



HILLINGDON
LONDON



Licensing Committee

Date: THURSDAY, 10
NOVEMBER 2016

Time: 10.00 AM

Venue: COMMITTEE ROOM 5 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE,
UB8 1UW

Members of the public and press
are welcome to attend this
meeting

Councillors on the Committee

Dominic Gilham (Chairman)
David Yarrow (Vice-Chairman)
Lynne Allen (Labour Lead)
Teji Barnes
Roy Chamdal
Jazz Dhillon
Janet Gardner
Patricia Jackson
John Morse
Brian Stead

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Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest in matters coming before this meeting
- 3 To agree the minutes of the meetings held on 13 July 2016 1 - 6
- 4 To confirm the items of business marked Part 1 will be held in Public and any Part 2 will be held in Private

Part 1 - Members, Press and Public

- 5 Presentation & Open Discussion: Metropolitan Police and their roles and responsibilities in relation to licensing - Sgt. Karl Spour
- 6 Gambling Act 2005 - Industry Statistics and Fixed Odds Betting Terminals 7 - 76
- 7 Committee Forward Planner 2016/17 77 - 78
- 8 Sub-Committee Decisions and Ratification of Minutes 79 - 94

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Agenda Item 3

Minutes

LICENSING COMMITTEE

13 July 2016

Meeting held at Committee Room 6 - Civic Centre,
High Street, Uxbridge UB8 1UW



HILLINGDON
LONDON

	<p>Committee Members Present: Councillors Dominic Gilham (Chairman), David Yarrow (Vice-Chairman), Lynne Allen (Labour Lead), Jazz Dhillon, Janet Gardner, Patricia Jackson, John Morse and Brian Stead</p> <p>Also Present: Sgt. Nick Davies; Acting Sgt. Ian Wares</p> <p>LBH Officers Present: Ms Waterford (Licensing); Mr Braddock (Democratic Services); Ms Freeman (Licensing); Ms Pollitt (Trading Standards); Ms Soni (Legal)</p>
4.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillors Teji Barnes and Roy Chamdal.</p>
5.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>No interests were declared in matters before the meeting.</p>
6.	<p>TO AGREE THE MINUTES OF THE MEETINGS HELD ON 14 APRIL 2016 AND 12 MAY 2016 (<i>Agenda Item 3</i>)</p> <p>The minutes of the meetings held on 14 April 2016 and 12 May 2016 were agreed as a correct record.</p>
7.	<p>TO CONFIRM THE ITEMS OF BUSINESS MARKED PART 1 WILL BE HELD IN PUBLIC AND PART 2 WILL BE HELD IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>All matters were heard in public.</p>
8.	<p>COMMITTEE DISCUSSION - DEVELOPING A RESPONSIBLE RETAILER TYPE APPROACH TO THE UPCOMING ALCOHOL WHOLESALER REGISTRATION SCHEME (<i>Agenda Item 5</i>)</p> <p>Members noted that following the Licensing Committee's meeting in January 2016 meeting, the Chairman of the Committee wrote to HMRC to suggest that the upcoming Alcohol Wholesaler Registration Scheme to soon be implemented, should take on a more positive consumer marketing approach along the lines of existing responsible retailer schemes. As a result, the Council received a response from HMRC seeking views on how such an approach would operate and the benefits it might deliver. It was acknowledged that this was an opportunity for Hillingdon to potentially help shape Government policy around alcohol consumer protection going forward.</p>

It was noted that from 1 April 2017, in order to tackle fraud, it would be a criminal offence to knowingly buy alcohol from a wholesaler not approved under the Scheme, with penalties including the forfeiture of a personal licence, a fine, imprisonment of up to 7 years or all three.

With the assistance of relevant officers, the Committee undertook a wide-ranging discussion to frame a response back to the Government on the matter. Key considerations given by Members were:

- A focus of any communications of the Scheme seek to ensure that businesses, such as off-licenses, when purchasing alcohol know that wholesalers have been accredited to provide assurances to traders and their consumers that products at the point of sale are of legal origin.
- That consumer reassurance was key going forward, including the need to protect residents from illegally sourced and potentially dangerous alcohol products being sold.
- The role of national bodies in providing accreditation to a variety of services to help raise standards was discussed with the assistance of the Council's Trading Standards Officer.
- Whilst the Scheme was ultimately about complying with the law, Members felt a 'TrustMark' or similar symbolic recognition could be considered by accredited retailers in any packaging or products sold; and for their customers, e.g. retailers, some visual indication that they had bought goods from an accredited and responsible retailer.
- That publicity for the Scheme was essential, nationally, but also locally so that shops and off-licenses selling alcohol were fully aware of the need to buy from accredited, reputable buyers. It was noted that not all wholesalers of alcohol had signed up to the Scheme and Members requested that officers write to HMRC seeking clarification of those within Hillingdon that had.
- To consider how Hillingdon Council should back and assist in communicating the national Scheme, making local retailers and residents aware of the dangers of illegally sourced alcohol and how to report it to the Government.
- For the Council's part, Licensing Sub-Committees should impose a standard condition for premises licence holders to ensure they seek such products from an 'accredited, reputable and responsible wholesaler or retailer'.
- That the proposed online 'look-up' service starting in April 2017 for individuals to find accredited wholesalers should be user friendly to businesses and also available for the public to view. Local authorities should be encouraged to link to it on its website and incorporate in other licensing communications.

RESOLVED:

That the Committee:

- 1) **Requests officers to write to HMRC to clarify which local wholesalers of alcohol had signed up to the Scheme;**

- 2) **Asks officers to consider any local actions the Council can take to better publicise the Scheme, in respect of our consumer protection role but also to make off-licences and personal licence holders aware;**
- 3) **That officers consider a standard condition for premises licence holders to ensure they seek such products from an 'accredited, reputable and responsible wholesaler or retailer'.**
- 4) **Delegates authority to the Senior Manager, Democratic Services, in consultation with the Chairman and with approval from the Cabinet Member for Community, Commerce and Regeneration, to draft a response to HMRC setting out the Committee's proposals about the implementation of the Scheme, and to be sent by the Chairman.**

9. **GAMBLING ACT 2005 UPDATE** (*Agenda Item 6*)

Members received an update from the Legal Advisor on the operation of Small Society Lotteries, where it was made clear that generally local voluntary organisations would be unaffected by recent legislative changes and still be able to sell, for example, raffle tickets, on the same day as an event to raise monies.

The standing issue of Local Area Profiles in relation to Gambling was discussed, where national guidance encouraged local authorities to map out their local area based upon local issues and to assess how gambling licences would impact on the local landscape. It was noted that officers were currently discussing the matter with the Cabinet Member to seek direction on this and to incorporate or not into the Council's relevant policies.

The Early Day Motion currently before Parliament was then considered by the Committee. The Motion, which sought to limit the proliferation of Fixed Odd's Betting Terminals to reduce social harm on individuals, would also be aimed at introducing a substantial reduction in the maximum stake that can be wagered on them. Such terminals are electronic machines, sited in betting shops, which contain a variety of games, including roulette and it was noted by Members that the current maximum stake on a single bet on such a machine was £100, with a maximum prize of £500.

Members heard that the gambling industry claimed no evidence of a causal link between such terminals and problem gambling and that reducing the maximum stake would put betting shops and jobs at risk. Members queried this in light of the wider income made from other gambling activities.

Considering the Council's own responsibility for making decisions in respect of responsible gambling, the Committee indicated its support for the approach outlined in the Early Day Motion.

RESOLVED:

That the Committee:

1. **Notes the update.**
2. **Request officers provide details on the percentage of monies gained nationally by HM Treasury from other over the counter gambling, in**

comparison to the amount raised from Fixed Odds Betting Terminals.

3. Request officers submit technical information to the Chairman of the Committee (and Committee Members' thereafter) on how bets actually work in relation to odds and Fixed Odds Betting Terminals, to provide clarity on stakes and prizes in-line with national rules.

10. **LEGISLATION AND CASELAW UPDATE** (*Agenda Item 7*)

Members received a legislative update on the Immigration Act 2016, noting a number of requirements which would have an effect on licensed premises, including the rule that individuals resident in the UK would not be able apply for a premises licence unless they were entitled to work in the UK. Additionally, that the Secretary of State for the Home Department would become a Responsible Authority.

A discussion took place on the new powers of Immigration Officers to enter premises to investigate breaches of UK resident status, given the widely held view that the Police also had to be present at such times. Members also raised the question of how the Council would be made aware of an applicant's residence status prior to any Sub-Committee making any decision on whether or not to grant a personal or premises licence. It was noted that much of the devil would be in the detail in regulations yet to be issued by the Home Office.

On another matter, the Committee noted that a House of Lords Select Committee would be investigating the effectiveness of the Licensing Act 2003 and has published a call for evidence. Should the Council as a whole wish to respond, it was noted that this would need to be agreed by the Cabinet Member in the first instance, but Members of the Committee were happy to provide views to feed into this process.

RESOLVED:

That the Committee:

1. Note the update;
2. Request, when the relevant regulation is in place, that officers provide a list of Immigration offences for Members to note;
3. Ask that officers to clarify the current powers of Immigration Officers to enter premises, by email to the Committee.

11. **COMMITTEE FORWARD PLANNER 2016/17** (*Agenda Item 8*)

RESOLVED:

That the Committee note the Forward Planner.

12. **SUB-COMMITTEE DECISIONS AND RATIFICATION OF MINUTES** (*Agenda Item 9*)

Relevant Members of the Committee agreed minutes of previous licensing Sub-Committee hearings as a correct record and the Committee then ratified the minutes of the meetings.

RESOLVED:

A: That the Committee note the decisions of the Licensing Sub-Committees since the last Licensing Committee meeting and;

B: That the Committee, and Members present at the following Sub-Committees, approve the minutes as a correct record:

- a) 18 April 2016 (Part 1)**
- b) 22 April 2016 (Part 1 and Part 2)**
- c) 4 May 2016 (Part 1)**
- d) 10 May 2016 (Part 1 and Part 2)**
- e) 25 May 2016 (Part 1 and Part 2)**
- f) 14 June 2016 (Part 1 and Part 2)**

This matter was considered in private as it contained information relating to an individual, information which would be likely to reveal the identity of an individual and information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime. The public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraphs 1, 2 & 7 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).

The meeting, which commenced at 10.00 am, closed at 11.30 am.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Democratic Services on . Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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GAMBLING ACT 2005 - INDUSTRY STATISTICS & FOBT'S

Committee	Licensing Committee
Officer Contact	Stephanie Waterford, Regulatory Services
Papers with report	Appendix 1 - Gambling Commission Industry Statistics Appendix 2 - Gambling Commission Betting Tables Appendix 3 - Gambling Commission Machine Standards - B2
Ward(s) affected	All

HEADLINE

Following a request for further information at the meeting of the Licensing Committee in July 2016, information is provided below and in the attached appendices.

RECOMMENDATION

That the Committee note the information.

Gambling Commission Industry Statistics

At the meeting of the Licensing Committee in July 2016, Members requested information on the monies generated through over-the-counter betting in Betting Shops in comparison with the monies generated through the use of Fixed Odds Betting Terminal Gaming Machines (FOBT's).

The Gambling Commission publish Industry Statistics each year. This document is attached as Appendix 1.

The 'Gross Gambling Yield' (GGY) from Betting Shops is broken down on Page 10 of Appendix 1. In summary, the GGY for over-the-counter betting was approx £1.3billion, and the GGY for Gaming Machines was £1.7billion. Machine betting accounted for 56% of total Betting Shop GGY.

A further breakdown of betting activity in Betting Shops can be found in Appendix 2.

Technical Standards for Category B2 Gaming Machines

Members also asked Officers to clarify certain technical information relating to Category B2 Gaming Machines (FOBT's).

These machines have variable odd's which will depend upon the game selected for play. The maximum stake permitted for these machines is £100 and the maximum prize payout is £500.

The Gambling Commission produce machine standards for these machines, which machine manufacturer's will have to comply with. A copy of these standards is attached as Appendix 3.

Once the player has reached the maximum stake allowed in accordance with the odds for the game selected, no further stakes will be permitted to ensure that the statutory prize limit cannot be exceeded.

Section 5.12 of Appendix 3 gives more detail.

Implications on related Council policies

None at this stage

Legal implications

None at this stage

Financial Implications

None at this stage

Background Papers / Further Reading Material

NIL



Industry statistics

April 2011 to March 2015

(Updated to include October 2014 to September 2015)

**GAMBLING
COMMISSION**

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Preface

This report provides statistics on the regulated gambling industry in Great Britain (GB) for the period April 2011 to March 2015. The report has been updated to include data covering the period October 2014 to September 2015. A report covering the 5-year period up to March 2016¹ will be published in November 2016.

The statistics cover gambling across the betting, bingo, casinos, arcades, gaming machines manufacturers and lotteries sectors (including The National Lottery)². They also include data on remote gambling services offered to GB customers – from GB based operators and non GB based operators.

New remote reporting arrangements came into force on 1 November 2014 (as a consequence of the [Gambling \(Licensing and Advertising\) Act 2014](#))³. Therefore, this report provides an 11-month view of the remote gambling sector under the new regulatory framework.

Data within this document has been collated by the Gambling Commission (“the Commission”) and is drawn from regulatory returns submitted by licensed operators and additional information provided by operators through correspondence with the Commission.

The methodology for producing this report is consistent with Official Statistics guidelines (see Appendix 1 for more detail). Infographics are representative only, not to scale.

Supporting data tables for the report’s charts can be found in the [Industry Statistics – MS Excel document](#)

Further statistics and information relating to GB gambling are available from the [Gambling data and analysis section](#) of our website.

¹ Where March 2016 is already known, it is included in this report.

² Spread betting is not included, as the Commission is not responsible for regulating this activity.

³ From this point, non GB based operators providing gambling services in GB were required to hold a GB operating license. Changes arising from the new legislation mean that the most recent data relating to the remote market cannot be treated as continuous with earlier data.

Headline findings

The headline findings in this report indicate areas of interest within each sector and highlight large percentage changes or changes in trends:

£12.6 bn	Total Gross Gambling Yield (GGY) of the Great Britain gambling industry (Oct 2014 – Sep 2015)
108,063	Total number of employees in the Great Britain gambling industry (Sep 2016) (1.9% increase from Mar 2015)
8,809	Total number of betting shops in Great Britain (Mar 2016) (1.9% decrease from Mar 2015)
599	Total number of bingo premises in Great Britain (Mar 2016) (10.1% decrease from Mar 2015)
147	Total number of casinos in Great Britain (Sep 2016) (0.7% decrease from Mar 2015)
34,809	Total number of B2 machines in Great Britain (Mar 2016) (0.5% decrease from Mar 2015)
29%	Market share of the remote betting, bingo and casino sector (Oct 2014 – Sep 2015)
171,134	Total number of gaming machines in Great Britain (Oct 2014 – Sep 2015) (1.7% increase from Apr 2014 – Mar 2015) (excludes those requiring only a Local Authority permit)
£1.7 bn	Primary contributions (to good causes) from The National Lottery (Oct 2014 – Sep 2015) (2.1% increase from Apr 2014 – Mar 2015)
4.9%	Increase in bingo game GGY 4.9%, the first increase since April 2011 - March 2012 (Oct 2014 – Sep 2015)
£195.7 m	Contributions to good causes from large society lotteries (Oct 2014 – Sep 2015) (3.9% increase from Apr 2014 – Mar 2015)

Gambling industry data

Market size

During the period October 2014 to September 2015, the regulated GB gambling industry generated a gross gambling yield (GGY) or equivalent⁴ of £12.6bn, an increase of 11.6%. This is largely attributable recent inclusion of the remote sector.

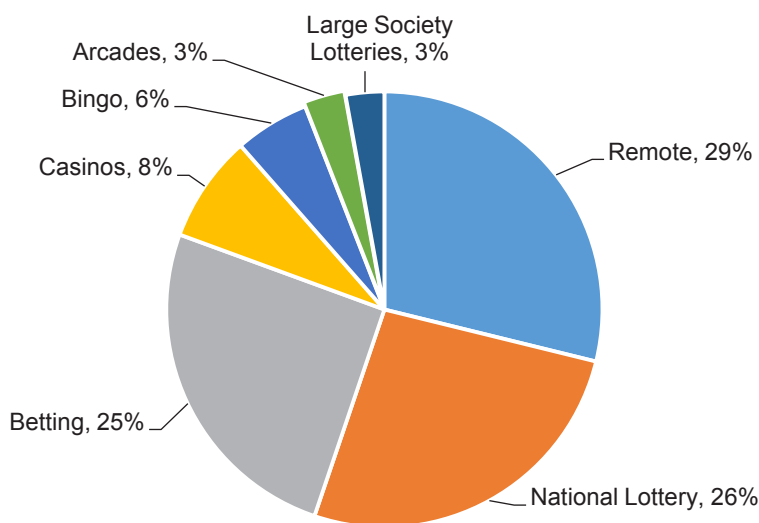
From 1 November 2014 (when the [Gambling \(Licensing and Advertising\) Act 2014](#)) came into force), all operators supplying gambling services to GB customers have had to be licensed by the Commission. Consequently, from 1 November 2014, the remote sector data includes GGY both from GB based operators and those operators based overseas but supplying services to GB customers.

Total GGY of the remote sector from November 2014 to September 2015 (11 months), excluding remote National Lottery and large society lotteries, was £3.6bn, representing a 29% share of the total industry GGY (remote and non-remote).

Table 1: Market share by GGY across all sectors (m)

Gross gambling yield	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
Betting (non-remote)	3,029.59	3,198.60	3,173.09	3,259.10	3,201.23
Bingo (non-remote)	680.64	700.90	671.69	669.21	691.34
Casinos (non-remote)	872.80	961.41	1,111.06	1,159.54	993.49
Arcades (non-remote)	381.06	358.71	378.56	377.63	383.38
Remote betting, bingo and casino (previous legislation)	710.19	932.61	1,134.66	753.53	N/A
Remote betting, bingo and casino (new legislation)	N/A	N/A	N/A	1,451.51	3,635.86 ⁵
National Lottery (remote and non-remote)	3,123.90	3,279.50	3,099.80	3,232.10	3,293.40
Large society lotteries (remote and non-remote)	228.61	273.00	293.79	344.77	356.97
Total	9,026.80	9,704.74	9,862.65	11,247.41	12,555.68

Figure 1: Market share by GGY



⁴ GGY equivalent for the National Lottery and large society lotteries is total proceeds minus total prizes.

⁵ The total GGY of the new legislation remote sector is from November 2014 to September 2015 (11 months in total). Consequently, caution should be applied if comparing this with earlier remote data.

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Employment

The number of people working in the gambling industry was 108,063 (as at 30 September 2015) (a 1.9% increase on the previous reporting period).

Table 2: Number of employees across all gambling sectors⁶

Employees	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 30 Sep 2015
Betting	55,882	55,332	52,527	51,400	52,566
Casino	14,701	15,010	15,611	15,566	15,814
Bingo	15,829	14,938	13,913	13,118	13,108
Arcades	12,769	11,815	12,053	10,800	10,483
Gaming machine technical ⁷	7,604	7,313	6,901	7,069	6,092
Remote	5,832	4,725	5,835	7,136	9,082
Lotteries (External Lottery Managers only)	849	847	1,135	925	918
Total	113,466	109,980	107,975	106,014	108,063

49% of employees in the gambling industry work in the betting sector



⁶ Employee quantities are drawn from the latest regulatory return submitted by operators on or before 30 September 2015. Full time and part time employees are included in these figures.

⁷ The employee numbers for gaming machine technical (GMT) include headcount from all of the GMT licensed activities (including manufacturers, suppliers and software manufacturers).

Machines across the non-remote gambling market

The average total of gaming machines across all gambling sectors in Great Britain during the period October 2014 to September 2015 was 171,134 (an increase of 1.7% compared to the previous period)⁸.

Category B2, B4 and D machine numbers have declined, whilst Category B3 and C numbers have increased. B1 machine numbers are unchanged. See Appendix 3 for information on gaming machine categories.

The introduction and widespread use of electronic bingo terminals⁹ (EBTs) within the bingo sector accounts for most of the increase in Category C machines.

