming and Family Entertainment Centres to consider adopting BACTA’s Code of Social Responsibility and Good Practice and where gaming machines are concerned, applicants are recommended to adopt BACTA’s Code of Practice for AWP’s in Family Entertainment Centres and Adult Gaming Centres.”*

## **Location**

- 5.5 **At Paragraph 5.18 it states:** *“In accordance with the Gambling Commission’s Guidance for Local Authorities, this Licensing Authority 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.”*
- 5.6 **At Paragraph 5.19 it states:** *“The authority has not adopted any specific policy in relation to areas where gambling premises should not be located. Should any such policy be decided upon, this policy statement will be updated accordingly. It should be noted that any such future policy will not preclude any application being made with the onus upon the applicant showing how any potential concerns can be overcome.”*
- 5.7 **At Paragraph 5.20 it states:** *“Each case will be decided on its merits and will depend, to a large extent, on the type of gambling that it is proposed will be offered on the premises.”*
- 5.8 **At Paragraph 5.21 it states:** *“If an applicant can demonstrate appropriate measures to overcome concerns, that will be taken into account by the Council.”*

## **Adult Gaming Centres**

- 5.9 **At Paragraph 5.61 it states:** *“As no one under the age of 18 is permitted to enter an Adult Gaming Centre, this Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the Licensing Authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the premises. Applicants are recommended to consider this Licensing Objective very carefully when applying for an Adult Gaming Centre.”*

5.10 **At Paragraph 5.62 it states:** “The Council will expect applicants to offer their own measures to meet licensing objectives however appropriate measures / licensing conditions may cover issues such as:

- Proof of age schemes.
- CCTV – this should be of sufficient quality that it will use evidence.
- the provision of entrances/machine areas
- physical separation areas
- location of entry
- notices/signage
- specific opening hours
- self-exclusion schemes - these are schemes whereby individuals who acknowledge they have a gambling problem ask to be barred from certain premises
- provision of information leaflets/helpline numbers for organisations such as GamCare

*This list is not mandatory, nor exhaustive, and is merely indicative of example measures that the Council can consider implementing.”*

**Gaming Machines**

5.11 **At Paragraph 6.5 it states:** “A gaming machine can cover all types of gambling activity, which can take place on a machine, including betting on virtual events. A machine is not a gaming machine if the winning of a prize is determined purely by the player’s skill. However, any element of chance imparted by the action of the machine would cause it to be a gaming machine.”

5.12 **At Paragraph 6.7 it states:** “There are classes of gaming machines: Categories A, B, C and D, with category B further divided into sub-categories B1, B2, B3, B3A and B4. **(6.7) Appendix 8** sets out the current maximum stakes and prizes that apply to each category.

5.13 **At Paragraph 6.8 it states:** “The Gambling Act also prescribes the maximum number and category of gaming machines that are permitted in each type of gambling premises.”

The table, below, shows the maximum number and category of gaming machines that are permitted at an ACG:

ADULT GAMING CENTRE	<p>MAXIMUM OF 20% OF THE TOTAL NUMBER OF GAMING MACHINES WHICH ARE AVAILABLE FOR USE ON THE PREMISES FOR CATEGORIES B3 AND B4.</p> <p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
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## LEGAL CONSIDERATIONS

### THE GAMBLING ACT 2005

6.1 When considering an application for a grant of a new Premises Licence, the Sub-Committee shall carry out its functions with a view to taking steps it considers appropriate for promoting the licensing objectives. Section 1 of the Gambling Act 2005 creates three licensing objectives:

1. Preventing gambling from being a source of crime and 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, and
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

### **Statutory aim to permit gambling**

**6.2 The guidance issued by the Commission states at Paragraph 1.19:**

*"The Act places a legal duty on both the Commission and licensing authorities to aim to permit gambling, insofar as it is considered to be reasonably consistent with the licensing objectives.*

*The effect of this duty is that both the Commission and licensing authorities must approach their functions in a way that seeks to regulate gambling by using their powers, for example, powers to attach conditions to licences, to moderate its impact on the licensing objectives rather than by starting out to prevent it altogether."*

6.3 An application for a new premises licence may be made pursuant to s.159 of the Act.

6.4 All applications will be decided on a case-by-case basis.

6.5 Where relevant representations are made and not withdrawn, the Licensing Authority must hold a hearing to determine the application, unless all are agreed that such a hearing is unnecessary s.162 (2).

6.6 Section 153(1) of the Act provides that licensing authorities should aim to permit the use of premises for gambling in so far as they think it:

- (i) in accordance with any relevant code of practice under section 24;
- (ii) in accordance with any relevant guidance issued by the Gambling Commission under section 25;
- (iii) reasonably consistent with the licensing objectives; and
- (iv) in accordance with the authority's statement of licensing policy.

6.7 Section 153(2) of the Act goes on to state that 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.

6.8 Relevant representations are those that relate to the effect of the granting of the application on the promotion of the licensing objectives made by an interested party or responsible authority that have not been withdrawn and are not, in the opinion of the relevant licensing authority, frivolous or vexatious s.162(3) Gambling Act 2005.



- 6.9 The Sub-Committee can only consider matters within the application that have been raised through representations from interested parties and responsible authorities. Interested parties will include persons who:
- (i) Live sufficiently close to premises carrying out gambling activities;
  - (ii) Have business interests that might be affected; and
  - (iii) Represent persons listed above.
- 6.10 The Act, via regulations also imposes mandatory and default conditions that promote the licensing objectives. There are no default conditions in relation to ACG's.
- 6.11 In respect of the imposition of Conditions by the Licensing Authority, Section 169 (4) states that a "licensing authority may not attach a condition to a premises licence which prevents compliance with a condition of the operating licence which authorises the holder to carry out the activity in respect of which the premises licence is granted".
- 6.12 The decision determined by the Sub-Committee will be accompanied with clear, cogent reasons for that decision, having had due regard to being reasonably consistent with the Licensing Objectives; the Human Rights Act 1998; any relevant code of practice under Section 24 of the Gambling Act 2005; any relevant guidance issued by the Commission under Section 25 of the Gambling Act 2005; and this Statement of Policy. 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.
- 6.13 The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under s.149 of the Equality Act 2010. In summary s.149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:
- (i) Eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (ii) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
  - (iii) Foster good relations between persons who share relevant protected characteristics and persons who do not.
- 6.14 Section 149(7) of the Equality Act 2010 defines nine relevant protected characteristics examples are; race, sex, age, disability, gender reassignment and religious beliefs.
- 6.15 Officers have provided the Sub-Committee with recommendations related to this application. Subject to the above-mentioned factors having been properly considered, the Sub-Committee may depart from the recommendations if there are good reasons for doing so. The Sub-Committee is advised that such departures could give rise to an appeal or judicial review
- 6.16 Interested parties, Responsible Authorities and the Applicant have the right to appeal the decision of the Licensing Sub-Committee to the Magistrates' Court within a period of 21 days beginning with the day on which the applicant was notified by the Licensing Authority of the decision to be appealed against.

**BACKGROUND DOCUMENTS:**

The Gambling Act 2005

Licence Conditions and Codes of Practice by the Gambling Commission

Guidance for Local Authorities issued by the Gambling Commission

The London Borough of Hillingdon's Statement of Gambling Policy

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

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

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

Where the application is -

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

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

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

Regional Casino     Large Casino     Small Casino

Bingo     Adult Gaming Centre     Family Entertainment Centre

Betting (Track)     Betting (Other)

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

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

## Part 2 – Applicant Details

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

### Section A

#### Individual Applicant

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

2 Surname: [\*\*\*\*\*] Other name(s): [\*\*\*\*\*]

3 Applicant's address (home/business -):

[\*\*\*\*\*]

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Postcode: [\*\*\*\*\*]

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

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

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

### Section B

#### Application on Behalf of an organisation

6 Name of applicant business or organisation: Chongie Entertainment UK Limited

7. The applicant's registered or principal address:

71-75 Shelton Street

Covent Garden

London

Postcode: WC2H 9JQ

8(a) The number of the applicant's operating licence (as given in the operating licence): 062728-N-337784-001

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

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

### Part 3 – Premises Details

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

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

Part of 14/16 Station Rd

Harlington

Hayes

Postcode: UB3 4DA

12 Telephone number at premises (if known): [\*\*\*\*\*]

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

The premises consists of part of 14/16 Station Road as the premises were split in two as can be seen on the plan. It is a two storey building, and there are retail premises either side.