Table 3: Gaming machine numbers across all regulated gambling sectors (average)¹⁰

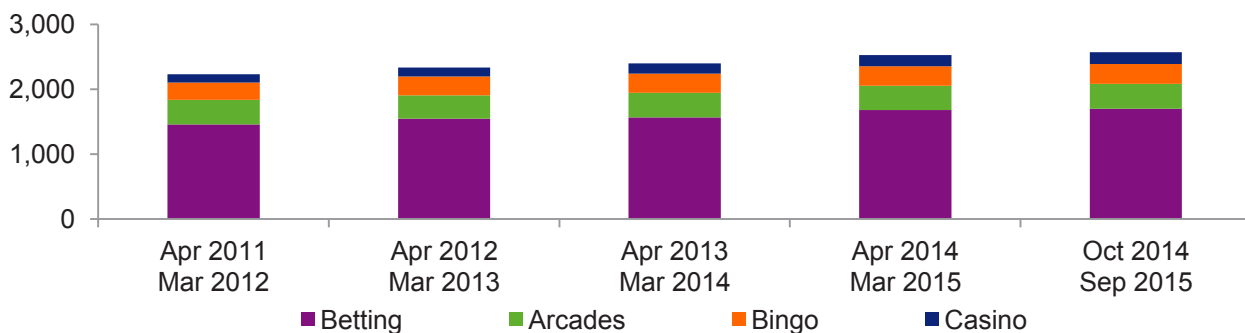
Machine Category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B1	2,788	2,675	2,676	2,646	2,646
B2	33,350	33,467	34,717	35,067	34,890
B3	13,496	15,653	17,303	18,210	20,109
B4	256	232	214	260	242
C	46,377	49,835	61,915	71,594	73,637
D	65,021	65,751	54,040	40,487	39,611
Total	161,287	167,614	170,866	168,264	171,134

The total GGY for gaming machines was £2.5bn (a 1.7% increase compared to the previous period). There was growth in all categories, apart from Category B4 and Category D, where there was a marginal decline. B2 Category machines accounted for 66.7% of the total machines GGY.

Table 4: Gaming machine GGY across all gambling sectors (£m)

Machine Category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B1	126.27	130.11	145.88	156.53	163.63
B2	1,458.45	1,547.83	1,576.40	1,686.62	1,712.76
B3	192.10	262.56	302.82	321.21	333.38
B4	1.68	1.43	0.94	0.80	0.71
C	173.08	229.93	220.63	219.04	220.63
D	95.17	105.42	101.98	97.45	94.93
Aggregated categories	187.01	57.53	48.30	43.23	43.55
Total	2,233.77	2,334.81	2,396.94	2,524.88	2,569.59

Figure 2: Gaming machine GGY by gambling sectors (£m)



The data tables for the chart can be found in the [Industry Statistics – MS Excel document](#).

⁸ The Commission does not license pubs, clubs, working men's clubs or family entertainment centres (FECs) operating under a Local Authority permit. Consequently, the figures do not represent activity in those sub-sectors.

⁹ EBTs are devices that enable a player to purchase a larger number of tickets than they would usually be able to handle from playing on paper. EBTs can also contain other gambling related content such as slot games. Originally introduced to the market as Category D machines, evidence indicates that a number of the EBTs now operate with Category C content.

¹⁰ Gaming machine numbers fluctuate during the year and as such operators are required to provide their average number of machines.



Betting



Betting

Structure of the non-remote betting industry

The non-remote betting industry is made up of off-course, on-course and pool betting operators.

As of 31 March 2016, there were 259 operators licensed for the activity non-remote general betting standard (off-course), a 13.7% decrease on the previous year.

During the same period, the number of operators licensed for the activity non-remote general betting limited (on-course), fell by 3.7% to 546.

Off-course betting

The total quantity of GB off-course betting premises (betting shops) was 8,809 as at 31 March 2016 (a decrease of 1.8% compared to the previous period).

The GB non-remote betting sector is dominated by four operators, which collectively account for 87% of all betting shops.

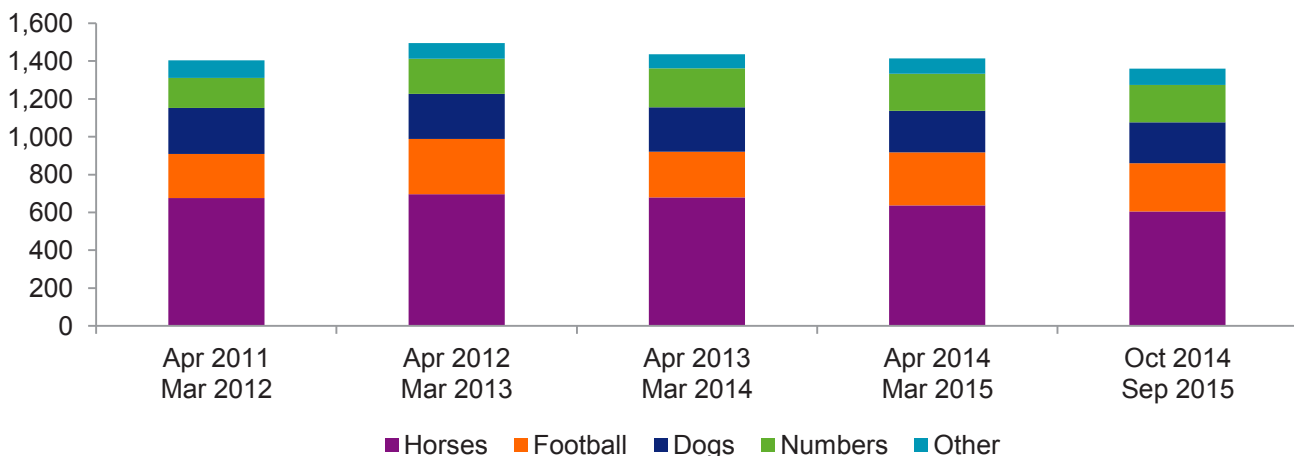
Table 5: Number of betting shops by operator¹¹

Organisation	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 31 Mar 2016
William Hill	2,320	2,345	2,382	2,308	2,320
Ladbrokes	2,131	2,227	2,271	2,190	2,150
Gala Coral	1,725	1,745	1,812	1,838	1,835
Betfred	1,345	1,369	1,383	1,375	1,366
Other operators	1,607	1,414	1,263	1,264	1,138
Total	9,128	9,100	9,111	8,975	8,809

The number of betting shops has fallen by **302** over 2 years

Off-course betting

Figure 3: Off-course betting GGY (£m)



The data tables for the chart can be found in the [Industry Statistics – MS Excel document](#).

¹¹ The figures in Table 5 for 2012 are based on Licensing Authority notifications. The figures from column 'As at 31 Mar 2013' onwards are taken from each operator's most recent regulatory return.

Off-course betting: gaming machines in betting shops

The average total quantity of gaming machines in GB betting shops was 34,807 during this last reporting period (0.6% decrease compared to the previous period). Gaming machines in betting shops accounted for 20% of the total number of machines across all licensed gambling sectors.

Table 6: Gaming machine numbers (average¹²)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B2	33,294	33,356	34,542	34,894	34,704
B3	147	79	73	90	62
C	105	81	58	44	41
Total	33,546	33,516	34,673	35,029	34,807

The total GGY from gaming machines in betting shops was £1.7bn, of which Category B2 machines accounted for 99.7%¹³.

Table 7: Gaming machine GGY (£m)

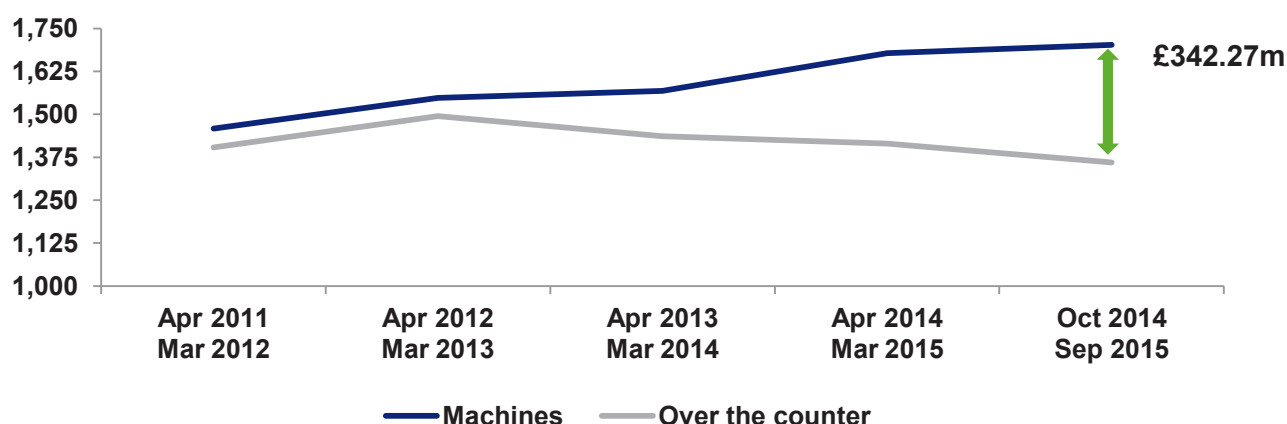
Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B2	1,455.95	1,542.12	1,566.84	1,674.96	1,696.90
Aggregated categories ¹⁴	0.54	3.74	0.18	2.41	4.45
B3	1.76	1.64	1.02	0.99	0.78
C	0.25	0.19	0.14	0.06	0.05
Total	1,458.50	1,547.69	1,568.18	1,678.43	1,702.18

Off-course combined GGY (gaming machines and betting)

Over the counter GGY decreased by £55m compared with April 2014 to March 2015, whilst gaming machine GGY increased by £23.8m and now accounts for over 56% of total betting shop GGY.

Gaming machines accounted for 56% of total betting shop GGY

Figure 4: Off-course betting GGY breakdown (£m)



¹² Gaming machine numbers fluctuate during the year and as such operators are required to provide their average number of machines.

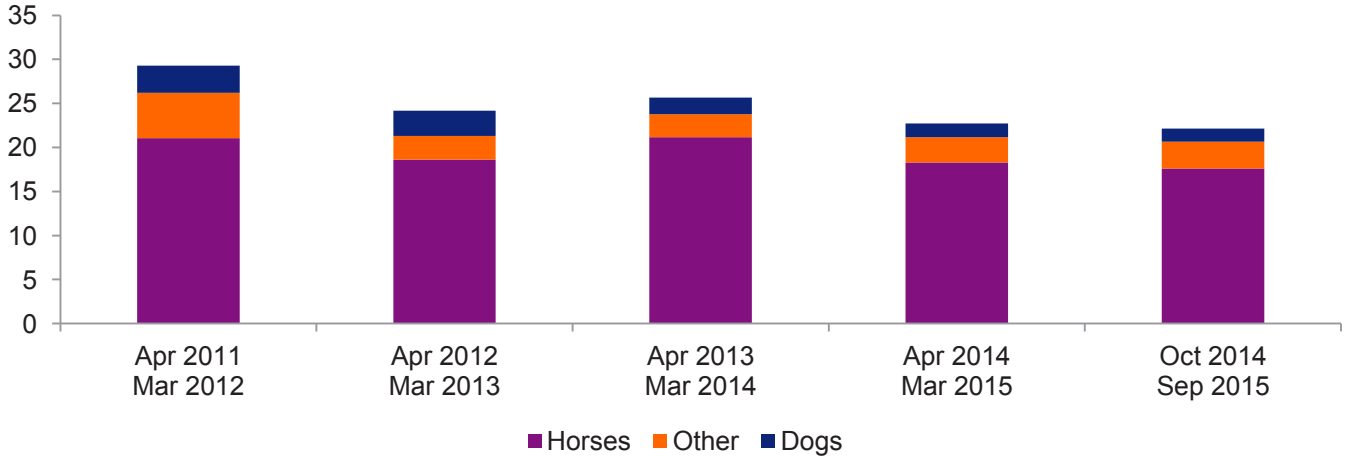
¹³ In submitting regulatory return information for a machine or a terminal which offers games that equate to different machine categories, operators are required to submit information based on the highest category of game available. For example, if a terminal offers Category B2 and B3 games, operators are advised to count this as a Category B2 terminal. For this reason, the B2 and B3 figures in Table 6 and Table 7 should be viewed with caution as the split between B2 and B3 game play is not clear (and therefore a portion of the GGY attributed to B2 machines above will have been generated through B3 game play). Details on the split between Category B2 and B3 content can be viewed in the Commission's letter to Department for Culture Media and Sport (DCMS) entitled [B2/B3 machines data analysis](#) which is available on our website.

¹⁴ Where GGY figures have been provided by operators but not broken down by machine category.

On-course betting

The largest percentage of GGY from on-course betting was on horse racing.

Figure 5: On-course betting GGY (£m)

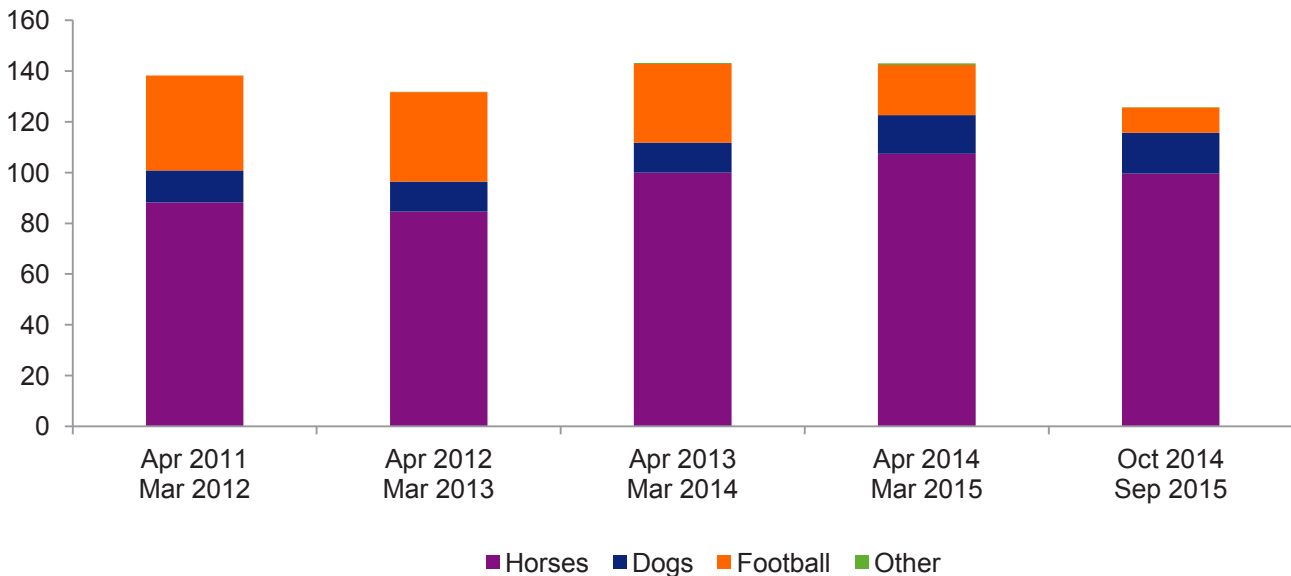


Pool betting

Pool betting includes horse racing, dog racing, football, other sports pools, and 'fantasy football' type competitions. The largest percentage of GGY from pool betting was on horse racing. Pool betting on dog racing exceeded betting on football for the first time. Pool betting activities other than horse racing, dog racing and football was minimal as a share of the total.

Pool betting GGY on dog racing exceeded football for the first time

Figure 6: Pool betting GGY¹⁵ (£m)



The data tables for Figures 4-6 can be found in the [Industry Statistics - MS Excel document](#).

¹⁵ GGY can be higher than turnover as the GGY may not be accrued in the same reporting period.

Self-exclusions recorded by operators

The number of new self-exclusions in the non-remote betting sector was 29,946 during this period (a 3.3% decrease). Known breaches of self-exclusions and the number of individuals who cancelled their self-exclusion after the minimum exclusion period also fell.¹⁶

New self-exclusions in the non-remote betting sector fell for the first time since April 2011 – March 2012

Table 8: Betting sector self-exclusions¹⁷

Exclusion category	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Mar 2014-Apr 2015	Oct 2014-Sep 2015
New self-exclusions	20,303	22,577	24,470	30,964	29,946
Known breaches of self-exclusion	11,071	14,850	19,586	20,475	19,635
Number of individuals who cancelled their self-exclusion after minimum exclusion period	2,720	3,780	4,743	6,290	6,242

Gambling where individuals were unable to prove their age

The number of individuals challenged upon entry to a betting sector premises but unable to prove their age was 475,646. This is a decrease of 8.2% or 42,598 incidents; continuing a 3-year decline. The number of individuals challenged having gambled but unable to prove their age also fell, by 14%, to 23,619.

Individuals challenged upon entry but unable to prove age in the non-remote betting sector fell by 8.2%

Table 9: Betting sector underage challenges

Underage category	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
Challenged upon entry but unable to prove age	523,483	588,358	580,989	518,244	475,646
Challenged having gambled but unable to prove age ¹⁸	34,606	27,383	27,203	27,445	23,619

¹⁶ The number of breaches represents the number of separate incidents, rather than the number of individuals.

¹⁷ The number of people who have self-excluded and the number of people who have cancelled their self-exclusion may be lower than these figures because individuals may have self-excluded from more than one venue or operator and therefore been counted more than once.

¹⁸ As of October 2011, the question 'challenged when attempting to gamble but unable to prove age' and the guidance issued in association with this question changed to 'challenged having gambled and unable to prove age'.



Bingo



Bingo

Structure of the non-remote bingo industry

The bingo sector comprises various types of businesses including large bingo clubs, holiday parks, working men's clubs and smaller high street venues.

As at 31 March 2016, 200 operators held non-remote bingo licences. Collectively they operated 599 bingo premises, a 10.1% decrease compared with the previous period. The dominant sector operators were Gala Leisure Limited and Mecca Bingo Limited, which together accounted for 36.9% of the sector premises total.

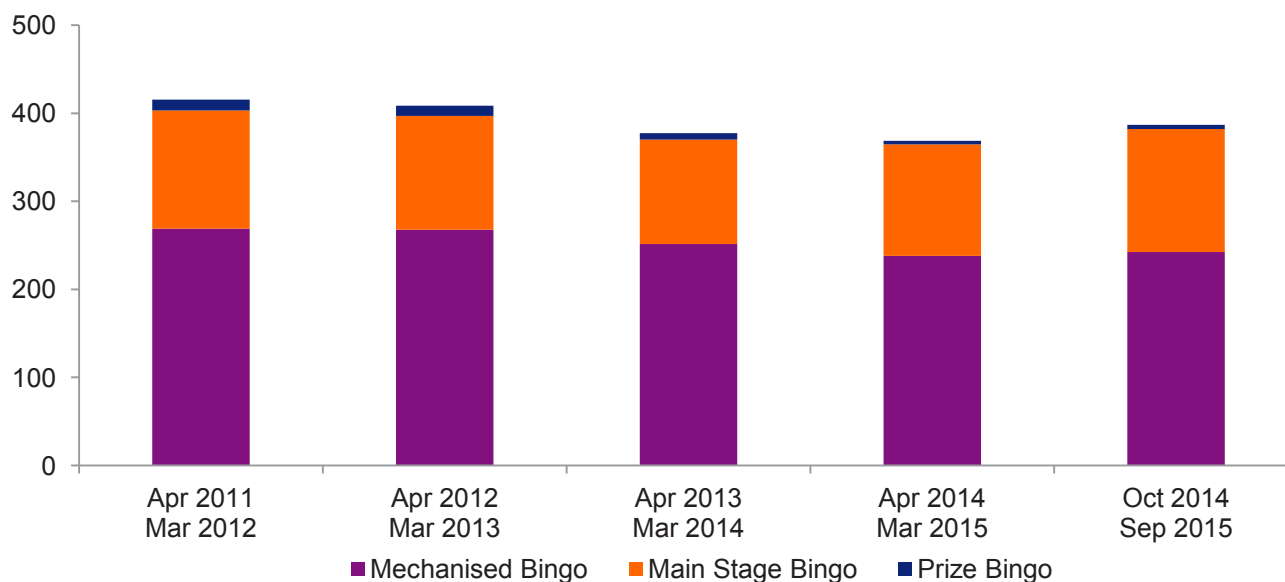
Bingo games GGY has increased by 4.9%, the first increase since April 2011 - March 2012

Table 10: Number of premises by operator¹⁹

Commission licensed activity	As at 31 Mar 2012 ²⁰	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 31 Mar 2016 ²¹
Gala Leisure Limited	143	140	137	135	130
Mecca Bingo Limited	97	97	98	97	91
Other operators	406	443	475	434	378
Totals	646	680	710	666	599

The largest percentage of GGY for the bingo sector continued to be provided by mechanised bingo.

Figure 7: Bingo GGY £m (participation fees)



The data table for Figure 7 can be found in the [Industry Statistics – MS Excel document](#).

¹⁹ Operators who offer bingo as exempt gaming in clubs (including members' clubs, commercial clubs and miners' welfare institutes) and have hit the threshold for high turnover bingo (as defined by Section 275) have been recording the number of licensed premises incorrectly in their regulatory returns, as a consequence the figures are inflated. These operators are required to hold an operating licence, but not a premises licence, if the gaming offered continues to meet the exemptions. We continue to review these returns to rectify errors.

²⁰ The figures in Table 10 for the 'As at Mar 2012' are based on Licensing Authority notifications. The figures from 'As at Mar 2013' onwards are taken from each operator's most recent regulatory return.

²¹ Most recent return submitted before this date.

Gaming machines in bingo clubs

The average total quantity of gaming machines in GB bingo premises was 59,539 during the last reporting period (an increase of 6% compared to the previous period). Growth was seen in all machine categories.

The composition of gaming machines in bingo clubs has changed in recent years. The introduction and widespread use of electronic bingo terminals (EBTs)²² by a number of providers accounts for much of the increase in category C machines since April 2011.

Table 11: Gaming machine numbers (average)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B3	4,643	6,449	7,511	8,519	10,014
B4	195	189	152	173	179
C	16,413	21,213	31,568	42,532	43,625
D	17,804	19,410	11,232	4,966	5,721
Total	39,054	47,260	50,464	56,190	59,539

The total GGY from gaming machines in bingo premises was £304.5m, of which Category B3 and Category C machines accounted for 92.3%²³.

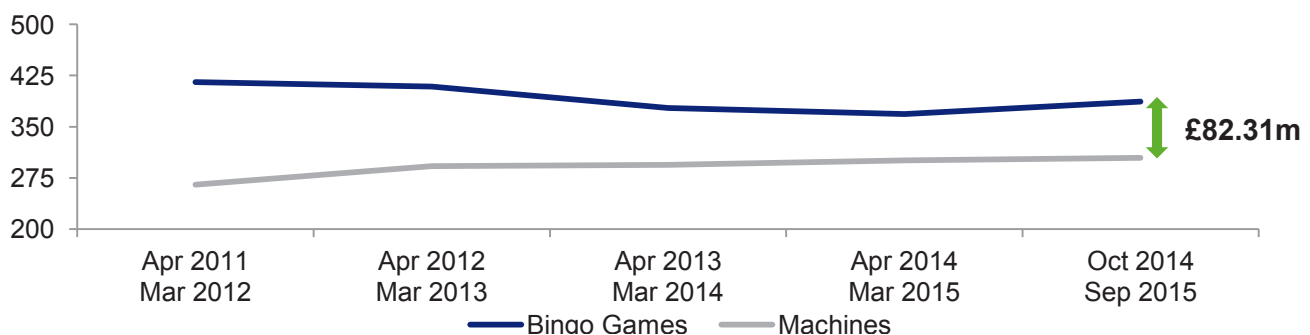
Table 12: Gaming machine GGY (£m)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	April 2014- Mar 2015	Oct 2014- Sep 2015
B3	76.32	136.44	157.08	167.27	173.95
B4	1.35	1.14	0.75	0.61	0.54
C	81.00	128.93	111.78	108.47	107.04
D	8.10	20.50	19.67	16.78	16.39
Aggregated categories ²⁴	98.47	5.23	5.02	7.31	6.60
Total	265.26	292.23	294.31	300.45	304.52

Bingo combined GGY (bingo and gaming machines)

In the non-remote bingo sector, GGY from bingo games was £82.31m greater than the GGY from gaming machines in bingo premises, between October 2014 and September 2015.

Figure 8: Bingo sector breakdown of GGY (£m)



The data table for Figure 8 can be found in the [Industry Statistics – MS Excel document](#).

²² EBTs are devices that enable the player to purchase a larger number of tickets than they would usually be able to handle from playing on paper. EBTs can also contain other gambling related content such as slot games. Originally introduced to the market as Category D machines, evidence indicates that a number of the EBTs now operate with Category C content.

²³ The overall increases in GGY for Category B3 and Category C machines (collectively) is in part due to a number of operators putting in place better systems to record GGY by category of machine, having previously recorded this detail as a total of GGY for all machines on site.

²⁴ Where GGY figures have been provided to the Commission by operators, but not broken down by machine category.

Self-exclusions recorded by operators

The number of new self-exclusions in the non-remote bingo sector was 1,235 during this period (a 1.5% decrease). Known breaches of self-exclusions and the number of individuals who cancelled their self-exclusion after the minimum exclusion period increased during the same period²⁵.

Table 13: Bingo sector self-exclusions²⁶

Exclusion category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Mar 2014- Apr 2015	Oct 2014- Sep 2015
New self-exclusions	825	803	1,176	1,255	1,235
Known breaches of self-exclusion	38	30	62	111	129
Number of individuals who cancelled their self-exclusion after minimum exclusion period	243	280	385	436	449

Gambling where individuals were unable to prove their age

The number of individuals challenged having gambled but unable to prove their age increased, by 6.2%, to 315; continuing a 3-year growth.

Table 14: Bingo sector underage challenges

Underage category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
Challenged upon entry but unable to prove age	3	N/A	N/A	N/A	N/A
Challenged having gambled but unable to prove age ²⁷	104	76	186	296	315

²⁵ The number of breaches represents the number of separate incidents, rather than the number of individuals.

²⁶ The number of people who have self-excluded and the number of people who have cancelled their self-exclusion may be lower than these figures because individuals may have self-excluded from more than one venue or operator and therefore been counted more than once.

²⁷ As of October 2011, the question 'challenged when attempting to gamble but unable to prove age' and the guidance issued in association with this question changed to 'challenged having gambled and unable to prove age'.



Casinos



Casinos

Gambling Act 2005 casinos - update

Under Section 175(4) of the Gambling Act 2005 ("the 2005 Act"), 16 areas were determined as potential locations for 8 large casinos and 8 small casinos.

One large casino was permitted to be licensed in Great Yarmouth, Kingston-Upon-Hull, Leeds, Middlesbrough, Milton Keynes, Newham, Solihull and Southampton. As of October 2015, three large casinos had opened under the 2005 Act: Aspers (Stratford City) Ltd in Newham, Aspers (Milton Keynes) Ltd in Milton Keynes, and Genting Resorts World Birmingham at the NEC in Solihull.

The 2005 Act small casinos were allocated to Bath and North-East Somerset, Dumfries and Galloway, East Lindsey, Luton, Scarborough, Swansea, Torbay and Wolverhampton. The first small 2005 Act casino was opened by Grosvenor Casinos in Luton at the end of August 2015, in premises previously licensed as a 1968 Act casino.

Two further 2005 Act casinos are scheduled to open by the end of 2016.

By September 2015, of the 16 new casinos to be permitted, 12 of the 16 local authorities concerned had begun their competition processes for casino premise licences. These comprised 8 large (7 concluded) and 4 small (4 concluded) casino competitions.

Structure of the non-remote casino industry

There were 147 casinos operating in GB, as at 30 September 2015. The casino sector was dominated by two operators; Rank Group (Grosvenor Casinos and 'G' Casinos) and Genting UK (Genting Casinos/Clubs), which collectively accounted for 71% of casino premises.

Table 15: Number of operating casinos (2005 and 1968 Act casinos)

Organisation	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 30 Sep 2015
Rank Group (Grosvenor and 'G' Casinos)	36	38	63	63	62
Genting UK (Genting Casinos)	44	42	41	41	41
Gala Coral Group (Gala Casinos)	27	25	0	0	0
Caesars Entertainment	10	11	9	9	9
Other operators	28	27	32	33	32
2005 Act Casinos	1	1	2	2	3
Total	146	144	147	148	147

Casino attendance

Total casino attendance this period was 20.44m (a 2.6% decrease on the previous period). The most attended casino premises were those in 'Other London' (which excludes the London high end casinos) and the North; representing 56.2% of total casino attendance.

Table 16: Casino attendance by region (m)

	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	April 2014- Mar 2015	Oct 2014- Sep 2015
Scotland	1.88	1.72	1.65	1.63	1.60
North	5.06	5.46	5.44	5.43	5.19
Midlands & Wales	4.14	4.03	3.69	3.80	3.63
South	3.04	3.03	3.41	3.50	3.55
London high end ²⁸	0.16	0.14	0.16	0.15	0.18
Other London	3.96	5.50	6.47	6.48	6.29
Total	18.24	19.88	20.82	20.99	20.44

²⁸ Casinos referred to as London 'high end' comprise six casinos agreed with the industry, which have a distinctive pattern of low volume attendance and high value gaming.

Industry table numbers (average)

Table 17: Electronic gaming numbers (average)²⁹

	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	April 2014- Mar 2015	Oct 2014- Sep 2015
Electronic Gaming ³⁰	3,924	4,178	3,900	3,635	3,593

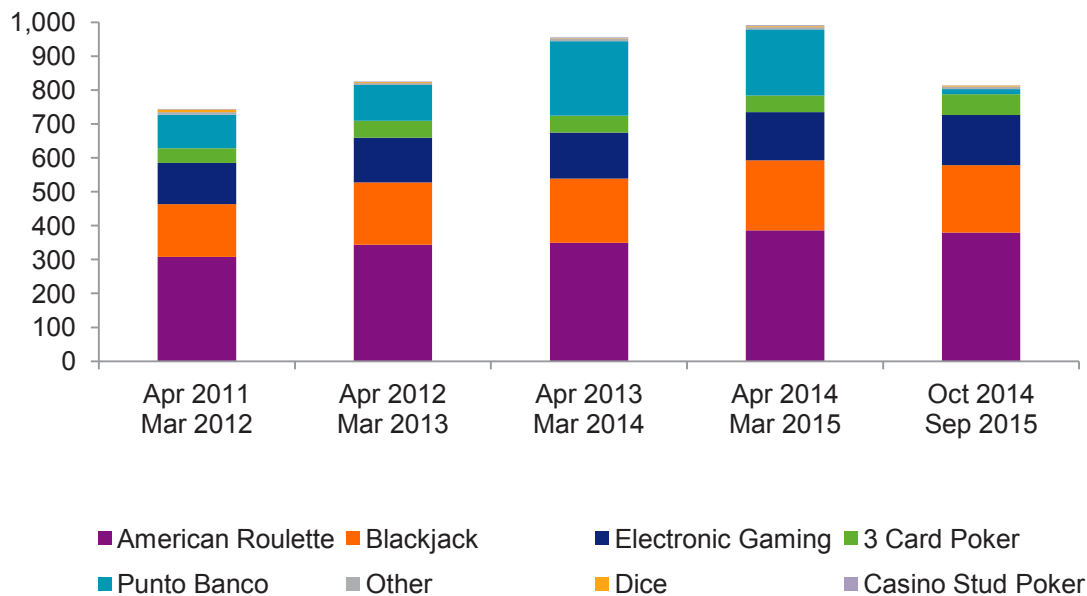
Table 18: Industry table numbers (average)

	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	April 2014- Mar 2015	Oct 2014- Sep 2015
American Roulette	848	869	872	840	842
Blackjack	589	613	603	591	591
3 card poker	233	232	230	236	241
Punto Banco	114	136	162	156	155
Other	234	87	68	91	85
Dice	21	16	16	12	12
Total	2,039	1,953	1,951	1,926	1,926

Drop and win

American roulette games generated the largest share of GGY in non-remote casinos, followed by blackjack and electronic gaming.

Figure 10: Casino win - GGY (£m)



The data table for Figure 10 can be found in the [Industry Statistics – MS Excel document](#).

²⁹ Industry table numbers can fluctuate during the reporting period and as such operators are required to provide average table numbers.

³⁰ Electronic gaming enables multiple players to participate in the same game of roulette, thus increasing player participation opportunities and reducing overheads. Notably, electronic gaming refers to player positions and not table numbers.

Gaming machines in casinos

During this reporting period, the overall number of gaming machines in casinos was 2,833. These accounted for 1.7% of the total number of machines across all gambling sectors.

Table 19: Gaming machine numbers (average)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B1	2,788	2,675	2,676	2,646	2,646
B2	56	111	175	172	186
B3	11	9	14	4	1
Total	2,855	2,795	2,866	2,822	2,833

Casino gaming machine GGY was £179.85m, an increase of 6.5% on the previous period. Gaming machine GGY in non-remote casinos accounted for 7% of gaming machine GGY across all sectors.

Table 20: Gaming machine GGY (£m)

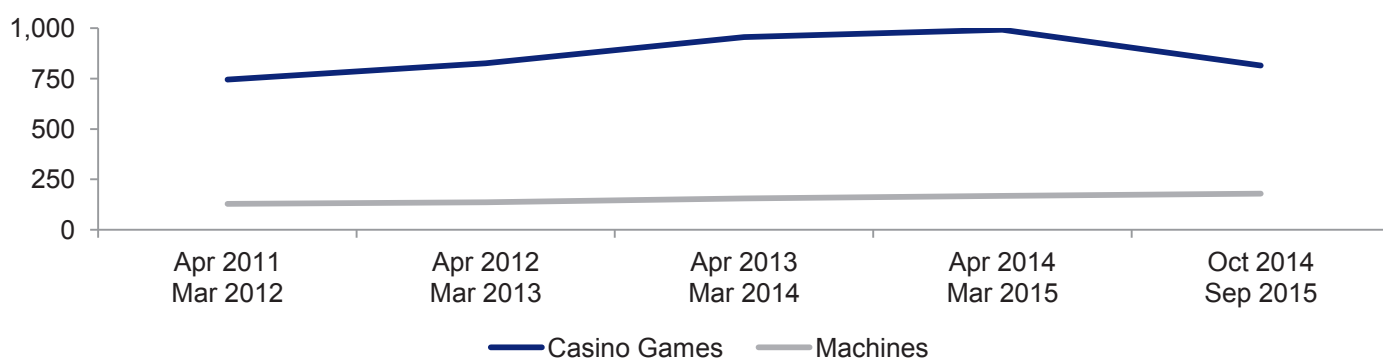
Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	April 2014- Mar 2015	Oct 2014- Sep 2015
B1	126.27	130.11	145.88	156.53	163.63
B2	2.50	5.71	9.56	11.66	15.86
B3	0.17	0.35	0.45	0.18	0.03
Total	128.94	136.18	155.89	168.37	179.52

Overall casino gaming machine GGY (Table 19) increased by 7% this period. Gaming machine GGY in casinos also accounted for 7% gaming machine GGY across all sectors.

Casino combined GGY (casino games and gaming machines)

GGY from casino games was 81.93% of the total GGY in the non-remote casino sector (casino games and gaming machines), between October 2014 and September 2015.

Figure 11: Casino GGY (£m) revenue source yearly comparison



The data table for Figure 11 can be found in the [Industry Statistics – MS Excel document](#).

Self-exclusions recorded by operators

The number of new self-exclusions in the non-remote casino sector was 7,430 during this period (a 1.8% decrease). The number of individuals who cancelled their self-exclusion after the minimum exclusion period also fell, by 3.1% (ending a 4-year growth). Known breaches of self-exclusions increased, by 25%, to 1,366³¹.

Known breaches of self-exclusion in the non-remote casino sector increased by 25%

³¹ The number of breaches represents the number of separate incidents, rather than the number of individuals.

Table 21: Casino sector self-exclusions³²

Exclusion category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Mar 2014- Apr 2015	Oct 2014- Sep 2015
New self-exclusions	7,434	7,680	7,658	7,566	7,430
Known breaches of self-exclusion	1,001	931	899	1,093	1,366
Number of individuals who cancelled their self-exclusion after minimum exclusion period	1,480	2,015	2,324	3,075	2,979

Gambling where individuals were unable to prove their age

The number of individuals challenged upon entry to a casino sector premises but unable to prove their age was 135. This is an increase of 17.4% or 20 incidents. The number of individuals challenged having gambled but unable to prove their age fell, by 3, to 24 incidents.

Table 22: Casino sector underage challenges

Underage category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
Challenged upon entry but unable to prove age	129	118	123	115	135
Challenged having gambled but unable to prove age ³³	33	26	19	27	24

³² The number of people who have self-excluded and the number of people who have cancelled their self-exclusion may be lower than these figures because individuals may have self-excluded from more than one venue or operator and therefore been counted more than once.

³³ As of October 2011, the question 'challenged when attempting to gamble but unable to prove age' and the guidance issued in association with this question changed to 'challenged having gambled and unable to prove age'.



Arcades



Structure of the arcade industry

As at 31 March 2016, there were 492 adult gaming centre (AGC) licences and 161 family entertainment centre (FEC) licences, held by 530 operators. Both AGC and FEC licence numbers have declined steadily over the last 5 years. There were 1,429 AGCs in GB (11.1% decrease on the previous period) and 292 FECs (11.5% decrease).

Adult gaming centre premises have decreased by 36.4% over 5 years

Table 23: Number of licences

Commission licensed activity	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 31 Mar 2016
Adult gaming centre (AGC)	546	535	504	500	492
Family entertainment centre (FEC)	213	193	177	170	161

Table 24: Number of arcade premises³⁴

Commission licensed activity	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 31 Mar 2016 ³⁵
Adult gaming centre (AGC)	2,247	1,671	1,642	1,607	1,429
Family entertainment centre (FEC) ³⁶	295	362	389	330	292

Gaming machines in AGCs and FECs

The average total quantity of gaming machines in AGCs was 50,934 during this period (a 2.3% increase compared with the last period). These machines accounted for 29.8% of the average number of machines across all regulated gambling sectors.

Table 25: AGC machine numbers (average)

Machine category	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
B3	8,695	9,117	9,704	9,597	10,032
B4	61	43	62	87	63
C	27,390	26,036	28,196	26,857	27,819
D	18,454	17,655	15,520	13,260	13,020
Total	54,600	52,851	53,482	49,801	50,934

Gaming machine GGY in AGCs increased this period, by 2.2%, to £316.3m.

Table 26: AGC machine GGY (£m)

Machine category	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
B3	113.85	124.12	144.27	152.76	158.63
B4	0.32	0.29	0.19	0.20	0.17
C	86.02	96.23	105.26	106.81	110.08
D	20.76	27.62	26.02	23.28	22.24
Aggregated categories ³⁷	81.45	40.81	35.50	26.60	25.19
Total	302.40	289.08	311.24	309.64	316.30

The average total quantity of gaming machines in FECs was 23,022 this period (a 5.7% decrease compared with the last period).

³⁴ Up to March 2012, premises figures were based on local licensing authority notifications. Data from this source has historically tended to be somewhat incomplete. As a result, from March 2013 onwards, premises figures are based on operators' most recent regulatory returns.

³⁵ Most recent return submitted before this date.

³⁶ Will only include those FECs licensed by the Commission, excludes those requiring only a permit from local licensing authorities.

³⁷ Where GGY figures have been provided, but not broken down by machine category.

Table 27: Licensed FEC machine numbers (average)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
C	2,469	2,506	2,093	2,161	2,153
D	28,764	28,687	27,288	22,261	20,869
Total	31,233	31,193	29,381	24,422	23,022

Gaming machine GGY in FECs decreased this period, by 1.4%, to £67.07m.

Table 28: Licensed FEC GGY (£m)

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
C	5.80	4.58	3.44	3.69	3.45
D	66.31	57.30	56.29	57.39	56.30
Aggregated categories ³⁸	6.55	7.75	7.59	6.90	7.32
Total	78.66	69.63	67.32	67.99	67.07

Self-exclusions recorded by operators

The number of new self-exclusions in the arcade sector was 3,103 (AGC and FEC combined) during this period (a 0.7% decrease). Known breaches of self-exclusions and the number of individuals who cancelled their self-exclusion after the minimum exclusion period also fell.

Table 29: Arcade sector self-exclusions³⁹

Exclusion category	Licence type	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
New self-exclusions	AGC	2,572	2,644	2,806	2,977	2,974
	FEC	139	137	134	148	129
Known breaches of self-exclusion ⁴⁰	AGC	119	113	143	147	133
	FEC	43	12	16	11	10
Number of individuals who cancelled their self-exclusion	AGC	748	773	788	762	742
	FEC	42	54	49	41	34

Gambling where individuals were unable to prove their age

The number of individuals challenged upon entry to an arcade premises (AGC only) but unable to prove their age was 29,351. This is an increase of 6.7% or 1,853 incidents; continuing a 4+ year growth. The number of individuals challenged having gambled but unable to prove their age (in AGC and FEC 'Over 18' areas) also grew.