14(a) Are the premises situated in more than one licensing authority area? No

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:

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#### 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

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]	[*****]
Tues	[hh:mm]	[hh:mm]	[*****]
Wed	[hh:mm]	[hh:mm]	[*****]
Thurs	[hh:mm]	[hh:mm]	[*****]
Fri	[hh:mm]	[hh:mm]	[*****]
Sat	[hh:mm]	[hh:mm]	[*****]
Sun	[hh:mm]	[hh:mm]	[*****]

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): ASAP

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

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

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

[\*\*\*\*\*]

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

[\*\*\*\*\*]

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

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

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

#### Checklist:

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

### Part 7 – Signatures

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

Signature:

Print Name: Woods Whur 2014 Limited

Date: 09/02/2024 Capacity: Solicitors for the Applicant

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

Signature:

Print Name: [\*\*\*\*\*]

Date: (dd/mm/yyyy) Capacity: [\*\*\*\*\*]

**Part 8 – Contact Details**

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

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted: 0113 234 3055

24 Postal address for correspondence associated with this application:

Woods Whur 2014 Limited

St James House

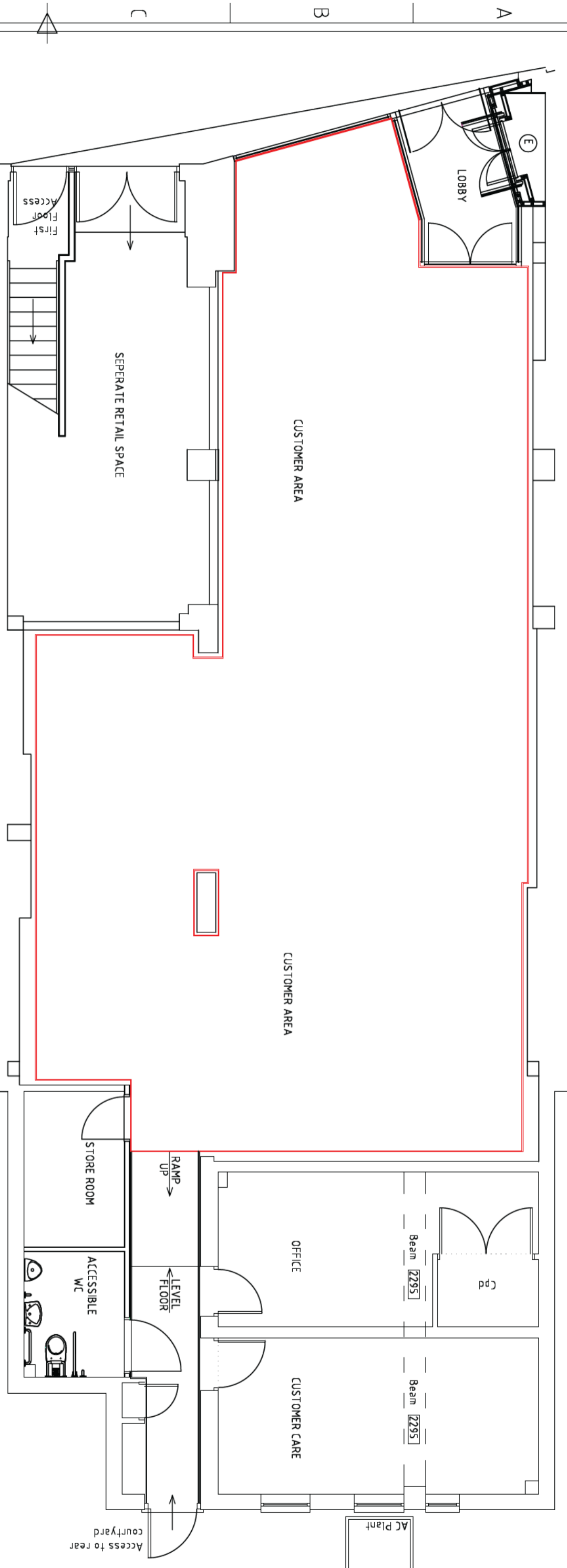
28 Park Place

Leeds

Postcode: LS1 2SP

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

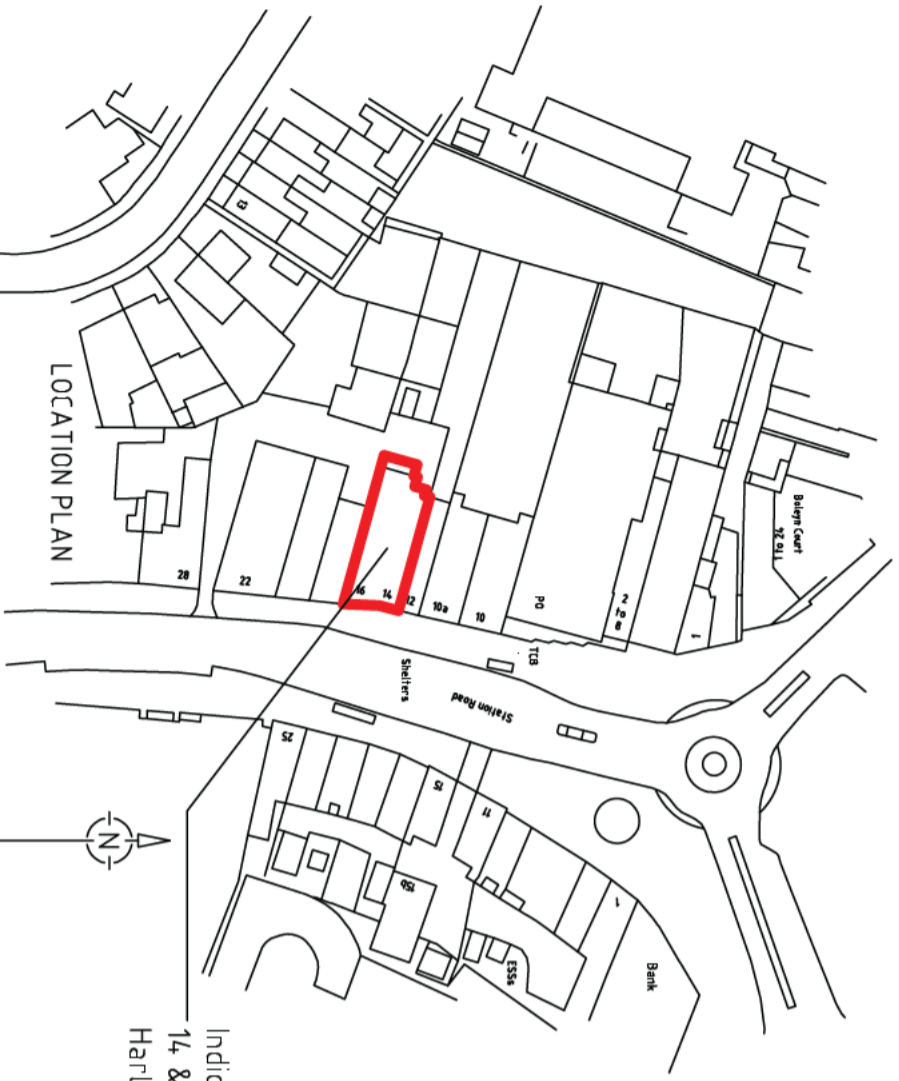




**GAMBLING ACT 2005 LICENSING PLAN**

Anything shown on plan that is not required by The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulation 2007 is for illustrative purposes only and does not form part of the premises licence.