Table 30: Arcade sector age challenges⁴¹

Underage category	Licence type	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
Challenged upon entry but unable to prove age	AGC	18,829	19,003	22,947	27,498	29,351
	FEC ⁴²	N/A	N/A	N/A	N/A	N/A
Challenged having gambled but unable to prove age	AGC	1,638	1,685	2,317	2,377	2,518
	FEC ⁴³	352	166	111	108	130

³⁸ Where GGY figures have been provided but not broken down by machine category.

³⁹ The number of people who have self-excluded and the number of people who have cancelled their self-exclusion may be lower than the figures shown, as individuals may have self-excluded from more than one venue or operator and thus been counted more than once.

⁴⁰ The number of breaches represents the number of separate incidents, rather than the number of individuals.

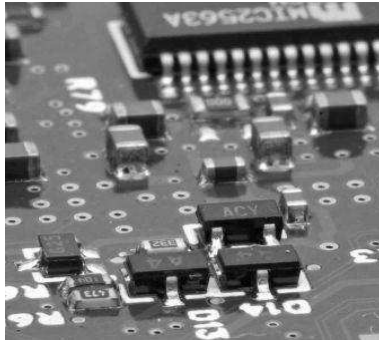
⁴¹ As of October 2011, the question 'challenged when attempting to gamble but unable to prove age' and the guidance issued in association with this question changed to 'challenged having gambled and unable to prove age.'

⁴² Children are allowed in FECs.

⁴³ In 'Over 18s' areas only.



Gaming machine manufacturers



Structure of the gaming machine manufacturers sector

As of 31 March 2016, there were 537 operators holding 582 Gaming Machine Technical (GMT) licences⁴⁴.

Gaming machine manufacturers

The primary business of manufacturers is the design and manufacture / assembly of new gaming machines and game concepts for machine categories B, C and D. The manufacturers producing the largest quantity of machines during these period were:

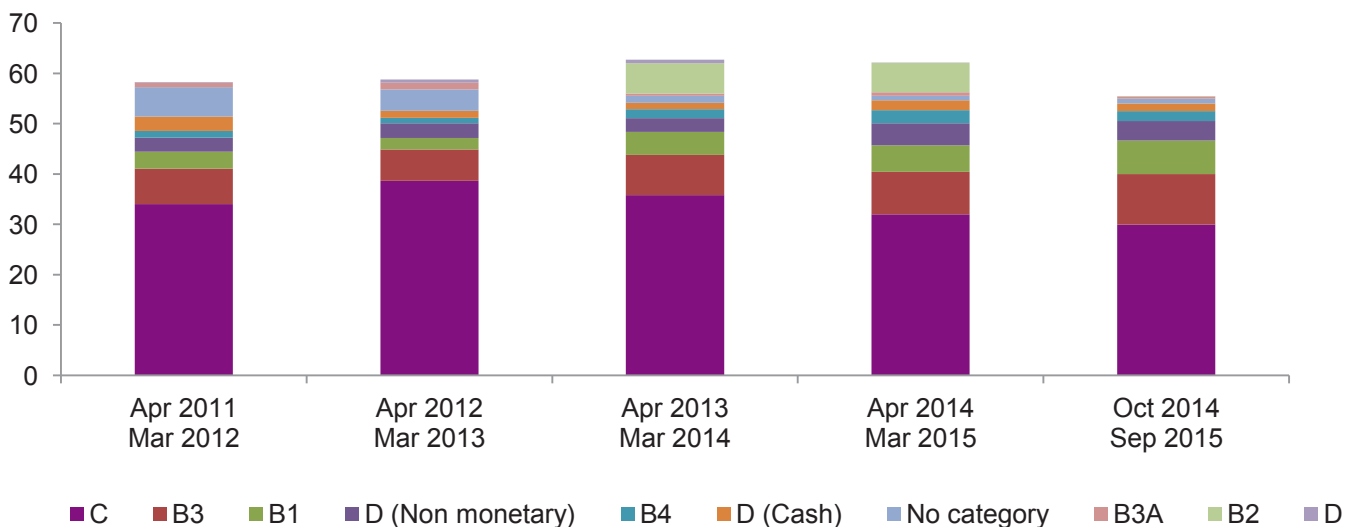
- Astra Novomatic Group (Astra Games/Bell Fruit/Empire Games)
- Scientific Games Group (Global Draw/Barcrest)
- Reflex Gaming
- Inspired Gaming

The total quantity of new gaming machines manufactured and supplied into GB by Commission-licensed manufacturers was 18,074⁴⁵ in this period (a 16.6% decrease on the previous period). The largest category of new machines sold was Category C (accounting for 71.2% of all sales), followed by Category B3 (12% of all sales)⁴⁶.

Table 30: Number of new machines sold⁴⁷

Machine category	Apr 2011- Mar 2012	Apr 2012- Mar 2013	Apr 2013- Mar 2014	Apr 2014- Mar 2015	Oct 2014- Sep 2015
B1	327	176	240	322	492
B2	0	0	2,749	2,698	26
B3	1,564	1,482	1,842	1,744	2,165
B3A	360	733	187	253	147
B4	960	707	935	1,222	939
C	15,618	16,164	15,589	14,102	12,861
D	93	228	204	12	0
D (cash)	1,096	652	571	493	472
D (non-monetary)	664	488	397	619	580
No category	1,680	1,066	169	217	391
Total	22,362	21,696	22,885	21,682	18,074

Figure 12: Gross value of sales from new machines sold (£m)



⁴⁴ Includes manufacturer, supplier and software machine licences.

⁴⁵ This figure does not include gaming machines manufactured by British companies and subsequently supplied overseas.

⁴⁶ **Category B2 machines** are predominantly supplied on a profit share or lease basis. Machines provided in this way would not appear as sales in the tables. A small number may be sold as 'no category', whereby the terminal is supplied without game software installed at the point of sale.

⁴⁷ A number of manufacturers submit their annual regulatory return information after the cut-off for inclusion in this edition of the Industry Statistics. October 2014 – September 2015 figures, reported above, should be treated as provisional.



Remote betting, bingo and casino



Remote gambling sector

Structure of the GB licensed remote gambling sector

The data in this section relates to the remote gambling sector in GB after the implementation of the [Gambling \(Licensing and Advertising\) Act 2014](#), which came into force on 1 November 2014. The Commission now licenses the entire GB facing online gambling market, which includes operators that do not have any remote gambling equipment in Britain⁴⁸.

The data provided on the remote sector covers the period from 1 November 2014 until 30 September 2015 (11 months) and is not annualised. It includes data from GB based and non GB based operators supplying remote gambling services to customers physically located in GB.

As of 31 March 2016, the total quantity of remote gambling licences was 749; an increase of 7.3% of the previous period. Gambling software and remote casino licences accounted for 56.5% of all remote gambling activity.

Table 31: Remote gambling activities licensed by the Commission

Remote activity	As at 31 Mar 2015	As at 31 Mar 2016
Gambling software ⁴⁹	211	241
Casino	177	182
General betting standard - real event	102	94
Pool betting	71	87
Bingo	50	58
General betting standard - virtual event	37	42
General betting limited (telephone only)	24	23
Betting intermediary	19	16
Betting intermediary - trading rooms only	7	6
Totals	698	749

⁴⁸ For information relating to GB based and non GB based activity under the new act please see the [Industry Statistics – MS Excel document](#).

⁴⁹ Includes both remote and non-remote licences.

Remote operators GGY⁵⁰

The total GGY from remote gambling activities provided for GB customers, during the period 1 November 2014 to 30 September 2015 (11 months) was £3.6bn. This was comprised of £1.9bn proprietary GGY (53%) and £1.7bn revenue share GGY⁵¹ (47%).

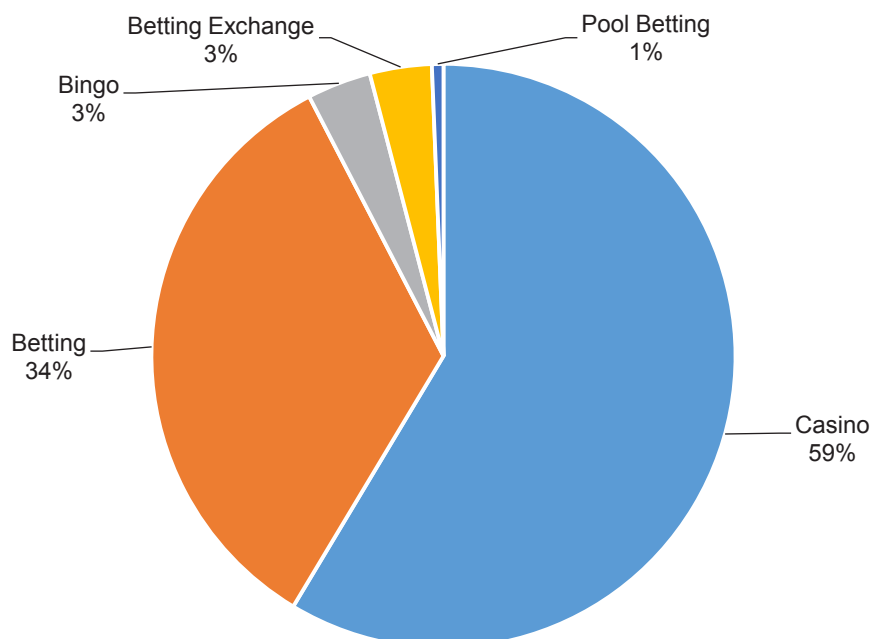
Remote gambling activity generated £3.6bn GGY

Table 32: GGY from remote gambling activities (£m) for GB customers only

	Proprietary GGY	Revenue Share GGY	Total GGY
Casino	892.06	1,238.60	2,130.66
Betting	833.61	395.13	1,228.73
Bingo	38.05	90.59	128.64
Betting exchange	124.66	-	124.66
Pool betting	23.17	-	23.17
Totals	1,911.55	1,724.32	3,635.86

Remote casino activities and remote betting generated the most GGY as a share of the total; collectively accounting for 93% of remote GGY.

Figure 14: Remote market share by total GGY



⁵⁰ Since 1 November 2014 the Commission has been collecting GGY derived from revenue share agreements between licensed operators. To mitigate against the risk of double counting this revenue, the Commission requires operators to report only their relevant portion of the revenue share. Business to business operators are not required to submit the wagered or pay-out amount of a product meaning this information is reported to the Commission once, by the business-to-customer operators. Details of this arrangement can be seen in the [remote regulatory returns consultation responses document](#), Annex A. The Commission is working with operators to ensure reported data complies with regulatory return requirements. The dataset does not yet breakdown the revenue share for betting operators into individual sports, instead is recorded against revenue share. Figures for the total regulated market (i.e. the GB market plus overseas customers) can be found in the [Industry Statistics – MS Excel document](#).

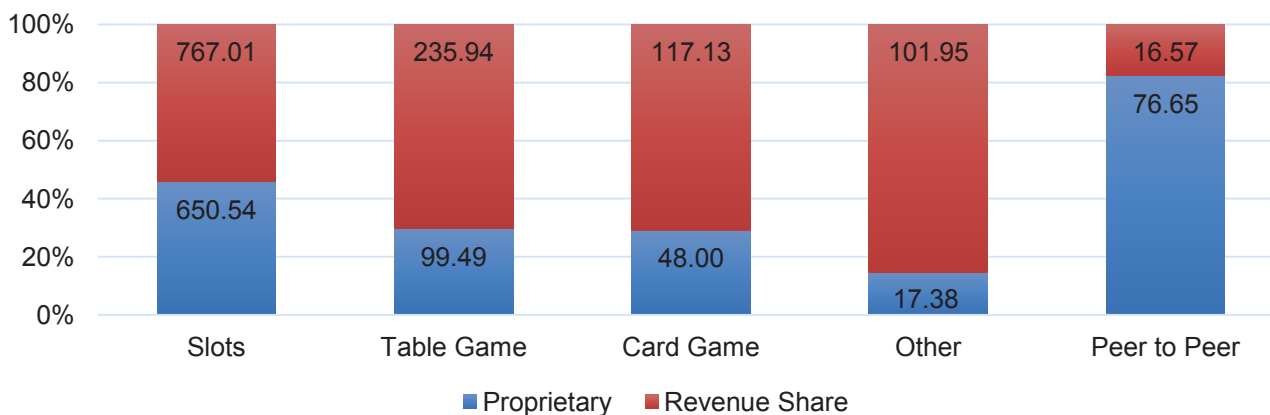
⁵¹ revenue share is defined as GGY which is subject to a contractual arrangement to be shared between two or more Commission licensed operators.

Remote casino GGY

Slots activities accounted for £1,417.55m (66.5%) of total remote casino GGY. Table games generated the second highest GGY, £335.43m (15.7%). Card games generated the third highest GGY share, £165.13m (7.8%).

66.5% of remote casino activity was slots games

Figure 15: GGY (propriety and revenue share) from remote casino gambling activities (£m) for GB customers only⁵²



The data tables for the chart can be found in the [Industry Statistics – MS Excel document](#).

Remote betting GGY

Football betting accounted for 30.5% of total remote betting GGY. Horse racing generated the second highest GGY share, 21.8%. 'Other' generated the third highest GGY share, 7.9%. Golf, dog racing, tennis, cricket and financials betting comprised the remaining GGY share. Unallocated revenue share also accounted for 31.6% of the total remote betting GGY.

Customer accounts across remote casino, bingo and betting operators

There were 20.19m active customer accounts in the remote sector, across remote casino, bingo and betting operators. Within the same period, there were 19.88m new account registrations. Within these customer gambling accounts, £508.42m worth of funds was held by remote operators (GB only)⁵³.

Table 33: Customer account information^{54,55}

Commission licensed activity	Nov 2014-Sep 2015
Active accounts (m)	20.19
New account registrations (m)	19.88



20.19m active customer accounts with remote operators

⁵² Based on 11 months' data from 1 November 2014 to September 2015.

⁵³ Customers gambling on betting exchanges tend to maintain a significant balance in their account as they need to have sufficient funds to cover the liabilities of their bets, rather than just have sufficient funds to cover the stake of the bets they intend to make.

⁵⁴ Active customers are those that have been used by customers in the last 12 months. New registrants includes new individual customer registrations that occurred during the period, but may not have gambled.

⁵⁵ Customers may have accounts with more than one operator and the revenue data relates to accounts rather than the individuals.

Self-exclusions recorded by operators

The number of self-exclusions in the remote sector was 417,176 during the first 11 months of the Gambling (Licensing and Advertising) Act 2014 new regulatory framework. Of these, 42,411 individuals (10.2%) cancelled their self-exclusion after the minimum exclusion period.

417,176 self-exclusions in the remote sector

Table 34: Remote sector self-exclusions⁵⁶

Exclusion category	Nov 2014-Sep 2015
New self-exclusions	417,176
Known breaches of self-exclusion	22,795
Number of individuals who cancelled their self-exclusion after minimum exclusion period	42,411

Gambling where individuals were unable to prove their age

The number of individuals challenged having gambled in the remote sector was 39,125.

Table 35: Remote sector underage challenges

Underage category	Nov 2014-Sep 2015
Challenged having gambled but unable to prove age	39,125

Gambling software⁵⁷

Total revenue from gambling software was £405.40m this period (October 2014 to September 2015). Share income accounted for £282.66 (69.7%) of this revenue.

Table 36: Gambling software income (£m)⁵⁸

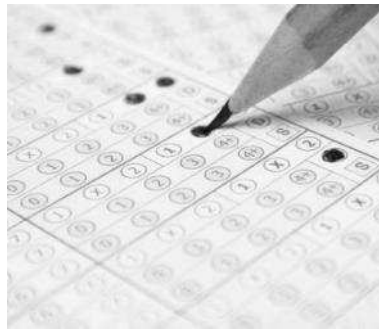
	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
Share income	36.46	37.40	46.86	165.64	282.66
Sales	70.75	67.33	100.55	71.16	88.24
Other	n/a	0.19	2.60	19.69	34.50
Total Revenue	107.21	104.92	150.02	256.49	405.40⁵⁹

⁵⁶ The number of people who have self-excluded and the number of people who have cancelled their self-exclusion will be lower than these figures as individuals may have self-excluded from more than one site or operator and therefore been counted more than once. The number of breaches represents the number of separate incidents, rather than the number of individuals.

⁵⁷ Following the update on Gambling Software Licences, which came into effect on 31 March 2015, we expect the figures to change significantly once we receive the first set of data from new operators (after April 2016). For a full split of revenues, involving shared income (including the income generated from gambling software provided to organisations, for which royalties are received), see the [Industry Statistics – MS Excel document](#). These figures are based on annual returns.

⁵⁸ Following an industry consultation, the Commission revised the way it collects data on gambling software and no longer collects income by software type.

⁵⁹ The large increase in figures this reporting period (in the most part) is attributable to the Gambling (Licensing and Advertising) Act 2014, which came into force on 1 November 2014. The data should not be treated as a continuous dataset.



Large Society Lotteries & Local Authority Lotteries



Structure of the large society lotteries sector

In order to offer society lotteries lawfully, the Gambling Act 2005⁶⁰ requires that a society holds either a registration with its local licensing authority or a licence from the Gambling Commission. A society requires a licence from the Commission where:

- the proceeds in an individual draw exceed £20,000; or
- the aggregate lottery proceeds in a calendar year exceed £250,000.

Those lotteries licensed by the Gambling Commission are known as 'large society lotteries'. Below these thresholds a society may operate without a Commission licence, provided it is registered with its local licensing authority. These types of lotteries are known as 'small society lotteries'.

'Local authority lotteries' are those where a lottery operating licence is issued to a Local Authority, by the Commission, for the purpose of raising for any purpose for which the Local Authority has the power to incur expenditure. Since the introduction of the Gambling Act 2005, two local authorities have been granted lottery operating licences; Eastbourne Council and Aylesbury Vale District Council.

As of 31 March 2016, there were 483 non-commercial⁶¹ society lottery operators and 39 external lottery manager⁶² companies (ELM) holding 881 lottery licences (a 3.4% increase from the previous period, which continued a 5-year growth).

Table 37: Lottery licences

Licence	Type	As at 31 Mar 2012	As at 31 Mar 2013	As at 31 Mar 2014	As at 31 Mar 2015	As at 31 Mar 2016
Society lottery	Non-remote	483	466	457	466	476
	Remote ⁶³	233	148	141	147	161
	Ancillary remote	0	119	151	186	188
External lottery manager (ELM)	Non-remote	32	29	30	35	35
	Remote	19	17	18	18	21
Total		767	779	797	852	881

Society lotteries⁶⁴

The total proceeds for society lotteries have increased each year across all reporting periods.

Expenses and balance (to good causes) have also all risen during these periods:

Table 38: Balance to good causes (£m)

	Apr 2011-Mar 2012	Apr 2012-Mar 2013	Apr 2013-Mar 2014	Apr 2014-Mar 2015	Oct 2014-Sep 2015
Balance (to good causes)	127.39	142.75	162.25	188.36	195.70

As a proportion of the total proceeds, the balance to good causes has increased from 42% to 43% since March 2012. Prizes from proceeds decreased from 24% to 21% and expenses also increased from 34% to 36% during the same period.

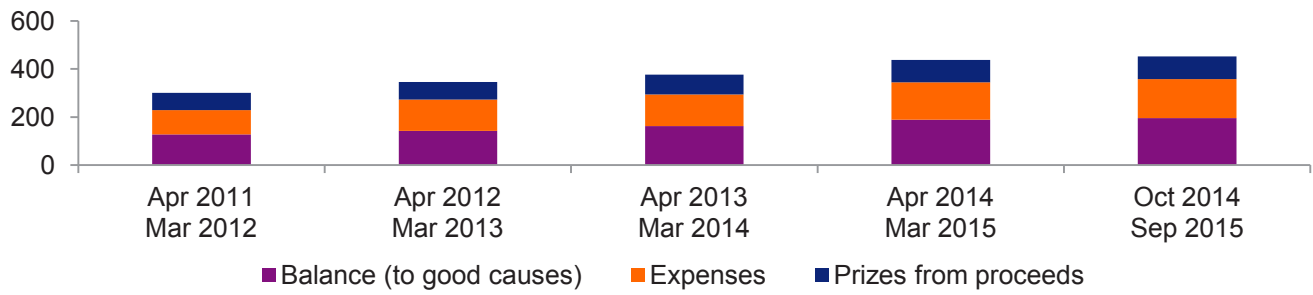
⁶⁰ Schedule 11, Part 4, Section 31.

⁶¹ A society is defined as non-commercial if it is organised for charitable, sporting, cultural or other purposes apart from private or commercial gain.

⁶² Societies may employ a licensed external lottery manager (ELM) to promote all or part of their lottery on their behalf.

⁶³ The decrease in remote society lottery licences at 31 March 2013 can be attributed to the introduction of a new ancillary remote licence which came into effect in April 2012.

⁶⁴ Lottery data reflected in this section will differ from that previously published by the Gambling Commission. This recognises that the data previously published did not include rollovers within the balance. The figures have now been adjusted to include the rollover amounts.

Figure 16: Lottery proceeds, expenses and prizes (£m)

The data table for Figure 16 can be found in the [Industry Statistics – MS Excel document](#).



The National Lottery

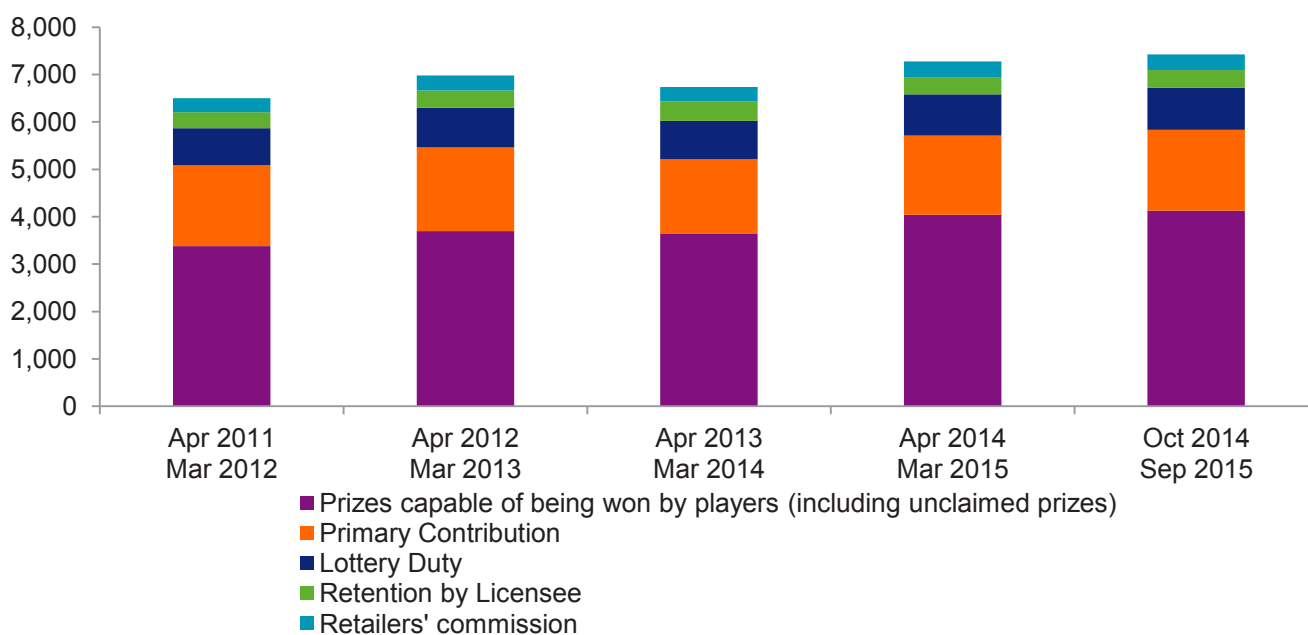


Structure of the National Lottery

Sales

Sales for National Lottery games have increased by 14.1% since the period April 2011 to March 2012, from £6.5bn to £7.4bn.

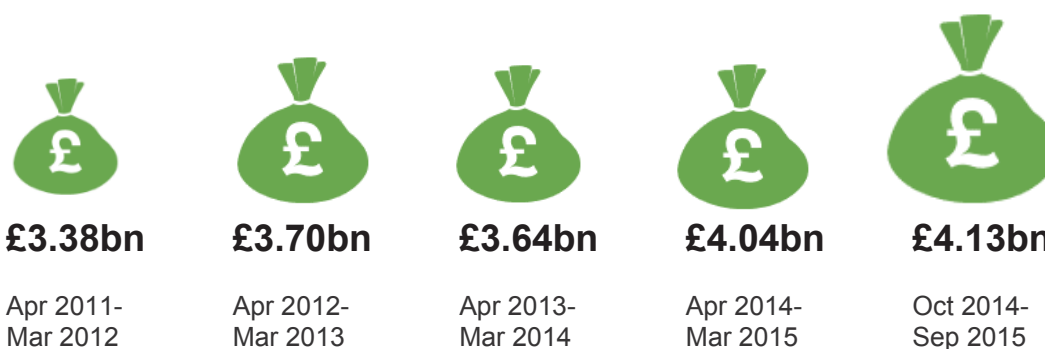
Figure 17: Breakdown of National Lottery proceeds (£m)⁶⁵



Prizes⁶⁶

Prizes increased by 2.1% compared to the previous period (April 2014 to March 2015); equivalent to £86.1m in prizes.

National Lottery prizes have increased by 22% since March 2012



Primary contribution (to good causes)

Primary contributions⁶⁷ (to good causes) have increased to £35.7m this period, a 2.1% increase compared to the last period. Primary contributions have remained steady since March 2012, when they were £1.71bn (0.6% variance).

Data tables for the National Lottery can be found in the [Industry Statistics – MS Excel document](#) and previous annual reports on [the National Lottery website](#).

⁶⁵ Sales figures are tracked by the retailers' commission and Lottery Duty figures.

⁶⁶ Prizes capable of being won by players (including unclaimed prizes).

⁶⁷ Amount payable on sales figures less adjustments, such as the National Lottery Promotions Unit (NLPU).



Appendices



Appendix 1 – Compilation methodology

Regulatory returns must be completed annually by most operators and quarterly by others (large betting operators, casino and remote operators). Operators should have submitted all regulatory returns due for the full year period ending prior to 30 September 2015. The date on which returns fall due depends on the date chosen by the particular licence holder, for example, it may coincide with an organisation's own reporting cycle, may be on an annual calendar year basis or run from 1 September to 31 August in line with the date that the Act came into force. In addition:

- annual regulatory returns must be submitted within 42 days of the date on which the return falls due;
- quarterly returns must be submitted within 28 days of the date on which the return falls due;
- lottery submissions must be made within 90 days of a draw being made or of the last scratch-card being sold.

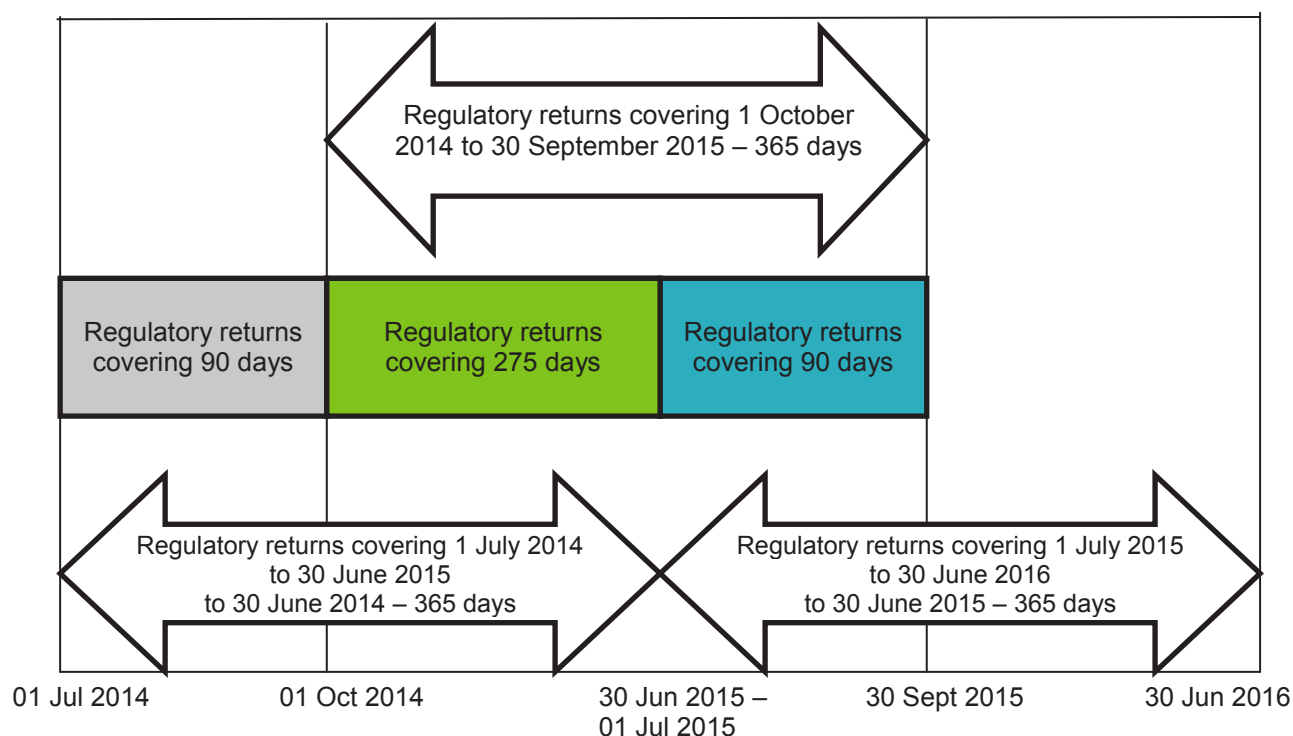
In some instances the Commission has had to provide estimated figures for the period 1 October 2014 to 30 September 2015. Figures may therefore differ across publications for the same period. The diagram below indicates how we make that estimate⁶⁸.

When providing figures covering a particular period, the Commission includes all returns that fall wholly or partially within that reporting period. For each operator that submits an annual return, a weighted average is calculated based on the number of days each of the two returns relates to the reporting period. No calculation is required for quarterly returns as they fall wholly within the reporting period. Where an operator's annual return covers only part of the period in question the figure has been adjusted to produce an estimate for the full year. For example, an operator with a reporting year running to 30 June 2015 will not yet have provided data for the latter part of the full reporting year (1 July 2015 to 30 September 2015).

Totals and percentages are calculated from unrounded figures and where appropriate totals are shown in outturn (actual) prices are not adjusted for inflation.

Recent data (up to 31 March 2016) is included and indicated where available. Figures are either representative of the position at the end of the year concerned, or reflect an average of values for dates falling within each 12 month period; whichever is the case is clearly stated. Recent figures are provisional, and subject to amendment within future publications.

Figure 18: Methodology diagram



Mergers and acquisitions are commonplace in some sectors of the gambling industry. This could result in some duplication of data provided in regulatory returns.

⁶⁸ The amounts on each regulatory return (which are captured by the reporting period) are divided by 365 (366 if a leap year) and then multiplied by the number of days within the reporting period that is covered by each regulatory return.

Cleansing of the regulatory returns data is undertaken for each Industry Statistics publication. Controls are in place to alert the operator to potentially erroneous numbers at submission of the electronic returns. Commission sector specialists and data analysts apply further scrutiny.

Up to March 2012, premises figures reported were based on licensing authority notifications. Data from this source tended to be incomplete. From March 2013 onwards, premises figures are based on operators' most recent regulatory returns. This approach relies solely on operators for information on their premises and provides the most robust premises information to date. Because the source of the data has changed, the figures from 31 March 2013 onwards should be seen as the first points in a new series and should not be compared with the previous data.

We have provided comparator data consistent with the rest of this publication, with tables containing data from April 2011 to March 2012 to October 2014 to September 2015. In certain cases it has not been possible to provide data from previous periods in this format. In these cases, please follow links to copies of the [Gambling Commission Annual Reviews and Annual Reports](#).

Future publications of Industry Statistics may include information provided voluntarily (for example a split of remote customers by gender or age, the Gross Gambling Yield (GGY⁶⁹) derived from mobile devices or in-play activity). We welcome views about the presentation of this data or whether it should form part of Industry Statistics. Please feedback through [Survey Monkey](#).

⁶⁹ Gross gambling yield (GGY) – the amount retained by operators after the payment of winnings but before the deduction of the costs of the operation.

Appendix 2 - Terminology

Account – an account represents an entity (for example, public limited company, limited company, partnership, individual) that holds an operating licence.

Adult gaming centre (AGC) – an arcade comprising a limited number of B3 and B4 machines and an unlimited number of category C and D machines. No one under the age of 18 is allowed to enter.

Known breaches of self-exclusion – includes the number of times any self-excluded customer has attempted to gain access to operators' facilities, attempted to gamble, or actually gambled. It is not limited to an attempt to gamble, and includes attempts to enter premises or access online gambling facilities.

Casino drop and win data – is provided voluntarily by casinos (licensed by the Commission) on a monthly basis, and shows the amount of money exchanged for chips in a casino (drop) and the amount retained by the casino (win). The latest [drop and win](#) is on our website.

External lottery manager (ELM) – a person or body that makes arrangements for a lottery on behalf of a society or Local Authority of which they are not a member, officer or employee. A society or Local Authority may employ an ELM to promote all or some of its lottery.

Family entertainment centre (FEC) – an arcade comprising unlimited category C and D machines. Under 18s are allowed in FECs but not into the area offering category C machines.

Gross gambling yield (GGY) – the amount retained by operators after the payment of winnings but before the deduction of the costs of the operation.

Licence – an account may incorporate one or more licences. There are three types of licence that an operator account can hold and these are non-remote, remote and ancillary.

Licensed activity – a licensed operator may be authorised to carry out one or more licensed activity. A licensed activity is the actual type of gambling function permitted through an operating licence in a particular sector such as bingo or a lottery.

Numbers – is the term used to capture virtual content and lotto style games such as '49'.

Pool betting – is wagering where the winnings are determined with reference to the total stakes placed on that event.

Proprietary GGY – GGY retained by remote operators which is not subject to a revenue share agreement (ie is completely retained by the individual operator).

Regulatory returns – a means of collecting a range of information from licence holders within the gambling industry in order to monitor compliance with gambling legislation, regulations and the [licence conditions and codes of practice](#), and to inform the Commission's understanding of the industry.

Revenue share GGY – revenue share is defined as GGY which is subject to a contractual arrangement to be shared between two or more Commission licensed operators.

Sector – there are six industry licensed sectors regulated by the Commission – arcades & gaming machines, betting, bingo, casinos, lotteries and remote & gambling software (which includes remote betting, bingo and casinos).

Self-exclusion – is an agreement between an individual and an operator whereby the operator takes all reasonable steps to refuse services or to otherwise prevent an individual from participating in gambling at their premises or by using their facilities. The minimum period of self-exclusion is six months.

Turnover – the amount accrued through the sale of their product (bingo book/betting slip/lottery ticket/software etc) before winnings and overheads/expenses are deducted.

Appendix 3 - Gaming machine categorisation

Gaming machines (fruit machines, slot machines) are categorised on the basis of the maximum stake and maximum prize available:

Table 38: Gaming machine categorisation (from Jan 2014)

Machine category	Maximum stake	Maximum prize
A	Unlimited	Unlimited
B1	£5	£10,000 ⁷⁰
B2	£100	£500
B3	£2	£500
B3A	£2	£500
B4	£2	£400
C	£1	£100
D non-money prize (other than crane grab machine or a coin pusher or penny falls machine)	30p	£8
D non-money prize (crane grab machine)	£1	£50
D money prize (other than a coin pusher or penny falls machine)	10p	£5
D 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)
D combined money and non-money prize (coin pusher or penny falls machines)	20p	£20 (of which no more than £10 may be a money prize)

Further information on machine entitlement can be seen in the Commission's [Guidance to licensing authorities \(Appendix A\)](#).

⁷⁰ With the option of a maximum £20,000 linked progressive jackpot on a premises basis only.

Appendix 4 – Sports Betting Integrity Unit

Table 1: Reports notified to the Commission broken down by source (October 2014 to September 2015)

Source	No of Reports
Betting Operator 15.1	179
Sport's Governing Body	25
Agency - Police	4
Public	5
Agency - Foreign Regulator	3
Open Source / Media	2
GC Generated	2
TOTAL	220

Table 2: Reports notified to the Commission broken down by event (October 2014 to September 2015)

Sport	No of Reports
Football	80
Tennis	73
Horseracing	25
Other	18
Greyhounds	15
Cricket	5
Snooker	4
TOTAL	220

Note: Betting integrity reports can cover a wide range of incidents such as sports rules breaches, misuse of inside information, Gambling Act offences, other criminality such as fraud or bribery, and in some instances completely legitimate betting that has appeared unusual on first inspection but can subsequently be explained by other factors. As a result, not all reports received or cases developed by the SBIU necessarily progress to become regulatory or criminal investigations.

Table 3: Closed Sports Betting Intelligence Unit cases (Oct 2014 to Sept 2015)

Sport	No of Cases
Football	21
Tennis	14
Other	9
Greyhounds	8
Horseracing	4
TOTAL	56

Note: Reports received by the Commission can relate to both GB and non-GB sporting events (reflective of the nature of the betting markets offered by Commission licensed operators). As such the figures shown in Table 3 reflect this, with data including cases relating to both GB and non-GB events.

Note: The figures in Table 3 in part relate to reports received during this reporting period (as detailed in Table 1) but also include cases received during previous reporting periods. This is due to the fact that cases are not necessarily opened and closed within the same reporting period. In addition, closed cases may subsequently be re-opened or merged with other cases as new information comes to light. Accordingly numbers (including closed cases) may vary since the original date of publication.