— Area in which facilities will be provided for gaming.



Indicates site in application at:  
 14 & 16 Station Road,  
 Harlington, Hayes UB3 4DA

All design concepts and drawings are the property of Alderwood Joinery. No applications, adaptations are to be made without permission from Alderwood Joinery.		Client: <b>CHONGIE ENTERTAINMENT UK</b>		Drawn: <b>K JUSTICE</b>
UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN MILLIMETRES IF IN ANY DOUBT, ASKI		Job No:	Date	Scale
Damian Cronin Construction Ltd Unit 99, Cholerton Drive, North Tyne Industrial Estate, Newcastle Upon Tyne, NE12 9SZ. Tel:0191-2566665 www.Cronin online			31/01/24	N.T.S
Project: <b>LITTLE VEGAS</b>		Title: <b>LICENSING PLAN</b>		Rev
14 & 16 STATION RD, HARLINGTON, HAYES, UB3 4DA.				Sheet
				2



**Premises:** 14-16 Station Road, Harlington, Hayes. UB3 4DA

**Premises Licence Number:**

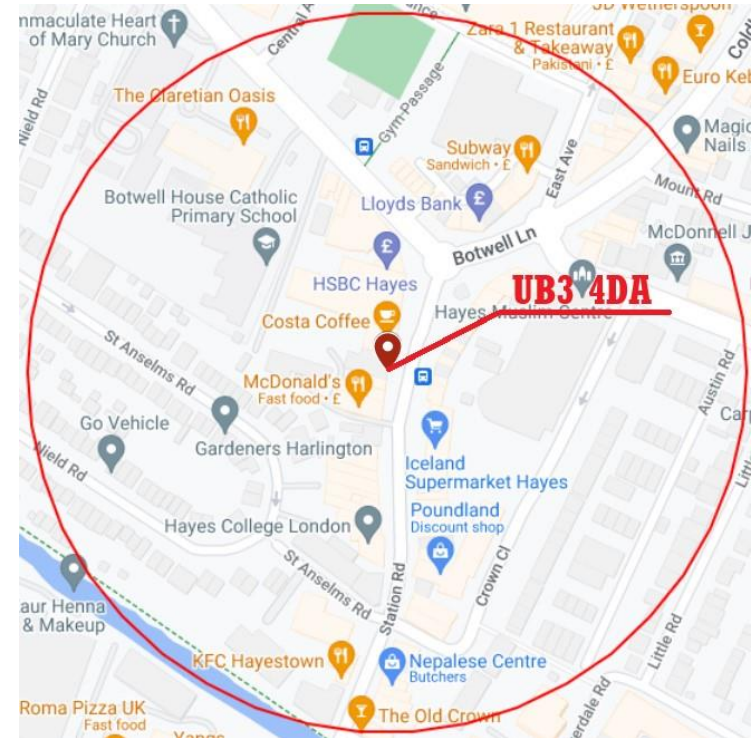
**Company Details:** Chongie Entertainment UK Limited,  
3-5 Wardour St, London

**Operating Licence Number:** 000-062728-N-337784-001

**Date Assessment:** January 2024

**Assessor:** Joanne Craig

**Sources Utilised:** Gambling Local Area Profile 2019 (London Borough of Hillingdon), The London Borough of Hillingdon Statement of Gambling Policy 2023-2025, relevant guidance from the Gambling Commission, Open source



**Area Profile:** These premises are situated on a main street in Harlington, on the site of an old bank. Hillingdon is a London Borough to the West of the county of Greater London. The district adjoins Hayes to the North and shares a railway station with the larger district. The area is part of the Hayes and Harlington parliamentary constituency. According to the Office for National Statistics, the approximate population of Harlington is around 17,000.

The machine mix is to be determined and will be supplied by a company licensed by the Gambling Commission.

Local Area				
Licensing Objective		Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
1.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p><b>LOCALITY</b></p> <p>Within 500m radius of the premises are these:</p> <ul style="list-style-type: none"> <li>• Lake Farm Park Academy, Botwell Common Road, Hayes. UB3 1JA</li> <li>• Botwell House Catholic Primary School, Botwell Lane, Hayes. UB3 2AB</li> <li>• Rayners College London, 10a Station Road, Hayes. UB3 4DA</li> <li>• Hayes College London, 46-50 Station Road, Hayes. UB3 4DD</li> <li>• London Adult Education College, Unit 14, Westminster Business Centre, Printing House Lane, Hayes. UB3 1AP</li> <li>• KiddieCare Nurseries Botwell, Botwell Sports and Leisure Centre, East Ave, Hayes. UB3 2HW</li> <li>• Wonderland Nursery Ltd, 150 Clayton Road, Hayes. UB3 1RX</li> </ul> <p><b>OTHER:</b></p> <p><b>Student accommodation:</b></p> <p>There are no Student accommodation facilities in the proximity of the proposed premise.</p>	<p><b>The Premises:</b></p> <ul style="list-style-type: none"> <li>• Signage &amp; window display not to attract under 18s, and advice under 18's access is prohibited.</li> <li>• Staff stationed near to the main entrance to prevent under 18s entry.</li> <li>• Regular patrols of the premises, to identify any vulnerable people.</li> <li>• Posters, 'Stay in Control' leaflets and GamCare leaflets will be on display (near toilets as well as in the main trading area)</li> <li>• Staff will ensure a stock of leaflets (stay in control, self-exclusion &amp; Gamcare) through weekly checks of stock</li> <li>• GamCare notices with contact number clearly displayed on machines</li> <li>• Self-exclusion system in place</li> <li>• Photo equipment available for self-exclusions</li> <li>• Premises laid out to avoid blind spots</li> <li>• Entrance readily visible from throughout the premises to allow customer monitoring</li> </ul>	<p>High of Occurrence Initially / Low of not Managing</p>

		<p><b><u>Family Services</u></b></p> <ul style="list-style-type: none"> <li>• Inthi mama, Family counsellor, 84 Hitherbroom Road, Hayes. UB3 3AF</li> <li>• Botwell Green Library, East Ave, Hayes. UB3 2HW</li> <li>• Play Hayes, Station Road, Hayes. UB3 4BX</li> </ul> <p><b><u>Job / Recruitment Agencies</u></b></p> <ul style="list-style-type: none"> <li>• Recruitment Agency, 27-37 Station Road, Hayes. UB3 4DX (aka Urban Selection)</li> <li>• Elite Consortium Limited (t/a Elite Healthcare), 20 Clayton Road, Hayes. UB3 1AZ</li> </ul> <p><b><u>Community centres</u></b></p> <ul style="list-style-type: none"> <li>• Haya Community Centre, 90 East Ave, Hayes. UB3 2HR</li> <li>• Townfield Community Centre, Townfield Square, Hayes. UB3 2EL</li> <li>• Hayes &amp; Harlington Community Association, Hayes &amp; Harlington Community Centre, Albert Rd, Hayes. UB3 4HR</li> </ul> <p><b><u>Youth Centres</u></b></p> <ul style="list-style-type: none"> <li>• YMCA Youth Programmes – Ealing, Hillingdon &amp; Harrow. 72-74 tation Road, Hayes. UB3 4DQ</li> <li>• Haya Community Centre, 90 East Ave, Hayes. UB3 2HR</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring customers as they leave the premises</li> <li>• Machines to be properly labelled</li> </ul> <p><b>The Operation:</b></p> <ul style="list-style-type: none"> <li>• Staff will patrol and supervise the whole of the premises, with particular care in identifying vulnerable people.</li> <li>• “Know Your Customer” in place, developing customer interaction policies &amp; procedures ( importance of behaviour, time and spend limits)</li> <li>• Staff monitors customer activity and behaviour to interact early to recognise customer with potential gambling issues.</li> <li>• Staff to inspect the toilets every hour for evidence of drug taking</li> <li>• Staff to be aware of the importance of social responsibility, the causes and consequences of gambling</li> <li>• Return the stake/retain the prize</li> <li>• Staff will review self-excluded data to ensure continued exclusion</li> <li>• Sharing of information by staff regarding concerns about customers</li> <li>• Age verification tests facilitated by Check Policy will take place</li> </ul>	
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		<p><b><u>Fast food</u></b></p> <ul style="list-style-type: none"> <li>• McDonalds, 22-24 Station Road, Hayes. UB3 4DA</li> <li>• Three Bites, 1 Crown Close, Hayes. UB3 3BJ</li> <li>• Aladdins (Hayes) 58 Station Road, Hayes. UB3 4DF</li> <li>• Mazaa, 63 Coldharbour Lane, Hayes. UB3 3EE</li> <li>• Orlando Pizza, 5 Northfield Parade, Station Road, Hayes. UB3 4JA</li> </ul> <p><b><u>Banks/Building Society</u></b></p> <ul style="list-style-type: none"> <li>• NatWest Hayes, 6 Coldharbour Lane, Hayes. UB3 3EW</li> <li>• Lloyds Bank, 1-5 East Ave, Hayes. UB3 2HW</li> <li>• HSBC, 2 Station Road, Hayes. UB3 4BY</li> <li>• Tesco Bank ATM, Tesco Express, Station Approach, Hayes. UB3 4FL</li> <li>• Halifax, 45-47 Station Road, Hayes. UB3 4HH</li> </ul> <p><b><u>Leisure, Sports Centres, cinemas, bowling alleys</u></b></p> <ul style="list-style-type: none"> <li>• Botwell Green Sports and Leisure Centre, 23 Botwell Lane, Hayes. UB3 2HW</li> <li>• Energie Fitness, 20 Blyth Road, Hayes. UB3 1BY</li> <li>• The Nest Climbing, Material Walk, Hayes. UB3 1DP</li> <li>• Maiwand art of Warriors MMA, Fairey Corner (Stop K), Hayes. UB3 4HW</li> </ul>	<p><b>Age Verification procedures:</b></p> <ul style="list-style-type: none"> <li>• Implementation of the BACTA Toolkit Policies &amp; Procedures including Think / Challenge 25 – this shall be advertised throughout the venue.</li> <li>• Staff to maintain a ‘Challenge 25 Refusals log’ for production to the Responsible Authorities.</li> <li>• Acceptable ID for the ‘Challenge 25’ scheme will be – Driving Licence, Passport or a PASS accredited proof of age card.</li> <li>• Anyone reluctant in providing identification or demonstrating suspicious behaviour will trigger further investigation. Incident to be logged and customer removed from the area.</li> <li>• Age verification incident report (log) maintained on licensed premises and reviewed on regular basis by team staff members &amp; Compliance Manager</li> </ul> <p><b>Staff Training:</b></p> <ul style="list-style-type: none"> <li>• Training of staff with 6 monthly refreshers/ local area risk profile/licence conditions – this training will be</li> </ul>	
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		<p><b><u>Care Homes:</u></b></p> <p>There are no care homes in the vicinity of the proposed premise.</p> <p><b><u>Hospitals</u></b></p> <p><b><u>Hospitals</u></b></p> <p>There are no hospitals within 200m</p> <p><b><u>GP/Medical Centres</u></b></p> <ul style="list-style-type: none"> <li>• HESA Medical Centre, 52 Station Road, Hayes. UB3 4DS</li> <li>• Hayes Medical Centre, 157 Old Station Road, Hayes. UB3 4NA</li> <li>• Kincora Doctors Surgery, 134 Coldharbour Lane, Hayes. UB3 3HG</li> </ul> <p><b><u>Mental Health:</u></b></p> <ul style="list-style-type: none"> <li>• Mind, 52 Austin Road, Hayes. UB3 3DG</li> <li>• Minet Clinic, Avondale Drive, Hayes. UB3 3NR</li> </ul> <p><b><u>Addiction/Recovery Centres</u></b></p> <p>There are no addiction/recovery services within a 200m radius of the premises.</p>	<p>recorded and available to the Police or Local Authority as requested.</p> <ul style="list-style-type: none"> <li>• Training and guidance is provided to staff members regarding customer interaction and the implementation of the ID verification procedure.</li> <li>• Staff to be trained in Safeguarding Policy</li> <li>• Staff to be aware of refusing customers entry due to alcohol or drugs</li> <li>• Staff to be trained on Anti Money Laundering, Proceeds of Crime and Suspicious Behaviour</li> <li>• Staff to be trained to look out for signs of aggressive behaviour or problem play</li> </ul> <p><b>CCTV and Security</b></p> <p>A comprehensive CCTV system shall be installed and maintained – it should cover:</p> <ul style="list-style-type: none"> <li>• All areas of the premise to which the public have access (except toilets)</li> <li>• All Gaming machines and the counter area</li> <li>• It shall record 24hrs a day for 31 days</li> <li>• It shall be available for police viewing at minimal delay</li> <li>• CCTV notices will be on display near the entrance</li> </ul>	
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		<p><b><u>Hostels/Shelters</u></b></p> <ul style="list-style-type: none"> <li>• Archangels City, second floor, 27 Station Road, Hayes. UB3 4DX</li> </ul> <p><b><u>Food banks</u></b></p> <p>There are no foodbanks in the vicinity of the proposed premise</p> <p><b><u>Loan Shops, Pawn Brokers</u></b></p> <ul style="list-style-type: none"> <li>• Tgs Pawnbroker, 23 Station Road, Hayes. UB3 4BD</li> <li>• Cash Converters, 13 Botwell Lane, Hayes. UB3 2AB</li> <li>• H&amp;T Pawnbrokers, 46 Station Road, Hayes. UB3 4DD</li> </ul> <p><b><u>Parks/Playgrounds</u></b></p> <ul style="list-style-type: none"> <li>• Botwell Leisure Centre Playground, East Ave, Hayes. UB3</li> <li>• Lake Farm Country Park, Dawley Road, Hayes. UB3 1EJ</li> </ul> <p><b><u>Religious buildings</u></b></p> <ul style="list-style-type: none"> <li>• Hayes Methodist Church, 4 Station Road, Hayes. UB3 4DA</li> <li>• Hayes Elim Christian Centre, Keith Road, Hayes. UB3 4HP</li> <li>• The Baptist Church, 136 Coldharbour Lane, Hayes. UB3 3HG</li> <li>• Hayes Muslim Centre, 3 Pump Lane, Hayes. UB3 3NB</li> </ul>	<ul style="list-style-type: none"> <li>• The licensee will ban customers who engage in Crime &amp; Disorder within or outside the premise.</li> <li>• The licensee will refuse entry to any customers that appear to be under the influence of alcohol or drugs.</li> <li>• A Maglock will be installed and maintained on the main entrance and will be operable by venue staff at the cashiers counter</li> <li>• The licensee should install and maintain an intruder alarm on the premise.</li> <li>• There will be a panic button on the cashier’s counter.</li> </ul>	
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		<ul style="list-style-type: none"> <li>• Quba Mosque, Golden Crescent, Hayes. UB3 1AQ</li> <li>• Hillingdon Borough Central Mosque, Unit 1 Johnson Industrial Estate, Silverdale Rd, Hayes. UB3 3BA</li> <li>• Hayes Sikh Temple, Golden Crescent, Hayes. UB3 1AQ</li> <li>• Ramarghia Sikh Association, The Sikh Temple, Golden Crescent, Hayes. UB3 1AQ</li> </ul> <p><b><u>New Development or Shopping centres</u></b></p> <p>Whilst the proposed premise is in the centre of the shopping area in the town, there are no new developments in the vicinity.</p>		
<p><b>1.2</b></p>	<p><b>Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</b></p>	<p><b>LOCALITY</b></p> <p>Gambling Licensed Premises:</p> <ul style="list-style-type: none"> <li>• Paddy Power, 39 Station Road, Hayes. UB3 4BE</li> <li>• William Hill, 57 Station Road, Hayes. UB3 4BA</li> <li>• Admiral Casino, 32-36 Station Road, Hayes. UB3 4DD</li> </ul> <p><u>Alcohol Licensed Premises</u></p> <ul style="list-style-type: none"> <li>• Pub Punjabi, 10 Coldharbour Lane, Hayes. UB3 3HE</li> <li>• The Botwell Inn – JD Wetherspoon, 25-29 Coldharbour Lane, Hayes. UB3 3EB</li> <li>• The Old Crown, 81 Station Road, Hayes. UB3 4BG</li> <li>• Captain Morgans Hayes, 9 Clayton Road, Hayes. UB3 1AX</li> </ul>	<p><b>The Premises</b></p> <p><b>CCTV and Security</b></p> <p>A comprehensive CCTV system shall be installed and maintained – it should cover:</p> <ul style="list-style-type: none"> <li>• All areas of the premise to which the public have access (except toilets)</li> <li>• All Gaming machines and the counter area</li> <li>• It shall record 24hrs a day for 31 days</li> <li>• It shall be available for police viewing at minimal delay</li> <li>• CCTV notices will be on display near the entrance</li> </ul>	<p>Medium of Occurrence Initially / Low of not Managing</p>