Keeping gambling fair and safe for all

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3 Betting: tables

Betting Data - turnover (£m)									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Off course	9,914.93	9,277.82	8,943.69	9,280.26	9,163.97	8,939.40	8,829.69	8,785.75	8,785.75
Pool	493.36	461.34	487.48	499.47	473.24	521.22	543.39	500.29	500.29
On course	336.05	337.14	330.54	316.97	282.92	274.16	241.81	232.32	232.32
Total	10,744.34	10,076.30	9,761.71	10,096.70	9,920.13	9,734.78	9,614.89	9,518.36	9,518.36
% Change		-6%	-3%	3%	-2%	-2%	-1%	-1%	

Betting Data - gross gambling yield (£m)									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Off course	1,657.99	1,463.68	1,487.55	1,403.82	1,495.08	1,436.18	1,414.97	1,359.91	1,359.91
Pool	0.24	0.03	-0.06	137.99	131.64	143.07	142.96	116.99	116.99
On course	0.00	0.05	-0.09	29.28	24.18	25.86	22.74	22.16	22.16
Total	1,658.23	1,463.76	1,487.39	1,571.09	1,650.91	1,604.91	1,580.67	1,499.05	1,499.05
% Change		-12%	2%	6%	5%	-3%	-2%	-5%	

Betting Data - Off course turnover									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	5,743.51	5,442.78	5,153.82	5,300.60	5,084.20	4,887.39	4,759.76	4,756.16	4,756.16
Football	941.73	954.98	1,031.13	1,014.88	1,160.57	1,166.98	1,316.03	1,281.44	1,281.44
Dogs	1,580.50	1,405.15	1,364.31	1,345.43	1,323.54	1,272.45	1,214.53	1,216.49	1,216.49
Numbers	870.79	854.13	836.60	856.07	955.65	995.21	975.29	983.64	983.64
Other	778.40	620.78	557.83	782.98	640.01	617.37	564.09	568.01	568.01
Total	9,914.93	9,277.82	8,943.69	9,280.26	9,163.97	8,939.40	8,829.69	8,785.75	8,785.75
% Change		-6%	-4%	4%	-1%	-2%	-1%	0%	

Betting Data - Off course GGY									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	843.79	768.42	704.78	675.34	696.75	678.75	636.37	605.33	605.33
Football	224.94	155.29	273.95	233.61	292.56	242.35	280.67	255.49	255.49
Dogs	303.35	279.89	261.07	242.63	236.84	235.23	219.80	215.48	215.48
Numbers	166.30	167.14	170.23	158.82	186.33	206.16	195.84	197.05	197.05
Other	119.01	92.94	77.52	93.42	82.61	73.70	82.29	86.55	86.55
Total	1,657.99	1,463.68	1,487.55	1,403.82	1,495.08	1,436.18	1,414.97	1,359.91	1,359.91
% Change		-12%	2%	-6%	7%	-4%	-2%	-4%	

Average number of machines									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
B2	31,439	33,663	32,832	33,294	33,356	34,542	34,894	34,704	34,704
B3	220	506	147	147	79	73	90	62	62
C	320	373	160	105	81	58	44	41	41
Total	31,979	34,542	33,249	33,546	33,516	34,673	35,029	34,807	34,807
% Change		8%	-4%	1%	0%	3%	1%	-1%	

Betting Data - Off course Machines GGY (£m)									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
B2	1,050.71	1,166.50	1,302.35	1,455.95	1,542.12	1,566.84	1,674.96	1,696.90	1,696.90
Aggregated categories	16.18	7.67	2.24	0.54	3.74	0.18	2.41	4.45	4.45
B3	2.46	7.69	2.07	1.76	1.64	1.02	0.99	0.78	0.78
C	1.64	1.08	0.61	0.25	0.19	0.14	0.06	0.05	0.05
Total	1,070.99	1,182.94	1,307.28	1,458.50	1,547.69	1,568.18	1,678.43	1,702.18	1,702.18
% Change		10%	11%	12%	6%	1%	7%	1%	

Betting Data - Off course combined GGY (£m)									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Machines	1,070.99	1,182.94	1,307.28	1,458.50	1,547.69	1,568.18	1,678.43	1,702.18	1,702.18
Over the counter	1,657.99	1,463.68	1,487.55	1,403.82	1,495.08	1,436.18	1,414.97	1,359.91	1,359.91
Total	2,728.98	2,646.62	2,794.82	2,862.32	3,042.77	3,004.37	3,093.40	3,062.09	3,062.09
% Change		-3%	6%	2%	6%	-1%	3%	-1%	

Betting Data - On course turnover									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	276.96	282.99	273.82	255.23	238.35	234.82	209.17	200.05	200.05
Dogs	493.36	414.64	383.35	37.31	33.35	27.87	22.57	20.51	20.51
Other	7.77	12.51	18.37	24.44	11.22	11.37	10.08	11.75	11.75
Total	336.05	337.14	330.54	316.97	282.92	274.16	241.81	232.32	232.32
% Change		0%	-2%	-4%	-11%	-3%	-12%	-4%	

Betting Data - On course GGY									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	23.17	24.03	21.09	21.06	18.61	21.15	18.29	17.59	17.59
Other	0.74	1.81	2.28	5.13	2.69	2.63	2.88	3.07	3.07
Dogs	3.85	3.34	3.04	3.09	2.89	1.88	1.57	1.50	1.50
Total	27.76	29.18	26.42	29.28	24.18	25.66	22.74	22.16	22.16
% Change		5%	-9%	11%	-17%	6%	-11%	-3%	

Betting Data - Pool turnover									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	377.80	355.46	392.03	408.13	388.71	437.38	459.15	436.74	436.74
Dogs	54.69	48.08	50.21	43.65	42.43	41.22	57.37	60.50	60.50
Football	59.21	56.09	43.96	47.02	42.10	42.28	26.56	13.82	13.82
Other	1.66	1.71	1.37	0.87	0.01	0.35	0.31	0.00	0.00
Total	493.36	461.34	487.48	499.47	473.24	521.22	543.39	511.06	511.06
% Change		-6%	6%	2%	-5%	10%	4%	-6%	

Betting Data - Pool GGY									
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014	Apr 2015	Oct 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2015	Sept 2015
Horses	85.01	78.36	84.45	88.23	84.55	100.00	107.32	99.64	99.64
Dogs	14.66	13.63	12.40	12.57	11.93	11.77	15.34	16.05	16.05
Football	46.59	43.54	39.29	37.42	35.17	30.95	19.76	9.88	9.88
Other	0.24	0.03	-0.06	-0.23	0.00	0.35	0.56	0.10	0.10
Total	146.50	135.56	136.08	137.99	131.64	143.07	142.96	125.67	125.67
% Change		-7%	0%	1%	-5%	9%	0%	-12%	

Number of premises							
	at 31 Mar 2009	at 31 Mar 2010	at 31 Mar 2011	at 31 Mar 2012	at 31 Mar 2013	at 31 Mar 2014	at 31 Mar 2015
William Hill	2,238	2,263	2,350	2,320	2,345	2,382	2,308
Ladbrokes	2,680	2,073	2,097	2,131	2,227	2,271	2,190
Gala Coral Group	1,630	1,645	1,712	1,725	1,745	1,812	1,835
Betfred	808	829	840	1,345	1,369	1,383	1,375
Tote	516	512	514	1,369	1,369	1,383	1,375
Other operators	1,600	1,500	1,554	1,607	1,414	1,263	1,264
Total	8,872	8,822	9,067	9,128	9,100	9,111	8,975
% Change		-1%	3%	1%	0%	0%	-2%

Number of employees							
	at 31 Mar 2009	at 31 Mar 2010	at 31 Mar 2011	at 31 Mar 2012	at 31 Mar 2013	at 31 Mar 2014	at 30 Sept 2015
Number of employees	n/a	54,956	55,411	55,892	55,332	52,527	51,400

Social responsibility data							
	Apr 2008	Apr 2009	Apr 2010	Apr 2011	Apr 2012	Apr 2013	Apr 2014
	Mar 2009	Mar 2010	Mar 2011	Mar 2012	Mar 2013	Mar 2014	Mar 2015
New self-exclusions							

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Machine standards category B2

June 2012

Revision 2

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Introduction

This standard is applicable to all category B2 gaming machines as defined under section 235 of the Gambling Act 2005 (the Act). This standard came into force for all category B2 gaming machines supplied or sited within Great Britain from 1 September 2007.

The purpose of the standard is to set out in detail the Gambling Commission's (the Commission) requirements with respect to game features, display notices and general machine operation including metering. These have been developed to help ensure the Commission's three licensing objectives are met. Those objectives are to:

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

Operators or end users should not rely upon these standards as a measure of reliability, quality or minimal security standards.

These standards permit equivalence between different types of technology and do not specify proprietary products or technologies. Testing regimes for these standards will permit equivalent international standards (ISO). It is not intended to limit game content and the use of new technological developments provided that the objectives of the standard are met.

Revisions

A list of the revisions to this document are included in section 10.

Other Relevant Gaming Machine Technical Standards

- Technical Standards for Category A & B1, B3, B3A, B4, C and D Machines
- Technical Standards for Non-Complex Category D Machines
- Technical Standards for Legacy Machines¹ (Categories B3, B4, C and D Machines)
- Technical Standard for Server Networked & Downloadable Gaming Machines (All categories of machine)
- Technical Standard for Wireless Network Systems (All categories of machine)
- Technical Standard for Cashless Systems (All categories of machine)
- Technical Standard for Linked Progressives (All categories of machine)

¹ Essentially 'legacy machines' are Category B3, B4, C or D machines which were lawfully in use on premises in Great Britain on 31 August 2007 which comply with the regulations made under s240 of the Act and certain details of which have been notified to the Commission.

1.0 Hardware requirements

1.1 Physical security

All reasonable efforts should be made to ensure that a gaming machine is robust enough to withstand forced entry which would not leave behind evidence of the attempted entry. Where any form of attempted or forced entry causes an error condition, the machine must only commence play once the error condition has been cleared. Provided that any security device or sensor (e.g. door open sensor) which has detected an attempted entry no longer indicates there to be a problem the machine may automatically clear the error condition and commence play. Otherwise, operator action shall be required to clear the error condition.

1.2 Machine identification

A gaming machine must have an identification plate of metallic construction or of an equally resilient material permanently affixed to the exterior of the cabinet by the manufacturer. This must not be easily removable, without leaving evidence of tampering. The following information shall be displayed on the identification plate:

- a. the manufacturer (machine manufacturer or brand name under which it is to be sold);
- b. a unique serial number;
- c. the gaming machine model number (which may refer to the cabinet type and not the game); and
- d. the date of manufacture.

The identification plate shall be mounted on the front or side of the cabinet where it is clearly visible.

1.3 Gaming machine alarm/alert requirements

Gaming machines must be designed to automatically prevent further play, and alert the site management in the following situations:

- a. a player winning an amount or redeeming credits that the machine cannot automatically pay;
- b. an error condition occurring; or
- c. a machine fault occurring.

Such a system must be transparent to the player when activated and sufficiently able to attract the attention of the site management.

1.4 Logic area

Manufacturers must, so far as is reasonably practicable, incorporate in gaming machines design features aimed at preventing tampering with any electronic logic component that has the potential significantly to influence the operation of the machine.

1.5 Configuration settings

All switches and/or jumpers must be fully documented and any hardware system within the machine which may alter the configuration settings such as pay tables, accounting denomination, or payout percentages in the operation of the gaming machine must either be housed within a separately locked secure logic area or comply with the following two paragraphs. This includes top award changes (including progressives) or any other option that would affect the payout percentage.

As an alternative to a separate secure logic area, any change in configuration defined above must be logged and date stamped within the secure non-volatile memory of the machine. This log must cover a minimum period of not less than 1 month and be made available for display on demand with the test and diagnostic routine of the machine.

The data for the log file may be captured and held on a device independent of any player terminal (e.g. a back office or off site server) provided it complies with the following:

- a. the server or device holding the log file is robust enough to withstand forced entry or alternatively housed within a secure environment (e.g. locked within a room, enclosure or within dedicated I.T. environment);
- b. the log file covers a minimum period of not less than 1 month;
- c. the log file is available for inspection;
- d. all reasonable efforts are made to ensure that the log file cannot be tampered with or modified;
- e. the log file is backed up on regular basis and that those back ups are available for inspection; and
- f. the data written to and stored on the log file is true and accurate.

1.6 Video monitors/touch screens

All video based games shall meet the following requirements:

- a. touch screens shall be accurate and once calibrated, shall maintain that accuracy for at least the manufacturer's recommended maintenance period;
- b. a touch screen should be able to be re-calibrated without access to the machine cabinet other than opening the main door;
- c. there shall be no hidden or undocumented buttons/touch points anywhere on the screen that affect game play, except as provided for by the game rules; and
- d. section (1.6 c) does not apply to audit functions and controls which must be documented.

1.7 Mechanical devices used for displaying of game outcomes

If the game has mechanical or electro-mechanical devices, which are used for displaying game outcomes, the following rules shall be observed:

- a. mechanical assemblies (e.g. reels or wheels) shall have some mechanism that ensures the correct mounting of reels' artwork;
- b. displays shall be constructed in such a way that winning symbol combinations match up with pay lines or other indicators; and
- c. a mechanical assembly shall be so designed that it is not obstructed by any other components.

1.8 Multi-station games

In any multi-station game each player terminal and any other shared device must comply with the relevant sections of this standard, including its requirements for machine identification and metering.

All game rules shall be transparent to the player at each terminal and any shared device that is used to display information pertaining to the game shall be clearly visible to all players participating.

1.9 Patch wires

All patch wires and track cuts shall be documented, in an appropriate manner, in the relevant service manual and/or service bulletin. This does not prohibit required repairs in the field.

2.0 Software requirements

2.1 Control program authentication requirements

The control program must utilise an integrity check, suitable for the media, providing at least the level of integrity of CRC 16 (for non-alterable storage media) or a secured hashing method such as MD5 or SHA (for alterable storage media) to authenticate that the program and/or support files have not been corrupted or altered prior to use/loading. Any error detected must result in the machine displaying the appropriate error message and being unavailable for play.

The integrity check must be carried out during each start up or at least once every 24 hours where the machine is specifically designed for permanent serviceable operation.

2.2 Alterable storage media devices

Any gaming machine and any procedural requirements must include sufficient security to ensure that any software that can influence the game outcome, including configurable settings that reside on any alterable media is a true replication of that version of the game, control or other software.

2.3 Program storage medium identification

Any program medium (ROMs, EPROMs, Alterable storage media, DVD and CD-ROM) placed in the field shall be uniquely identified, displaying:

- a. program ID number;
- b. manufacturer or game provider;
- c. version number;
- d. type and size of medium (unless located on the medium as purchased unused from the supplier); and
- e. location of installation in gaming machine or device, if potentially confusing.

The information a) to e) above must be available for inspection on the site operator's premises either on the label of the storage media or via video or display monitor.

For EPROM based games, the identification label shall be placed over the UV window to avoid erasing or alteration of the program.

2.4 Not applicable to these categories of machine.

2.5 Last game recall

Information on at least the last five games must be always retrievable on the operation of a suitable external key-switch, or another secure method not available to the player. Last play information must provide all information required to reconstruct fully the last five plays. If a progressive prize was awarded (see Progressive Standard) it is sufficient to indicate that fact: the value need not be displayed. All values must be displayed, including the initial credits, credits bet, credits won, and credits paid. This information should include the final game outcome, including all player choices and bonus features. In addition, the results of any 'Double-up' or 'Gamble'.

The last five game recalls shall reflect bonus rounds in their entirety. If a bonus round lasts 'x number of events', each with separate outcomes, each of the 'x events' shall be displayed with its corresponding outcome, if the outcome results in an award. The recall shall also reflect position dependent events if the outcome results in an award. For games that may award unlimited free plays, there shall be a minimum of fifty plays recallable.

2.6 Test/diagnostic mode

When a gaming machine or device is in a test mode, any test that involves credits entering or leaving the gaming machine or device (e.g. a hopper test) must be completed prior to resumption of normal operation.

The main cabinet door of a gaming machine may automatically place the machine in a service or test mode. Test/diagnostics mode may also be entered, via an appropriate instruction, by an attendant during an audit mode access.

When exiting from test mode, any game in play must return to the original state it was in when the test mode was entered. If the gaming machine or a device is in a game test mode, the machine shall clearly indicate that it is in a test mode, not normal play.

2.7 Software verification

At a minimum, the machine must have the ability to allow visual inspection of the following using either an available matrix or video display. (It is permissible for the machine not to display such information during each start up but it must be accessible when required. This may involve the machine being restarted or an appropriate security key being used.)

- a. identity of the game provider;
- b. game identity code;
- c. version number of game software; and
- d. check sum of game software

And if the operating system is not proprietary to the manufacturer, game provider, supplier or operator then:

- e. identity of operating system; and
- f. version number of operating system.

On machines or terminals which offer the player a choice of games the above information concerning the game software must be made available for each game.

3.0 Critical memory requirements

3.1 Contents of critical memory

Critical memory (that is non-volatile computer memory) must be used to store the following data:

- a. credit and bank values (deposited, committed and winning funds);
- b. electronic meters; and
- c. data for the 'last five games recall'.

The clearing or resetting of such data must require deliberate action by appropriately authorised personnel.

3.2 Maintenance of critical memory

Critical memory storage must be maintained by a methodology that enables errors to be identified and corrected in most circumstances. This methodology may involve signatures, checksums, partial checksums, multiple copies, timestamps and/or effective use of validity codes.

Comprehensive checks of critical memory must be made during each gaming machine or device restart (e.g. power up cycle). Gaming machine or device control programs (software that operates the machine or device's functions) shall test for possible corruption caused by failure of the program storage medium and all critical game files. Test methodology must endeavour to detect 100 percent of all possible failures.

The control program (software that operates the gaming machine or device's functions) must allow for the machine or device to ensure the integrity of all control program components during execution of said components.

All program storage devices ('PSD') in the executable address space of a main processor shall be validated during the following conditions:

- a. any power up; and
- b. the first time the files are loaded for use (even if only partially loaded).

Memory and PSD space that are not critical to machine security (e.g. video or sound ROM) are not required to be validated.

3.3 Program memory, critical memory and non-volatile devices used to store program memory

The following are requirements for critical memory:

- a. a battery back-up (where required), or an equivalent, must be installed on the gaming machine or device for the electronic meters and must be capable of maintaining the accuracy of all information required for thirty days after power is discontinued from the machine. The battery backup device must be kept within the locked logic area or if not available a secure location behind the locked main door;
- b. if the rechargeable battery back-up is used as an 'off chip' battery source, it shall re-charge itself to its full potential in a maximum of twenty-four hours and a specified shelf life of at least five years; and
- c. critical memory that uses an off-chip back-up power source to retain its contents when the main's power is switched off must have a detection system which will provide a method for software to interpret and act upon a low battery condition, or alternatively, use a suitable software check to ensure integrity of storage is maintained.

3.4 Unrecoverable critical memory

An un-correctable corruption of critical memory must result in an error condition. Critical memory should not be cleared automatically, but must only be cleared by an authorised person.

3.5 Function of critical memory reset

Clearing critical memory must only be capable of being undertaken by accessing the logic area or secure location in which it is housed. Following the initiation of a critical memory reset procedure, the game program must execute a routine, which initialises each and every bit in memory to the default state. For machines that allow for partial critical memory clears, the methodology for doing so must be accurate and the machine must validate the un-cleared portions of memory.

The default reel position or game display after a critical memory reset must not be the top award on any selectable line. The default game display, upon entering game play mode, must also not be the top award. This applies to the base game only and not to any secondary bonus devices.

4.0 Machine credit and payment requirements

4.1 Coin or token and note acceptors and other methods of inserting money or money's worth into the machine

All coin/token acceptors must meet the following requirements:

- a. the coin/token acceptor must be designed to prevent the use of cheating methods such as slugging (counterfeit coins/tokens), stringing (coin pullback), the insertion of foreign objects and other manipulation; and
- b. other than for diagnostic purposes coins/tokens judged invalid by the acceptor must be rejected to the coin tray and shall not be counted as credits. Acceptance of coins/tokens for crediting to the credit meter must only be possible when the gaming machine is enabled for play. Other states, such as error conditions, including 'door open' and 'audit mode' must disable the coin/token acceptor system. Each coin/token inserted must register the actual monetary value or a number of credits on the player's credit meter for the current game or bet meter. If coins or tokens inserted in a machine are registered directly as credits, the conversion rate must be clearly stated, or be easily ascertainable from a help menu or similar.

All acceptance devices must be able to detect the entry of valid notes, coupons, paper tokens, or other approved voucher and provide a method to enable the gaming device software to interpret and act appropriately upon a valid or invalid input. Acceptance devices must be electronically-based and be configured to ensure that they only accept valid banknotes, vouchers or paper tokens and reject all other notes. The note input system must be constructed in a manner that protects against vandalism, abuse, or fraudulent activity.

4.2 Tokenisation

For games that may be played using tokens, the gaming machine or relevant device must receive from the acceptor and post to the player's 'bank' the entire amount inserted. If the currency amount is not an even multiple of the token for a game or the credit amount has a fractional component, the system must retain the value for the benefit of the next player.

4.3 Printers

If a gaming machine is equipped with a printer that is used to make payments, the printer must be located in a locked area of the machine (e.g. require opening of the main door to access), but not in the logic area unless the alternative requirements in the second and third paragraphs of section 1.5 (configuration settings) are complied with.

Any printed ticket/voucher/hand pay receipt must display the following information:

- a. operator's name or reference;
- b. gaming machine number;
- c. date and time (24-hour format) of issuance;
- d. alpha numeric currency amount;
- e. sequence number;
- f. validation number and/or unique identifier (e.g. bar code);
- g. transaction type (cash out ticket, hand pay receipt); and
- h. duplicate ticket indicator (e.g. duplicate number 3).

4.4 Ticket validation

Payment by ticket printer as a method of credit redemption is only permissible when:

- a. there is an independent means to validate the printed ticket/voucher/hand pay receipt prior to any credit or other type of redemption; and
- b. such validation system is capable of identifying duplicate tickets to prevent fraud by reprinting and redeeming a ticket previously issued.

To meet this standard, an audit trail of at least one month's data relating to all ticket transactions must be maintained for dispute resolution purposes.

5.0 Specific game requirements

5.1 General requirement

Where the outcome results in a player winning a prize, it must be determined randomly and in particular no compensator or regulator may be used to determine any stage of the game.

The machine must clearly display to the player either at all times when it is in operation or at the point a game is selected for play, the following statement:

THIS MACHINE IS RANDOM

5.2 Random number generator (RNG) requirements

Each possible permutation or combination of game elements that produces winning or losing game outcomes shall be available for random selection at the initiation of each play, unless otherwise clearly stated.

A gaming machine or device must use appropriate communication protocols to protect the RNG and random selection process from influence by associated equipment, which may be communicating with the machine or device. The RNG must be protected from external influences, such as from electromagnetic and electrostatic interference and radio waves (Compliance with the Electromagnetic Compatibility Regulations would satisfy these requirements).

A machine or device must not present a losing game result which indicates a 'Near Miss'; e.g. where the odds of the top award symbol landing on the pay line are limited it must not frequently appear above or below the pay line.