		<ul style="list-style-type: none"> <li>• London Hayes Beefeater, Millington Road, Hayes. UB3 4AZ</li> <li>• Hayes Working Men’s Club, Pump Lane, Hayes. UB3 3NB</li> </ul> <p><b>LOCAL AREA PROFILE</b></p> <p><b>Population</b></p> <ul style="list-style-type: none"> <li>• Hayes &amp; Harlington has a population of 126,400 according to the Census 2021 – approximately 17,000 of these live in Harlington.</li> <li>• 51.6% were born in the UK with 48.4% born outside the UK.</li> <li>• There is a younger than national average population in Hayes, with the largest group being 30-39years old.</li> </ul> <p><b>Deprivation</b></p> <ul style="list-style-type: none"> <li>• Hayes &amp; Harlington has a higher than national average level of deprivation in all areas – with only 38% of households not being deprived in any area.</li> </ul> <p><b>Unemployment</b></p> <ul style="list-style-type: none"> <li>• In 2021 the percentage of the economically active population unemployed was 5.8% which is 3.3% higher than the national average.</li> </ul>	<ul style="list-style-type: none"> <li>• The licensee will ban customers who engage in Crime &amp; Disorder within or outside the premise.</li> <li>• The licensee will refuse entry to any customers that appear to be under the influence of alcohol or drugs.</li> <li>• A Maglock will be installed and maintained on the main entrance and will be operable by venue staff at the cashiers counter</li> <li>• The licensee should install and maintain an intruder alarm on the premise.</li> <li>• There will be a panic button on the cashier’s counter.</li> </ul> <p><b>The Operation</b></p> <ul style="list-style-type: none"> <li>• Machine door opening keys only available to management</li> <li>• Log visits by Police, Local Authority and Gambling Commission officers</li> <li>• Review unusual patterns of play (as per PoCA), ‘non-regular’ players and consider exclusion/reporting</li> <li>• Exclude badly behaved customers and look out for problem behaviour or aggression</li> </ul>	
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		<p><b>Crime</b> Most commonly reported crimes, in December 2023:</p> <ul style="list-style-type: none"> <li>• Shoplifting 6</li> <li>• Public Order 3</li> <li>• Other theft 1</li> <li>• Other crimes 3</li> </ul> <p><b>TRANSPORT &amp; CAR PARK FACILITIES</b></p> <p>The premises are on transport routes and there are several bus stops nearby as well as Hayes &amp; Harlington station. There are also several car parks within a 200m radius</p>	<ul style="list-style-type: none"> <li>• Maintain contact with local traders and Police, including working with police to combat local issues</li> <li>• Limited staff floats</li> <li>• CCTV coverage over all cash transactions</li> <li>• Full machine audit on all machines on a weekly basis – ad hoc spot-check in case of any suspicion</li> <li>• Gaming machines are supplied and maintained by businesses licensed by the Gambling Commission</li> <li>• Company registered to receive crime bulletins from BACTA.</li> </ul> <p><b>Incident Log</b> A log should be kept at the premise, to include:</p> <ul style="list-style-type: none"> <li>• All crimes reported to the venue</li> <li>• Any complaints regarding Crime &amp; Disorder</li> <li>• Any incidents of disorder</li> <li>• Any faults in the CCTV system</li> <li>• Any visit by a relevant Authority or Emergency service.</li> </ul> <p><b>Staff Training</b></p> <ul style="list-style-type: none"> <li>• Social Responsibility training and incident recording logs available to all staff.</li> </ul>	
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			<ul style="list-style-type: none"> <li>• Staff trained to look out for unusual/dyed notes</li> <li>• Staff &amp; management to be alert to customers exchanging large volumes of paper notes for alternative denominations</li> <li>• Staff to be alert to customer redeeming stake with little or no play</li> <li>• Staff trained about AML basics, strange transaction behaviour</li> <li>• Extra Training and guidance is provided to staff members regarding Anti-Social Behaviour</li> <li>• Staff fully trained how to deal with homeless people seeking refuge</li> <li>• Staff to be trained on local area risk assessment</li> </ul> <p><b>Customer Interaction and Monitoring</b></p> <ul style="list-style-type: none"> <li>• Suspicious activity to be written down in the log</li> <li>• Customer interaction may provide knowledge of criminal background and/or association leading to closer security and monitoring of such a customer.</li> <li>• Customers are efficiently monitored throughout the time they are on the premises to ensure prevention of</li> </ul>	
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			<p>machine related crime (money laundering).</p> <ul style="list-style-type: none"> <li>• Knowledge activity to be handed over to Nominated Officer who will then report to NCA</li> </ul>	
1.3	<p><b>Ensuring that gambling is conducted in a fair and open way</b></p>	<p><b>EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>• Information must be clearly displayed</li> <li>• Maintenance to reduce potential issues</li> <li>• Compliance</li> </ul> <p><b>PREMISES</b></p> <ul style="list-style-type: none"> <li>• Promotions</li> <li>• Advertising</li> </ul> <p><b>CUSTOMERS</b></p> <ul style="list-style-type: none"> <li>• Treatment of customers</li> <li>• Complaints</li> </ul>	<p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>• Machines only obtained from licensed suppliers</li> <li>• Machines to be properly labelled</li> <li>• Implementation of the BACTA Toolkit policies</li> <li>• Machines to be maintained/serviced regularly / turned off if a fault occurs</li> <li>• Procedure for making refunds</li> <li>• Details of machine operation and winning combinations to be clearly shown on machines</li> </ul> <p><b>Premises</b></p> <ul style="list-style-type: none"> <li>• Clear terms &amp; conditions provided within the licensed premises.</li> <li>• Any promotions or advertising to be ASA and LCCP compliant</li> </ul> <p><b>Staff Training</b></p> <ul style="list-style-type: none"> <li>• Training of staff with 6 monthly refreshers</li> </ul>	<p>Low / Low</p>

			<ul style="list-style-type: none"> <li>Staff to have full understanding of stakes and prizes, and odds associated with each machine.</li> </ul> <p><b>Customers</b></p> <ul style="list-style-type: none"> <li>Review advertising material and promotions for compliance with LCCP</li> <li>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</li> <li>Suitable public liability Insurance</li> <li>Council conditions openly displayed</li> <li>Regular Compliance Audits</li> </ul>	
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<b>Gambling Operation and Physical Design (Internal and External)</b>				
<b>Licensing Objective</b>		<b>Risks</b>	<b>Existing Control Measures</b>	<b>Level of Risk of Occurrence / Manageability</b>
<b>2.1</b>	<b>Protecting children and other vulnerable persons from being harmed or exploited by gambling</b>	<p><b>CUSTOMERS</b></p> <ul style="list-style-type: none"> <li>U18s entering</li> <li>Problem Gambling</li> <li>Providing Information</li> <li>Administering self-exclusion</li> <li>Signage</li> </ul> <p><b>PREMISES</b></p>	<p><b>Equipment and Operation</b></p> <ul style="list-style-type: none"> <li>Machines to be properly labelled</li> <li>Staffing levels will be risk assessed to ensure they reflect any risk to staff, customers and promotion of the licensing objectives</li> <li>There would be no advertising locally. As part of the Licence Conditions and Codes of Practice issued by the Gambling Commission - Any Media displayed on the premises will</li> </ul>	

		<ul style="list-style-type: none"> <li>• Consider 'blind spots'</li> <li>• Visibility of the entrance</li> <li>• Signage</li> <li>• Presentation of premises (signage/window display)</li> </ul>	<p>comply with LCCP: Social responsibility code 5.1.6 (Compliance with advertising codes)                  The advertising of gambling products and services must be undertaken in a socially responsible manner and we must comply with the UK Advertising Codes issued by the Committees of Advertising Practice (CAP) and administered by the Advertising Standards Authority (ASA). Advertising on the premises will not differ from that of any other Adult Gaming Centre premises in Harringey.</p> <p><b>Premises</b></p> <ul style="list-style-type: none"> <li>• CCTV coverage of all public areas, 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.</li> <li>• Premises laid out to avoid blind spots</li> <li>• Ensure entrance readily visible from throughout the premises</li> <li>• Signage &amp; window display not to attract under 18s, and advise under 18's access is prohibited.</li> <li>• The entrance layout to enable staff to monitor those entering the premises</li> </ul>	<p>Low/Low considering design features</p>
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<p><b>2.2</b></p>	<p><b>Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</b></p>	<p><b>CUSTOMERS</b> Customer behaviour</p> <p><b>PREMISES</b> Layout to be considered:</p> <ul style="list-style-type: none"> <li>• Consider 'blind spots'</li> <li>• Visibility of the entrance</li> <li>• Design out crime</li> </ul> <p><b>STAFF</b></p> <ul style="list-style-type: none"> <li>• Personal protection</li> <li>• Security</li> <li>• Staff behaviour</li> </ul> <p><b>Money Laundering</b></p> <ul style="list-style-type: none"> <li>- Customer behaviour</li> <li>- Staff monitoring</li> </ul>	<p><b>Staff Training</b> Full Staff training on Money Laundering and the Proceeds of Crime Act as well as customer behaviour, particularly suspicious or aggressive customers</p> <p><b>Premises and Operation</b></p> <ul style="list-style-type: none"> <li>• CCTV coverage of all public areas, 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.</li> <li>• Regular patrols of the premises, including external areas to identify any vulnerable and children</li> <li>• Monitoring of customers as they leave the premises</li> <li>• Design out crime to be implemented</li> <li>• Toughened/laminated glass to front window</li> <li>• Mag Lock on front door</li> <li>• Intruder alarm installed and regularly serviced</li> <li>• Panic Button linked to Police</li> </ul>	<p>Low/Low considering design features</p>
<p><b>2.3</b></p>		<p><b>PREMISES</b></p>	<p><b>Premises</b></p>	

	<p><b>Ensuring that gambling is conducted in a fair and open way</b></p>	<ul style="list-style-type: none"> <li>• Promotions</li> <li>• Advertising</li> </ul> <p><b>EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>• Information clearly displayed</li> <li>• Maintenance</li> <li>• Compliance</li> </ul>	<ul style="list-style-type: none"> <li>• CCTV coverage of all public areas, office, frontage and rear door with recording device and ability for management to review remotely online</li> <li>• Clear terms &amp; conditions provided within the licensed premises.</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>• Machines only obtained from licensed suppliers</li> <li>• Machines to be properly labelled</li> <li>• Implementation of the BACTA Toolkit policies</li> <li>• Machines to be maintained/serviced regularly</li> <li>• Machines to be turned off should a fault occur</li> <li>• Procedure for making refunds</li> <li>• Details of machine operation and winning combinations to be clearly shown on machines</li> </ul> <p><b>Customers</b></p> <ul style="list-style-type: none"> <li>• Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy</li> </ul>	<p style="text-align: center;">Low / Low</p>
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			<p>and referred to nominated ADR 3rd party as required</p> <ul style="list-style-type: none"><li>• Suitable public liability Insurance</li><li>• Council conditions openly displayed</li><li>• Regular Compliance Audits</li></ul>	
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**NOTICE OF APPLICATION FOR A PREMISES LICENCE**

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

Notice is hereby given that Chongie Entertainment UK Limited

of the following address:

71-75 Shelton Street

Covent Garden

London

Postcode WC2H 9JQ

the number of whose operating licence is 062728-N-337784-001

has made an application for an Adult Gaming Centre premises licence.

The application relates to the following premises: 14/16 Station Road, Harlington, Hayes, UB3 4DA

The application for a premises licence has been made to the following licensing authority: Hillingdon Council, Licensing Service, Civic Centre, High Street, Uxbridge, UB8 1UW

Website <https://www.hillingdon.gov.uk/>

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

The following person connected with the applicant is able to give further information about the application: : Paddy Whur, Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

**Any representations under section 161 of the Gambling Act 2005 must be made no later than the following date: 07 March 2024**

**Gambling Act 2005**  
**Representation Form from Interested Parties**  
*(Please read notes on reverse before completing)*

**Your details (See notes 2 & 3);**

Your Name	Councillor Janet Gardner
Your residential address	
Your email address	<a href="mailto:jgardner@hillingdon.gov.uk">jgardner@hillingdon.gov.uk</a>
Your phone number	
The name of the body or organisation you represent	Hayes Town Ward

**About the premises;**

Name of the premises you are making a representation about	Little Vegas
Address of the premises you are making a representation about	14-16 Station Road Hayes UB3 4DA

**The Licensing Objectives (See note 4);**

Licensing Objective	Reasons for your representation and any supporting evidence
<i>Please tick;</i> <input checked="" type="checkbox"/> Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	Knowing the area as I do and the minor criminal activities that go on in and around the Town Centre I believe that if this application is approved the premises will act as a magnet for those intent on causing problems.
<input checked="" type="checkbox"/> Ensuring that gambling is conducted in a fair and open way	The applicants have not provided sufficient evidence to demonstrate how this new activity will be provided in a fair and open way.
<input checked="" type="checkbox"/> Protecting children and other vulnerable persons from being harmed or exploited by gambling	Local residents have expressed their concerns to us as their Ward Councillors about this proposal as they worry about the effect it will have on their children. The proposed location is in an area that has several schools and it is immediately next door to a place where children from several local schools gather in the late afternoon and evenings. There has been a great deal of nuisance caused by a number of these young people and this has required repeated involvement of the local police. There are also vulnerable young adults living at the Ventura House YMCA hostel just along Station Road and others who attend the YMCA youth centre.