The selection process must:

- a. be distributed over the entire output range and pass appropriate statistical tests;
- b. ensure the output is unpredictable; and
- c. not reproduce the same output stream, nor must two instances of an RNG produce the same stream as each other. Where seeding is required to achieve this it should not introduce predictability.

If a gaming machine offers a game which is recognisable (e.g. Poker, Blackjack, Roulette) and is described as such by title or visual presentation and the chances of winning differ from an equivalent real game then this must be made plain to the player either via the artwork or help menus. In any event the rules of the simulated game must be clear and transparent to the player. In the case of other games (such as spinning reel games or video spinning reel games) the mathematical probability of each possible stage of the game outcome shall be constant.

5.3 Mechanical based RNG games

Mechanical based RNG games are games that use the laws of physics to generate the outcome of the game. All mechanical based RNG games must meet the requirements of this standard with the exception of requirements in s5.2 that are clearly applicable only to electronic RNGs. In addition, mechanical based RNG games must meet the following requirements:

- a. the mechanical pieces must be constructed of materials to prevent decomposition of any component over time (e.g. a ball shall not disintegrate);
- b. the properties of physical items used to choose the selection shall not be altered; and
- c. the player must not be able to interact with, come into physical contact with or manipulate the mechanics of the game.

The above is not intended to prohibit mechanically based skill and chance features used for entertainment purposes which may form a part of an otherwise electronic game.

5.4 Scaling algorithms

If a random number with a range shorter than that provided by the RNG is required for some purpose within a game, the method of re-scaling, (i.e. converting the number to the lower range), is to be designed in such a way that all numbers within the lower range are equally probable.

5.5 Single game requirements

The stakes for every gambling opportunity within a game selected by the player must be deducted from the credit or play meter prior to the outcome of any gambling opportunity being displayed to the player.

Before credit(s) for play in a game can be taken, the previous game must first have been completed in full and the result shown to the player.

This section does not preclude the use of multi lines, multi stake and multi reel games provided that the total stake and prize do not exceed the statutory maximum for the single game.

5.6 Initiating the next game (auto start/play)

Except where an 'auto play' or 'auto start' feature is permissible² it must always be necessary to release and then depress the machine's real or virtual 'start button' to start a game cycle.

5.7 Game speed of play

Each game cycle must last at least 20 seconds to complete.

A game cycle starts when a player using a gaming machine once³ has paid for each gamble selected and depresses the 'start button' or takes equivalent action to initiate the game and ends when all money or money's worth staked or won during the game has either been lost or delivered to, or made available for collection by the player and the start button or equivalent becomes available to initiate the next game.

Where auto play or auto start is permitted then a game cycle is measured from the point at which the game is initiated by the system (equivalent to the player depressing the start button) to the point at which it is able to automatically start the next game.

5.8 Not applicable to this category of machine

5.9 Live jackpots

Except for a live jackpot feature, no gaming machine shall offer prizes which increase or appear to increase from one game to the next. A live jackpot shall not be linked to any other gaming machine and must comply with the following rules:

- a. for an electronically displayed live jackpot the true value (the prize value which may be won within the game) must be displayed to the player at all times and must be available in every game. It may only be won as a result of either:
 - a random outcome within the game; or
 - the proportion of total money contributed to the jackpot reaching a randomly pre-determined trigger limit;
- b. it is permissible to use physical coins in place of an electronically displayed equivalent provided that the value of prize which may be won by the player is transparent (the player must be able to reasonably assess the total prize value on offer);

² See Regulation 2, Gaming Machine (Circumstances of Use) Regulations 2007

³ Within the meaning of the Category of Gaming Machine Regulations 2007

- c. the live jackpot must be incremented in proportion to the money staked and by no more than the value of the stake used to play the game once (as defined in the section 236 regulations) in which it is incremented. It is not a requirement for the live jackpot and reserve (where used) to be incremented in unison or at the same rate;
- d. the prize awarded may be comprised of a fixed value (which must be transparent to the player at all times) together with the live jackpot provided that the total (including any other prize won in the single game) does not exceed the statutory maximum;
- e. if an alternative prize option is selected, the live jackpot prize must remain unaffected. Once, however, the live jackpot option is selected, the live jackpot prize must be delivered and the live jackpot reduced to zero, **or its seeded value**, regardless of whether the live jackpot is delivered directly or is subject to some intervening gamble or skill feature; and
- f. the value of the live jackpot or its reserve shall not influence the chance of achieving a win within the game or be used to imply that a win is more likely.

In this section, a 'reserve meter' is a second meter or display which is used to hold any value which may be raised at the same time as the live jackpot, or which holds any overspill once the live jackpot has reached the maximum level for that category of machine.

5.10 Double-up

Any Double-up or Gamble options must have a theoretical return to the player of that displayed or suggested by the game graphic.

5.11 Not applicable to this category of machine.

5.12 Additional credit(s) staked during the game

A machine must not permit players to stake any additional credit(s) during a game cycle unless the game complies with the following requirements:

- a. that the outcome of the game is not decided prior to any additional credit(s) being staked;
- b. that the outcome of the game following any additional credit(s) being staked is random and that all possible combinations associated with an equivalent real game under the same circumstances are available to the player;
- c. that the game does not modify the chance of achieving a win or the combinations available to the player associated with an equivalent real game as a result of their decision not to stake; or to stake additional credits within that game;
- d. that player must not be deliberately misled or given a false impression that they have an enhanced chance of winning as a result of staking additional credits within the game; and
- e. that the total stake wagered within the game does not exceed the relevant statutory maximum.

This section does not preclude the use of multi stake, multi line and multi reel game configurations provided that the player sets their total stake prior to the start of the game cycle.

5.13 Pre-gamble

Where the player is given the opportunity at the start of the game to enter into a pre-gamble and the prizes available or the odds of achieving those prizes in the game are linked to the odds of a successful outcome of the pre-gamble, the following rules shall be complied with:

- a. the player must always be given the option at the start of the game whether or not to use the pre-gamble;
- b. there must not be a difference of more than 10% between the lowest percentage return to player (%RTP) offered to the player when not opting to use the pre-gamble as against opting to do so;
- c. the prize awards related to each pre-gamble option must be transparent to the player in that they must be fully aware of what they are playing for (or pre-gambling for);

- d. pre-gambles must be transparent in that they must be at natural odds, the player must get what he sees, and there must be no form of compensation or payment or retention of winnings in the event that a short or long series of game outcomes falls outside that which might be normally expected; and
- e. following a 20 second period in which there is no game played, and there is insufficient credit to play a game, any set gamble level is to be reset to 'no gamble'.

5.14 Game links

A 'game link' is where an element, feature or outcome from one game is either held over or made reference to (recreated) in the next game (e.g. reel band holds). Game links, with the exception of the live jackpot, are not permissible unless they comply with the following rules:

- a. any reference or link made to any previous game must occur randomly;
- b. linkages to a game are only permissible from the immediately preceding completed game.
- c. the chance of being awarded a link to the next game must be no better than even;
- d. the player must not be aware as to whether a link will be given or have the opportunity to use it before there is sufficient credit available on the credit or play meter to play the game at least once by means of the machine;
- e. no subsequent game link is permissible to the current game where a prize has been awarded, and delivered to the player. It is not permissible to force or create a series of wins (enriched periods) using any link feature(s).

5.15 Multiple games on a gaming machine

- a. the methodology used to select and discard a particular game for play on a multi-game machine shall be transparent to the player;
- b. all applicable rules and/or the pay tables should be transparent and available to view for each game prior to any commitment to play;
- c. it must at all times be made transparent to the player which game has been selected for play or is being played;
- d. committing to play a game must involve the player in at least two actions. Having selected a game, the player must be able to return to the main menu without playing;
- e. it should not be possible to start a new game before the current play is completed and all relevant meters have been updated (including features, gamble and other options of the game);
- f. the set of games offered to the player for selection, or the pay table, must be capable of being changed only by a secure method. This includes turning on and off games available for play through a suitable interface. The rules at section 1.5 of these standards shall govern the critical memory clear control requirements for these types of selections. However, for games that keep the previous pay tables (the pay table just turned off) data in memory, a critical memory clear is not required. Alternatively to a critical memory clear, a gaming system may record the data that is stored in critical memory on separately allocated memory exclusive to the game provided there are adequate safeguards to ensure critical memory integrity;
- g. no changes to the set of games offered to the player for selection (or to the pay table) are permitted while there are credits on the player's credit or bank meter or while a game is in progress unless there is evidence of game manipulation or fraud as a result of a security weakness; and
- h. where changes to the sets of games offered to the player for selection (or to the pay table) are performed outside of the site operator's opening hours it is permissible to do so while credits remain on the player's credit meter provided that there are adequate measures to ensure the machine is not accessible to players and that any credits are retained for the benefit of the next player following such a procedure.

6.0 Specific error conditions and alert requirements

6.1 General alert conditions

Gaming machines and devices must be capable of detecting, displaying and alerting the operator to the error conditions listed below. These must be cleared either by an attendant or upon initiation of a new play sequence and where any on-line monitoring and control system is networked to the machine details of the error should be communicated to it:

- a. coin-in jam (where the coin acceptor disables itself under such circumstances it is not a requirement that it display an error message);
- b. coin-out jam;
- c. hopper empty or timed out;
- d. hopper runaway or extra coin paid out;
- e. critical memory error (including an indication of battery failure or low battery power source);
- f. note acceptor-in jam;
- g. program error or authentication mismatch;
- h. main Door open;
- i. reverse coin-in (coin travelling the wrong way through acceptor);
- j. reel spin errors, including a miss-index condition for rotating reels, that affect the outcome of the game:
 - i. the specific reel number must be identified in the error code;
 - ii. in the final positioning of the reel, if the position error exceeds one-half of the width of the smallest symbol excluding blanks on the reel strip; and
 - iii. microprocessor controlled reels must be monitored to detect malfunctions such as a reel which is jammed, or is not spinning freely, or any attempt to manipulate their final resting position;
- k. power reset; and
- l. logic cage open (where applicable).

NOTE: This rule also applies to 'Note Acceptor Error Conditions' as to which see 6.3 below.

For machines or devices or individual games that use error codes, a description of such codes and their meanings shall be affixed inside the machine or device. This does not apply to video-based games; however, video based games shall display meaningful text to describe the relevant error condition.

6.2 Printer error conditions

A printer shall have mechanisms to allow software to interpret and act upon the following conditions:

- a. out of paper or paper low;
- b. presentation error (TITO only);
- c. printer jam/failure (TITO only); and
- d. printer disconnected which may only be detected when the software tries to print (TITO only).

These conditions shall trigger an error condition to indicate the error has occurred.

6.3 Note acceptor error conditions

Each gaming machine or device (including note acceptors) must have the capability of detecting and displaying (for note acceptors, it is acceptable to disable or flash a light or lights) the following error conditions:

- a. Note Jams – it is acceptable for the note acceptor to indicate there is a note jam by disabling itself from accepting any more notes or by some other method; and
- b. Stacker or Main Door Open (where stacker installed) or Stacker Removed.

A note acceptor must perform a self-test at each power up. In the event of a self-test failure, the note acceptor must automatically disable itself (i.e. enter note reject state) until the error state has been cleared.

7.0 Meter requirements

7.1 Credit/play meter

Credits used to initiate a new game (see section 5.6) must come from a single meter which may be described as a credit or play meter. The player shall have the option to view any funds held in such a meter as a monetary value.

7.2 Accounting and occurrence meters

The machine must have at least one primary metering system which is independent of the main control system. All reasonable efforts should be made to ensure that data held by the primary metering system is true and accurate and impervious to tampering or unauthorised modification.

The primary metering system must, as a minimum requirement, be capable of accurately recording the following data:

- a. cash in;
- b. cash out;
- c. change; and
- d. value of total play.

In addition, for machines or devices which offer the player a choice of more than one game the following minimum data must be accurately recorded for each game choice:

- e. value of total play; and
- f. winnings.

In all cases the data held on the metering system must be such that the percentage return to player can be accurately calculated and available for inspection. In instances where a gaming machine or device is able to offer multiple games such information must be available for each game and game variant.

Any meter used to record the above information must have a minimum capacity of seven digits.

It must not be possible for values on meters to increase or decrease while the machine cabinet doors are open.

7.3 Metering of note acceptor events (Categories A, B1, B2)

A gaming machine or device's primary metering system must also maintain and be able to report the following:

- a. total monetary value of all items accepted;
- b. total number of all items accepted; and
- c. denomination of the last five (5) banknotes inserted.

7.4 Not applicable to this category of machine

7.5 Not applicable to this category of machine

8.0 Artwork and game display requirements

8.1 Information to be displayed

A gaming machine or relevant device shall display, on the machine itself or on screen, information to enable players to keep track of their gambling. As a minimum, the following information must be available to the player at all times the machine is available for play:

- a. the player's current bank balance (where relevant);
- b. number of plays available or current credit balance (monetary value);
- c. the current stake;
- d. all possible winning outcomes, or a link to where this information may be viewed e.g. on a help menu;
- e. win amounts or odds given for each possible winning outcome, or a link to where this information may be viewed for example on a help menu. The win amount may be displayed as a multiple of the bet or may be shown indirectly by describing the method by which wins are awarded;
- f. the amount won for the last completed game; and
- g. the player options selected (e.g. total stake, lines played) for the last completed game (until the next game starts or a new selection is made).

Mystery wins are permissible provided it is transparent to the play as to how such a prize may be achieved.

It is not permissible to state or imply that a prize greater than the statutory maximum for a single game may be won by means of the machine nor to indicate that the machine is in a state which could be beneficial to the player (such as by way of a Cash Full Lamp).

8.2 Multi-line games

- a. Each individual line to be played shall be clearly indicated by the gaming machine or device so that the player is in no doubt as to which lines are being staked upon.
- b. The winning play line(s) shall be clearly discernable to the player. (e.g., on a video game it may be accomplished by drawing a line over the symbols on the play line(s) and/or the flashing of winning symbols and line selection box. Where there are wins on multiple lines, each winning play line may be indicated in turn. This would not apply to reel based games).

8.3 Display notice requirements

- a. If any display in respect of a game offered by a gaming machine (including reels) is capable of being taken to indicate odds which do not reflect the true odds in the game the following statement must be included on the face of the machine or at the time the game is selected where more than one game is offered to the player, clearly visible to the player:

THE OUTCOME OF ANY GAME OR FEATURE IS NOT NECESSARILY THAT
SHOWN BY THE ODDS DISPLAYED

- b. The following statement must be displayed on the face of the machine or at the time the game is selected where more than one game is offered to the player, clearly visible to the player:

NO PRIZE GREATER IN VALUE THAN [JACKPOT] POUNDS CAN BE
WON FROM THIS MACHINE IN ANY ONE GAME

- c. The theoretical target percentage return to player (for betting products this equates to 1 less the calculated hold) must be clearly displayed to the player on the machine in the appropriate alternative format below:

- i) in cases in which the percentage return to player does not depend upon the strategy used by the player

THIS MACHINE HAS AN AVERAGE PERCENTAGE PAYOUT OF AT LEAST (VALUE) %

Where there is a range (a lower and upper percentage return to player available within the same game) it must be the lower value that is displayed.

- ii) in cases in which the percentage return to player can vary depending upon the strategy used by the player

THE RETURN TO PLAYER BASED ON BEST STRATEGY IS (VALUE) %

In either case the percentage return to player should be calculated in the following manner:

Percentage return to player equals the value of total wins awarded divided by total value of play shown as a percentage

- d. Either of the following statements must be displayed on the machine, clearly visible to the player:

- i. MACHINE MALFUNCTION VOIDS GAME

Or

- ii. MALFUNCTION VOIDS PAYS AND PLAYS

For the purposes of this standard both statements mean that that a machine malfunction voids the game within which the malfunction occurs and does not affect the position of the player prior to that specific game including win and credit meters.

- e. Where the machine is designed such that the deposited sum cannot be delivered by the machine for any reason then the following statement must be clearly displayed on the machine:

THIS MACHINE PAYS (£ minimum value payable) ONLY ANY LESSER AMOUNTS WILL BE RETAINED FOR FUTURE USE

9.0 Definitions

Address Space	A range of discrete addresses, each of which may correspond to a physical or virtual memory register, a network host, peripheral device, disk sector or other logical or physical entity.
Change	Money paid out which was inserted by the player that has neither been played nor committed to play.
Critical Game Files	All files that may affect the outcome of a game, including executables, data, and operating system files.
Critical Memory	Has the meaning ascribed to it in paragraph 3.1.
Critical Memory Clear	The process to reset the critical memory of a gaming machine, which configures the gaming machine into the 'as new' state.
Device	Any component of a gaming machine and, where the context requires, includes computer software used in a gaming machine.
Double-Up	Feature whereby the player is offered a gamble in which some or all of the winnings may be wagered at a 100% player return.
Enriched Periods	Where the machine deliberately forces winning outcomes over a series of games by use of any compensation or other controller mechanism.
Error Condition	A detectable event outside of the gaming machine's normal operating parameters.
Firmware	The embedded program memory of the gaming machine.
Gamble	A single act of staking on an outcome within a game.
Game	Any gambling opportunity offered to the user of a gaming machine whether it amounts to gaming, betting or participating in a lottery as those terms are defined in the Act.
Game Cycle	Has the meaning ascribed to it in paragraph 5.7.
Game Update	Any change to game configuration, pay table or any other software that may affect the gambling.
Gaming Machine	Has the meaning ascribed to it by section 235 of the Act.
Hashing Algorithm	Reproducible method of turning some kind of data into a (relatively) small number that may serve as a digital 'fingerprint' of the data.
Idle state	Where there are insufficient credits on a machine to enable a game to be played.
Live Jackpot Feature	A feature played on a single gaming machine which has a prize that may be increased from a pre-set or seeded value from game to game as contributions are made to it from monies staked.
Machine Malfunction	Any hardware and/or software fault that temporarily results in an unforeseen game outcome, or corruption and/or renders the machine unserviceable. Deliberate player actions to trigger a machine fault are not considered be a machine malfunction.
MD5 or SHA	Message-Digest Algorithm 5 and Secure Hash Algorithm respectively.
Multi-Station Game	A gaming machine which incorporates a number of player terminals which share a common device required for the game such as a random number generator.
Non-volatile Computer Memory	Memory that can retain the stored information even when not powered. eg. read-only memory, flash, hard disk, floppy disk, magnetic tape and optical disc drives.
Normal Mode	Where a gaming machine is in a configuration designed for play (not in test or other non-play mode) and in a serviceable condition with no errors detected.
'Off chip' Battery Source	Battery source independent of a data storage chip used for data refresh purposes (recharges state of data bytes when mains power is disconnected).

Passive Display Equipment	Devices only associated with viewing game outcome and not with player interaction such as touch screen displays.
Patch Wires and Track Cuts	Modifications to a circuit board, post manufacture, including soldering additional wires to bridge the electrical conductor paths or the addition of a component (patch wires) or to change the circuit path by cutting the copper conductor (track cut).
Program Storage Devices ('PSD')	Means any device used to store software code in read only or read write format as required by the gaming machine in its normal operation.
Raking Periods	Where a machine deliberately forces a series of losing games by use of any compensation or other controller mechanism.
ROM	Read only memory.
Seeding	Means an integer used to set the starting point for generating a series of random numbers.
Theoretical Target Percentage Return to Player	In the case of games in which the chances of winning are distributed randomly, the calculated probable percentage return to player at a 95% confidence level. In other cases, the target percentage return to player as determined by any controlling mechanism.
TITO	Ticket in, ticket out system.
Updates	Any software modification that may affect the outcome of the game.
Value of Total Play (VTP)	The aggregate of all charges for use paid in respect of the machine.

10.0 List of revisions

Original document published.	June 2007
Revision 1: Gaming Machine Standards Supplement 1 published.	July 2008
Revision 2: Supplement 1 incorporated into original document. Reference to Implementation Annex removed from Introduction.	June 2012

These requirements were notified in draft to the European Commission in accordance with Directive 98/34/EC, as amended by Directive 98/48/EC

Gambling Commission June 2012

Keeping gambling fair and safe for all

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GUI 12/04

Agenda Item 7

LICENSING COMMITTEE - FORWARD PLANNER 2016/17

Committee	Licensing Committee
Officer Contact	Mark Braddock - Democratic Services
Ward(s) affected	N/A

RECOMMENDATION:

That the Committee note the Forward Planner and suggest any alterations or additional topics or business items.