**The outcome you are seeking from the Licensing Authority (See note 6);**

<b>Please reject the application</b>	Page 39
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**Signed:** ..... **Date:** .....

**Notes:**

- 1) All representations must be submitted before the conclusion of the 28 day consultation period. This will be advertised on the public notices and also on the Councils website.
- 2) Persons who may make representation include; persons who reside near to the premises to which the application relates and who are likely to be affected by licensable activities; residents associations who are representing residents who reside near to the application premises; Ward Councillors representing their constituents; any person who lives or works in the area and has concerns about the application premises.
- 3) Please note that representations cannot be anonymous. Copies of all representations will be published in any Committee papers and will be sent to all persons involved with the hearing including the applicant. If you have concerns about the use of your information and would like to discuss this further, please contact one of our Licensing Officers for a discussion, on the contact details below.
- 4) In order to be considered 'relevant', the representation must relate to one or more of the 'Licensing Objectives'. These objectives 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.
  - c) Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 5) Upon submitting a representation, it is expected that you will attend the Licensing Sub-Committee hearing to deliver your representation verbally and answer any queries that the Committee may have. If you are unable to attend, your written representation will be considered.
- 6) You may wish to suggest an outcome to the Licensing Sub-Committee ie. grant the application with extra conditions; grant the application with fewer hours/activities; reject the application. Please note that the Licensing Sub-Committee will only make reasonable and proportionate decisions based upon the evidence they are presented with, and in line with the laws and regulations governing Licensing Hearings.
- 7) You may continue on separate sheets of paper if necessary and you may also attach any evidence which supports your representation.
- 8) Please submit all completed forms to:  
**The Licensing Officer**  
**Regulatory Services**  
**London Borough of Hillingdon**  
**Civic Centre**  
**High Street**  
**Uxbridge, UB8 1UW**

[licensing@hillingdon.gov.uk](mailto:licensing@hillingdon.gov.uk)

Tel - 01895 277433

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[www.hillingdon.gov.uk/licensing](http://www.hillingdon.gov.uk/licensing)

**Gambling Act 2005**  
**Representation Form from Interested Parties**  
*(Please read notes on reverse before completing)*

**Your details (See notes 2 & 3);**

Your Name	David Brough
Your residential address	c/o Botwell Green Library East Avenue Hayes UB3 2HW
Your email address	<a href="mailto:hayestownpartnership@gmail.com">hayestownpartnership@gmail.com</a>
Your phone number	
The name of the body or organisation you represent	Hayes Town Partnership

**About the premises;**

Name of the premises you are making a representation about	Little Vegas
Address of the premises you are making a representation about	14-16 Station Road Hayes UB3 4DA

**The Licensing Objectives (See note 4);**

Licensing Objective	Reasons for your representation and any supporting evidence
<input checked="" type="checkbox"/> <input type="checkbox"/> Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p>The applicants refer to 14-16 Station Road Harlington but the proper address is Station Road Hayes and this mistake suggests that they have little knowledge of the area. The premises which they wish to use are located very close to a very busy McDonald's restaurant which is a regular meeting place for young people of secondary school age. For long periods it has been a gathering place for students from a number of local schools and there have been frequent incidents of anti-social behaviour and sometimes cases of violence. As a result of action by the local Police the management started employing a security officer and currently the incidents have been reduced. However, there is no guarantee that the security presence will be maintained on a long-term basis and it would be very unwise to allow the opening of a gambling centre so close to where significant numbers of young people are known to gather. There is national evidence about the dangers of gambling addiction for young people and slot machines are usually their first experience of gambling. Local parents known to the Hayes Town Partnership are fearful about the risks of their children being drawn into this activity.</p>

**The outcome you are seeking from the Licensing Authority (See note 6);**

**Reject the application for a licence**

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**Gambling Act 2005**  
**Representation Form from Interested Parties**  
*(Please read notes on reverse before completing)*

**Your details (See notes 2 & 3);**

Your Name	Fr. Matthew Cashmore
Your residential address	
Your email address	
Your phone number	
The name of the body or organisation you represent	PCC of St. Anselm's Church, Station Road, Hayes

**About the premises;**

Name of the premises you are making a representation about	Little Vegas
Address of the premises you are making a representation about	14-16 Station Road Hayes UB3 4DA

**The Licensing Objectives (See note 4);**

Licensing Objective	Reasons for your representation and any supporting evidence
<i>Please tick;</i> <input type="checkbox"/> Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	
<input type="checkbox"/> Ensuring that gambling is conducted in a fair and open way	
<input checked="" type="checkbox"/> Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p>The proposed location is directly outside the bus stop in Hayes Town where children from the various secondary schools are picked up and dropped off each day. This is already a hot spot for crime and disorder (multiple stabbings and attacks) and we are concerned that the children will feel attracted to this premises given the location and will come to see gambling as an attractive option. Whilst steps may be taken to stop children attending a daily dose of advertising as they get on and off the school bus seems to place an unreasonable burden on a vulnerable group. We have already seen the government take action to curtail damaging advertising to children, a daily dose of gambling advertising at the location would be detrimental.</p> <p>We also feel it's location – placed between the Methodist Church and St. Anselm Church where foodbanks run and where vulnerable people recovering from gambling addictions come for help will face</p>

	a run of shops offering opportunities to gamble – in particular a venue directly by the bus stop and next to ATMs. There are already other venues in the street and we feel an additional one in this particular location will attract the vulnerable people we are trying to help recover their lives.
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**The outcome you are seeking from the Licensing Authority (See note 6);**  
**To refuse the application on the grounds that vulnerable persons will be harmed and / or exploited – in particular children and recoving gambling addicts.**

**Signed:** ..... **Date:** .5<sup>th</sup> March 2024

**Notes:**

- 1) All representations must be submitted before the conclusion of the 28 day consultation period. This will be advertised on the public notices and also on the Councils website.
- 2) Persons who may make representation include; persons who reside near to the premises to which the application relates and who are likely to be affected by licensable activities; residents associations who are representing residents who reside near to the application premises; Ward Councillors representing their constituents; any person who lives or works in the area and has concerns about the application premises.
- 3) Please note that representations cannot be anonymous. Copies of all representations will be published in any Committee papers and will be sent to all persons involved with the hearing including the applicant. If you have concerns about the use of your information and would like to discuss this further, please contact one of our Licensing Officers for a discussion, on the contact details below.
- 4) In order to be considered 'relevant', the representation must relate to one or more of the 'Licensing Objectives'. These objectives 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.
  - c) Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 5) Upon submitting a representation, it is expected that you will attend the Licensing Sub-Committee hearing to deliver your representation verbally and answer any queries that the Committee may have. If you are unable to attend, your written representation will be considered.
- 6) You may wish to suggest an outcome to the Licensing Sub-Committee ie. grant the application with extra conditions; grant the application with fewer hours/activities; reject the application. Please note that the Licensing Sub-Committee will only make reasonable and proportionate decisions based upon the evidence they are presented with, and in line with the laws and regulations governing Licensing Hearings.
- 7) You may continue on separate sheets of paper if necessary and you may also attach any evidence which supports your representation.



- 8) Please submit all completed forms to:  
**The Licensing Officer**  
**Regulatory Services**  
**London Borough of Hillingdon**  
**Civic Centre**  
**High Street**  
**Uxbridge, UB8 1UW**

[licensing@hillingdon.gov.uk](mailto:licensing@hillingdon.gov.uk)

Tel - 01895 277433

[www.hillingdon.gov.uk/licensing](http://www.hillingdon.gov.uk/licensing)

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**From:** [Habib Khaled](#)  
**To:** [licensing](#)  
**Cc:**  
**Subject:** Appeal Against Application for Adult Gambling Centre at 14-16 Station Road, Hayes UB3 4DA  
**Date:** 07 March 2024 14:43:45

You don't often get email from [info@mercifulcharity.org](mailto:info@mercifulcharity.org). [Learn why this is important](#)

Dear Hillingdon Council Licensing Service,

We hope this email finds you well. We are writing to formally appeal against the application for an Adult Gambling Centre at 14-16 Station Road, Hayes UB3 4DA. As concerned members of the community, we strongly oppose the establishment of a gambling Centre at this location due to the negative impact it would have on our community. Gambling addiction and the proliferation of gambling establishments have serious consequences for individuals and communities alike.

Allow us to outline some of the ill effects of gambling on our community:

1. **Social and Economic Harm:** Gambling addiction can lead to financial ruin, homelessness, and strained relationships. It exacerbates poverty and social inequality within our community.
2. **Mental Health Impacts:** Problem gambling is often associated with mental health issues such as depression, anxiety, and suicidal ideation. The presence of a gambling centre would exacerbate these mental health challenges for vulnerable individuals in our community.
3. **Family Breakdown:** Problem gambling can tear families apart, leading to divorce, domestic violence, and neglect of children. The establishment of a gambling centre in our neighborhood would contribute to the breakdown of family structures and cohesion.
4. **Crime and Anti-Social Behavior:** Studies have shown a correlation between gambling establishments and increased crime rates, including theft, fraud, and drug-related offenses. The presence of a gambling centre would pose a risk to public safety and contribute to anti-social behavior in our community.

Furthermore, it is worth noting that there are already numerous gambling shops in Hayes town. The addition of another gambling establishment would only exacerbate the existing problems associated with gambling in our area.

We urge the Hillingdon Council Licensing Service to consider the well-being of our community and reject the application for an Adult Gambling Centre at 14-16 Station Road, Hayes UB3 4DA. Instead, we encourage the council to focus on initiatives that promote the health, safety, and prosperity of our community.

Thank you for considering my appeal. we trust that you will make the right decision for the benefit of our community.

Yours sincerely,

Habib Khaled

Physician Associate - R GP surgery

Trustee

Merciful Relief Foundation

Charity Reg no. 1200252

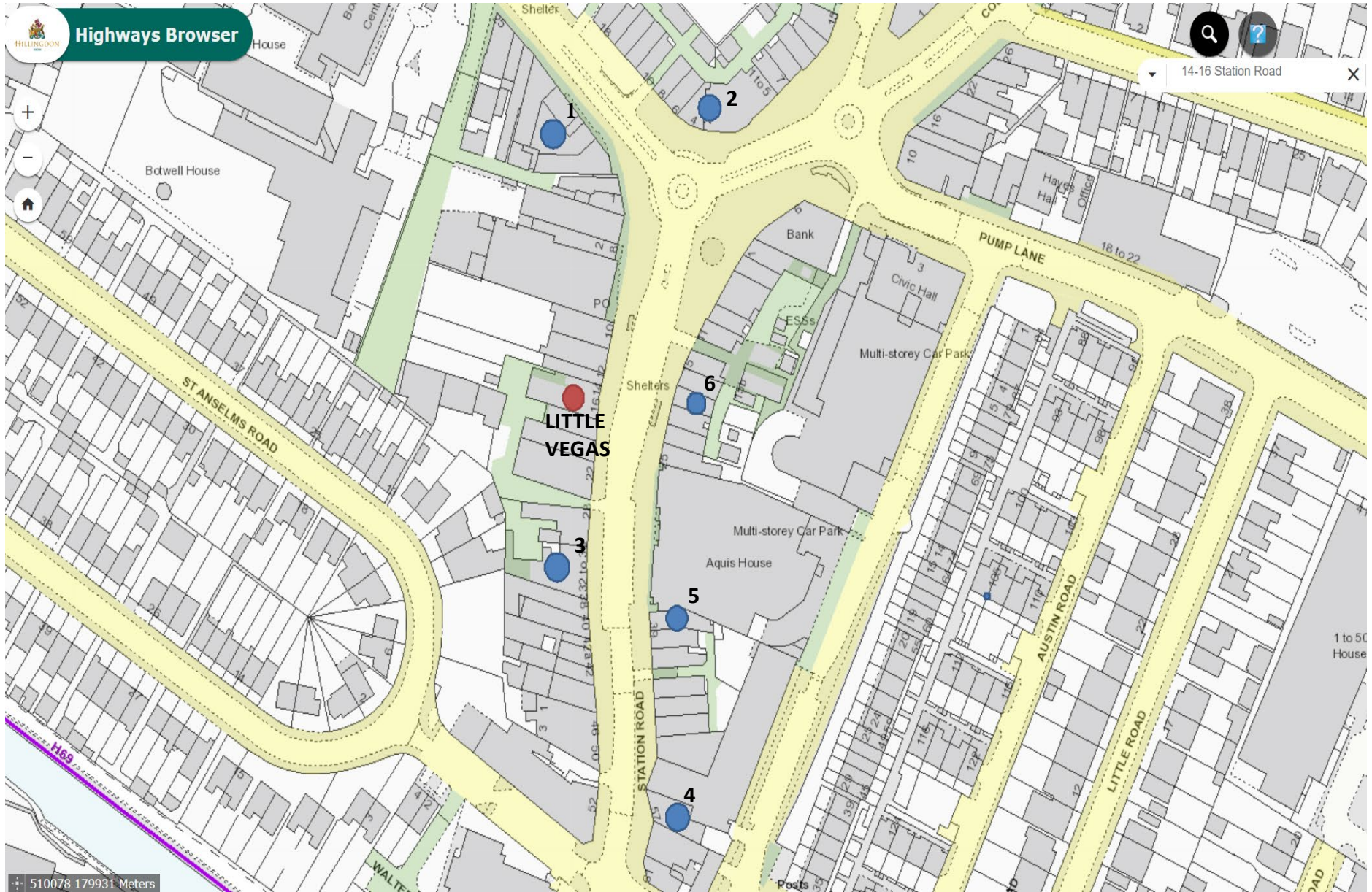
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Hayes

UB3 2LZ

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Appendix 6 – Map showing Gambling premises



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## 3.2.3 - AGC SR code

## Appendix 7

### Applies to:

All adult gaming centre licences.

### **SOCIAL RESPONSIBILITY CODE**

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.

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, in such a form or manner as the Commission may from time to time specify.

## 3.2.4 - AGC ordinary code

### Applies to:

All adult gaming centre licences.

#### **ORDINARY CODE**

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.

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<sup>1</sup> 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.

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### CATEGORIES OF GAMING MACHINES

CATEGORY	MAXIMUM STAKE	MAXIMUM PRIZE
<b>A</b>	Unlimited	Unlimited
<b>B1</b>	£5	£10,000*
<b>B2</b>	£100 (in multiples of £10) £2 effective April 2019	£500
<b>B3</b>	£2	£500
<b>B3A</b>	£2	£500
<b>B4</b>	£2	£400
<b>C</b>	£1	£100
<b>D**</b>	-	-
<b>D</b> non-money prize (other than crane grab machine)	30p	£8
<b>D</b> non-money prize (crane grab machine)	£1	£50
<b>D</b> money prize (other than a coin pusher or penny falls machine)	10p	£5
<b>D</b> combined money and non-money prize (other than coin pusher or penny falls machines)	10p	£8 (of which no more than £5 may be a money prize)
<b>D</b> combined money and non-money prize (coin pusher or penny falls machine)	20p	£20 (of which no more than £10 may be a money prize)

*\* Category B1 where the prize value available through its use is wholly or partly determined by reference to use made of one or more other subcategory B1 machines, no more than £20,000*

*\*\*Category D machines with a 10p stake are entitled to offer prizes of up to £5 in cash, or up to £5 in cash and £3 in non-monetary prizes. Category D machines with a 30p stake can offer £8 in non-monetary prizes only.*

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