10 November 2016	Proposed Agenda / Reports	Lead	Timings
10am Committee Room 5	Presentation: From the Met Police on their roles and responsibilities in relation to licensing - Sgt. Karl Spour	SW	Agenda Published: 2 November 2016
	Informatives: <ul style="list-style-type: none"> ● Legislative Update ● Update on Gambling Act - actions from last Committee meeting 	NC SW	
	Business Review: <ul style="list-style-type: none"> ● Forward Planner ● Sub-Committee Minutes 	MB	

10 January 2017	Proposed Agenda / Reports	Lead	Timings
10am Committee Room 6	Presentation: ASBIT - powers to tackle noise, nuisance and ASB in relation to problem premises and public areas.		Report deadline: 22 December 2016 Agenda Published: 2 January 2017
	Policies <ul style="list-style-type: none"> ● Update from Public Health, following actions from the January 2016 meeting. ● Hearing Protocol for Street Trading (post consultation) 		
	Informatives: <ul style="list-style-type: none"> ● Legislative Update ● Licensing Activity Update 	BS SW	
	Business Review: <ul style="list-style-type: none"> ● Forward Planner ● Sub-Committee Minutes 	MB	

13 April 2017	Proposed Agenda / Reports	Lead	Timings
10am Committee Room 6	Presentation: Representative from the Gambling Commission	SW	Report deadline: TBC Agenda Published: TBC
	Policies ● TBC		
	Informatives: ● Legislative Update ● Licensing Activity Update	NC SW	
	Business Review: ● Forward Planner ● Sub-Committee Minutes	MB	

Provisionally taken off the Planner

- 'Reducing the Strength' update - 14 April 2016 meeting
- Building up the evidence base for sub-committee decisions - to incorporate into public health items

Annual Update (January meeting)

- Licensing Activity Update

SUB-COMMITTEE DECISIONS & RATIFICATION OF MINUTES

Committee	Licensing Committee
Officer Contact	Mark Braddock, Democratic Services
Papers with report	Minutes of Licensing Sub-Committees
Ward(s) affected	Various

HEADLINE

This report updates Members on recent Licensing Sub-Committee decisions since the last meeting and seeks ratification of the minutes of the sub-committees as an accurate record.

The minutes shown are public minutes, as the meetings were considered in Part 1.

RECOMMENDATIONS

- A: That the Committee note the decisions of the Licensing Sub-Committees since the last Licensing Committee meeting and;**
- B: That the Committee, and Members present at the following Sub-Committees, approve the minutes as a correct record:**
- a) 5 August 2016 (Part 1)
 - b) 13 September 2016 (Part 1)

(see below for breakdown of which Members attended which meeting to approve)

SUPPORTING INFORMATION

Overleaf are the licensing sub-committee decisions since the last meeting. They are strictly for noting and ratification only, as the decisions have been made and implemented. Attached to this report are a number of sets of minutes, which have yet to be approved formally.

Date of Meeting	Application or Matter Considered	Ward	Members Present	Sub-Committee Decision
5 August 2016 Part 1	Application for a Temporary Street Trading Licence for a new pitch to be located in the centre of the pedestrianised area between Marks & Spencer and Greggs on High Street, Uxbridge to sell fruit and vegetables.	Uxbridge North / Uxbridge South border	Gilham (Chairman) Jackson, Allen	GRANTED subject to conditions

<p>13 September 2016</p> <p>Part 1</p>	<p>Application for a Premises Licence in respect of Village Cafe, High Point Village, Hayes, UB3 4FL and representations against the application received from five interested parties.</p>	<p>Botwell</p>	<p>Yarrow (Chairman), Stead, Gardner</p>	<p>GRANTED subject to conditions</p>
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Minutes

LICENSING SUB-COMMITTEE

5 August 2016

Meeting held at Committee Room 6 - Civic Centre, High Street,
Uxbridge UB8 1UW



	<p>Committee Members Present: Councillor Dominic Gilham (Chairman) Councillor Lynne Allen Councillor Patricia Jackson</p> <p>Respondents Present Temporary Street Trading application Mr John Craddock, Applicant</p> <p>Application for a Premises Licence Mr Tim Shield - John Gaunt & Partners solicitors acting for Staycity Heathrow Ltd Mr Simon Lee (Food and Beverage Manager).</p> <p>Officers Present Stephanie Waterford - Licensing Service Glen Egan, Legal Advisor Khalid Ahmed, Democratic Services Manager</p> <p>Also Present Ms Jyoti Mehta (Legal Services) and Mr Michael Facey - Market Manager, Uxbridge Market Traders Company</p>
22.	<p>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 (<i>Agenda Item 3</i>)</p> <p>It was noted that all business would be considered in Part I.</p>
23.	<p>STREET TRADING: APPLICATION FOR A TEMPORARY STREET TRADING LICENCE, HIGH STREET, UXBRIDGE (<i>Agenda Item 5</i>)</p> <p>The Sub-Committee gave consideration to an application by Mr John Craddock for a Temporary Street Trading Licence for a maximum period of 6 months in relation to a pitch measuring 5 x 4 m to be located on the pedestrianised area of High Street, Uxbridge between Marks & Spencer and Greggs Bakery. The proposed pitch would be used to sell fruit and vegetables</p> <p>The proposed hours of trading were for 6am to 7pm, Monday to Saturday only.</p> <p>Introduction by Licensing Officer</p> <p>The Licensing Officer, Stephanie Waterford, introduced the application and report to the Sub-Committee and confirmed that the application had met all Council requirements and that the consultation ended on 30 June 2016.</p>

The Sub-Committee was informed that two letters of objection had been received. One was from Mr Facey, Managing Director of the Uxbridge Market Traders Company (and the second from Mr Bayliss, Centre Manager of the Pavilions Shopping Centre.

Representations made by applicant

Mr Cradduck informed the Sub-Committee that the Temporary Street Trading Licence was required to enable fruit and vegetables to be sold on the pedestrianised area of Uxbridge High Street using a gazebo pop up tent.

Mr Cradduck confirmed that the exact form of the gazebo structure was not yet confirmed and that he would be happy to comply with any Council requirements in this regard. Mr Cradduck also stated that stock would be kept within the Unit under trellis tables and there would be no storage of rubbish on the pitch. The Sub-Committee was informed that it was thought that replenishment of the site would not be necessary during the course of day.

Members queried the proposed operating hours and whether there would be any set up before 6am. In response, Mr Cradduck confirmed that there would be no trading before 6am.

Members also queried how the pitch would affect the running of special events on Uxbridge High Street such as Big Fest, marches and the French Market. In response, Mr Cradduck confirmed that he would be happy to comply with any Council requirements in this regard.

The Chairman queried whether it was possible, given the standard conditions of licence, for trading to take place from 6am when neighbouring shops do not open until 8am. Mr Cradduck confirmed that an 8am start for trading would be acceptable, although he felt that setting up a stall after 8am would be dangerous given the number of pedestrians using Uxbridge High Street at this time.

Mr Cradduck confirmed that the store would only sell fruit and vegetables and that waste would be minimal. The Sub-Committee was informed that the pitch would be cleaned up at the end of the day.

Representations from objectors

Mr Facey informed the Sub-Committee that he had been involved in the management of markets within Uxbridge for 50 years. In relation to the application he questioned whether all products for sale could be contained within the store. Mr Facey considered that it would be necessary to reload on a regular basis and also that cleaning equipment would be required.

Mr Facey queried how this could be safely done when storage facilities were some distance away. Mr Facey stated that he considered the site to be unsuitable and that regular cleaning, including pressure washing would be needed.

Mr Facey also considered that the stall would create rubbish which the applicant would have to deal with. He also stated that he believed that the stall would do nothing to enhance Uxbridge Town Centre and that the fees charged for Street Trading licences significantly undercut those paid by traders at Uxbridge Market.

Discussion

In response to questions about trading hours, Mr Craddock confirmed that trading would not commence before 8am and would finish by 6pm.

In response to questions raised by the Chairman and the Legal Adviser, Mr Craddock confirmed that it would be necessary to replenish the pitch during the course of the day. Mr Craddock confirmed that he would comply with the Council's requirements in this regard and suggested that replenishment could take place using a Dutch trolley. Mr Craddock also confirmed that no vehicles would be used during trading hours.

Closing Remarks

The Sub-Committee heard closing arguments from all parties before retiring to deliberate.

All parties were asked to leave the room while the Sub-Committee considered its decision.

THE DECISION

The Sub-Committee has considered all relevant representations made and, in doing so, has taken into account the London Local Authorities Act 1990 and the Council's Street Trading Policy.

The decision of the Sub-Committee is to grant a temporary street trading licence to the applicant for a 6 month period subject to the Council's Standard Conditions of Licence and the following additional conditions:

- i. Hours of Trading: 8am to 6pm Monday - Saturday**
- ii. The Trader is not granted vehicular access to Uxbridge High Street during trading hours.**
- iii. No stock shall be replenished from vehicular storage.**
- iv. No equipment used for replenishment to be retained on site at any time.**
- v. No trading may take place under this Temporary Street Trading Licence until such time as the trading stall and/or any associated installations or equipment are approved by the Regulatory Services Team.**

The above additional conditions were imposed by the Sub-Committee in accordance with Paragraph 10.7 of the Council's Street Trading Policy in order to protect public safety, to prevent possible public nuisance or environmental damage and to safeguard the appearance of the trading area.

24. APPLICATION FOR A PREMISES LICENCE AT STAYCITY HEATHROW, HIGH POINT VILLAGE, STATION APPROACH, HAYES UB3 4FL

The Sub-Committee gave consideration to an application for a new premises licence application by Staycity Heathrow for a new premises licence at Staycity Heathrow, High Point Village, Station Approach, Hayes UB3 4FL. The application related to the indoor area of the premises for the sale of alcohol, on and off sales and the provision of late night refreshment. The proposed hours for licensable activities were:

Monday - Sunday: 10:00 hrs - 00:30, with proposed opening hours of 06:00 - 01.00 hours Monday - Sunday.

Introduction by Licensing Officer

The Licensing Officer, Stephanie Waterford, introduced the application and informed the Sub-Committee that objections had been received from 3 local residents and that a petition had been received from a further resident. This petition had been signed by 68 persons and opposed the grant of a licence on the basis that local residents might experience nuisance or crime and disorder if a licence was granted. Residents were also concerned that if off sales were permitted this could also give rise to nuisance or crime and disorder.

The Licensing Officer confirmed that no representations had been received from the Police or other responsible authorities.

The Licensing Officer confirmed that the Officer recommendation was for the application to be granted but that it be subject to conditions, as thought appropriate by the Sub-Committee, which could be based on the draft conditions submitted by the Applicant.

Representations made by applicant

Mr Shield informed the Sub-Committee that the Applicant's business was aparthotels in different areas of the world, which offered accommodation with a small kitchenette. The Applicant also had a food and beverage offering including the sale of alcohol. This was predominantly geared to clients staying in the Aparthotel. The Sub-Committee was informed that the Applicant wished to offer this service to non residents as well in order to try and involve the community in the premises.

Mr Shield noted the concerns of residents, but felt that these related to how the premises had previously been run. Members were informed that the licensed areas were detailed in red in the plans contained in the agenda, and that the only point of access to the premises was through the front door area. M

Mr Shield informed the Sub-Committee that the back door area was alarmed. With regard to potential crime and disorder implications, Mr Shield emphasised that there had been no objections from the Metropolitan Police.

The Chairman also stated that no complaints about the premises had been made to the Council's Anti Social Behaviour Unit.

In response to a question from the Chairman, Mr Shield advised that the reason why the Applicant had sought permission for off sales was to enable hotel residents to take a drink from the licensed area to their room. After taking instructions from Mr Lee, Mr Shields confirmed that the Applicant's Business Model was geared for the benefit of hotel residents and that their business did not wish to try and compete with nearby shops.

Mr Shield confirmed that if the issue of off sales was a concern to Sub-Committee, the Applicant would accept a condition which did not permit off sales, provided that the entire internal area of the aparthotel was red-lined to enable hotel residents to take alcohol to guest rooms.

In response to a further question, Mr Lee confirmed that a start time of 6 am was to enable breakfast to be served. The Sub-Committee was informed that this facility would be available to non hotel residents.

Mr Shields clarified that neither the consumption of alcohol nor the smoking of cigarettes would be allowed in external areas of the premises. All consumption of alcohol would be in internal areas and smoking would take place only in the front area adjoining Station Road.

The Chairman also queried whether the Applicant was prepared to participate in the "Challenge 25 Scheme". Mr Lee explained that the Company's training was for "Challenge 21" as this was considered to be more appropriate. However, Mr Lee stated that he would leave this decision to the Chairman.

A Member of the Sub-Committee referred to a conversation she had had with a nearby resident that morning concerning this application. This conversation was described as a conversation in passing at a newsagent. However, after questioning from the Chairman and the Legal Adviser, the Member confirmed that she did not wish to place any additional information before the Sub-Committee.

The Legal Adviser emphasised that the Sub-Committee's decision could only be made on the basis of the information contained in the report or which had come to light during the course of the hearing. All other information had to be disregarded.

The Sub-Committee noted that none of the objectors or lead petitioners were present to address the Sub-Committee. The Sub-Committee confirmed that the relevant representations would be taken into account and weighted when determining the Application.

Discussion

The Sub-Committee noted that the Applicant had sought to address the concerns raised by residents by amending his application.

Consequently the Sub-Committee agreed that the licensing objectives could be upheld by granting the licence, subject to conditions which addressed resident concerns regarding nuisance and disorder. In particular, the Sub-Committee agreed that conditions would be required to ensure that off sales did not contribute to any disorder in the area.

The Sub-Committee noted that the Applicant had agreed to remove the application for off-sales subject to the entire internal premises falling within the red-lined area applicable to any licence that may be granted.

The Sub-Committee also noted a number of conditions volunteered by the Applicant which were aimed at preventing crime and/or disorder. The Sub-Committee concluded that the removal of off sales, the extension of the red-line area and the conditions offered by the Applicant were suitable to address the concerns of residents.

The Sub-Committee noted that the Applicant did not currently participate in the Challenge 25 Scheme, but was advised that requiring such participation by the Applicant might be considered unreasonable. The Sub-Committee accepted this advice, but would nonetheless encourage the Applicant as a responsible business within Hillingdon to adopt the Challenge 25 Scheme so as to bring the Applicant into line with its competitors.

Closing Remarks

The Sub-Committee heard closing arguments from all parties before retiring to deliberate.

All parties were asked to leave the room while the Sub-Committee considered its decision.

THE DECISION

The Sub - Committee has considered all relevant representations made and in doing so has taken into account the Licensing Act 2003, the Guidance issued by the Secretary of State under section 182 of the Act, the Council's Statement of Licensing Policy, the Licensing Objectives and the Public Sector Equality Duty.

The decision of the Sub- Committee is to grant the Premises Licence subject to the conditions:

- 1. The sale of alcohol is authorised between 10h00 and 00:30 daily;**
- 2. The provision of late night refreshment is authorised between 23:00 and 00:30 daily;**
- 3. The premises opening hours shall be 06:00 until 01:00 daily;**
- 4. The premises is not authorised to carry out off sales of alcohol;**
- 5. No resident and/or guest shall remove alcohol and other drinks from the licensed premises**
- 6. The premises area that fall within this licence and which shall be red-lined shall be the entire physical premises of Staycity Heathrow;**
- 7. The premises are authorised to carry out sales of alcohol and provision of late night refreshment from the start of business on New Years Eve until the end of business on New Years Day;**
- 8. All staff will receive training on matters concerning underage sales, drugs policies and operating procedures;**
- 9. Management shall carry out regular checks of all licensable areas in order to ensure that no illegal drugs are used or found on the premises. All illegal drugs seized shall be stored securely and handed to the police.**
- 10. The premises shall operate a proof of age scheme and require photographic identification from any person who appears to be under the age of 25.**
- 11. CCTV will be installed with recording facilities. Such recordings shall be retained for a period of 31 days and made available, within a reasonable time, upon request by the police and Council officers.**
- 12. Prominent, clear and legible notices shall be displayed at all exits requiring the public to respect the needs of local residents and to leave the premises quietly. Patrons will be encouraged by staff to leave quietly and respect the interests of any nearby premises.**
- 13. The door numbered EDP 04 shown on the map at page 76, being a fire door, shall be alarmed at all times in the same way that all other fire doors in the premises.**

The meeting, which commenced at 2.00pm, closed at 5.20pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Democratic Services on 01895 250833. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

The public part of this meeting was filmed live on the Council's YouTube Channel to increase transparency in decision-making, however these minutes remain the official and definitive record of proceedings.

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Minutes

LICENSING SUB-COMMITTEE

13 September 2016

Meeting held at Committee Room 5 - Civic Centre, High Street,
Uxbridge UB8 1UW



	<p>Committee Members Present: Councillors David Yarrow (Vice-Chairman) Brian Stead Janet Gardner</p> <p>Witnesses Present:</p> <p>LBH Officers Present: Luke Taylor, Democratic Services Officer Ian Meens Beejal Soni</p> <p>Also Present:</p>
1.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Cllr Gilham and Cllr Allen. Cllr Yarrow and Cllr Gardner were substitutes.</p>
2.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
3.	<p>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 (<i>Agenda Item 3</i>)</p> <p>It was confirmed that items marked Part I would be considered in public, and items marked Part II would be considered in private.</p>
4.	<p>MATTERS THAT HAVE BEEN NOTIFIED IN ADVANCE OR URGENT (<i>Agenda Item 4</i>)</p> <p>None.</p>
5.	<p>PREMISES LICENCE IN RESPECT OF VILLAGE CAFE, HIGH POINT VILLAGE, HAYES, UB3 4FL (<i>Agenda Item 5</i>)</p> <p><i>Introduction by Licensing Officer</i></p> <p>Ian Meens, Licensing Officer at London Borough of Hillingdon, introduced the report relating to an application for the grant of a new Premises Licence in respect of the</p>

proposed premises, known as Village Cafe, situated at High Point Village, Hayes, UB3 4FL. The application had been made by the premises occupier, Mr Heval Sevhat.

The premises were a ground level lock-up shop consisting of two units in a relatively new build site. The applicant was one of the first to occupy a ground-floor unit that developers designed and incorporated into the site for business use. There is an outside area available for use that was part of a much larger central square built into the design. The application sought to license the area of the shop which had been operated as a café for about a month.

The new application sought to licence a café, being a food-led operation with the ability to serve alcohol, and provide hot food or drink, with alcohol being seen as secondary and complimentary, but not regulated as such. The proposed times for the sale of alcohol were between 10:00 and 22:30 from Sunday to Thursday, and between 10:00 and 23:00 on Friday and Saturday, and the application also proposed late night refreshment could be served between 23:00 and 00:00 from Thursday to Saturday.

It was noted that there was an addendum for the application, based on a submission from the applicant via e-mail, dated 24 August 2016. This outlined a plan of the area immediately outside the café building to demonstrate the area the applicant has available to use for outside seating. The addendum also included a minor adjustment reducing the original times requested for serving alcohol and opening, with the premises closing no later than 23:00. The Committee heard that this change in times was significant to the license application for late night refreshment, as this was only applicable when served between 23:00 and 05:00.

From the original application, the premises appears to be the shop alone, but addition of the seating area outside in the addendum and the change to opening hours should be taken into account when defining the area for the sale and consumption of alcohol and the application for late night refreshment.

The application had been put before the Sub-Committee due to the receipt of a number of representations that were made in relation to the application. There were five representations in total, all from local residents who live in the blocks of flats above or opposite the café, who stated concerns in relation to the application.

The Committee was invited to determine the application, and either grant, refuse, or amend the application as applied for.

Representation by the Applicant

Mr Sevhat addressed the Sub-Committee, and confirmed that he had been in the area for 13 years and previously ran the Hevalo Cafe on the High Street, and provided sandwiches to the civic centre.

The applicant stated that the representations were based on the assumption of noise concerns, as there had been no issues since opening, but confirmed that he had taken them into account and changed the opening times on his application. The licence application now proposed the last sale of alcohol takes place at 22.00, with the premises closing at 23.00. Mr Sevhat also confirmed that he would put up signs and staff would ask customers to leave the premises quietly. The Sub-Committee also heard that there were over 400 flats in the area, and five objections were very low as a percentage of those who live in the area.

Mr Sevhat told the Sub-Committee that there was an aim to improve night-time business in Hayes, but there were still very few businesses open after 17.00, and a

lack of places for people to sit and eat dinner with alcohol.

In response to a question from the Chairman, the applicant confirmed that there had been no actions in the surrounding area to cause concern during the café's first few weeks in operation, and that past experience in the area was possibly the reason for the objections, as well as youths gathering opposite the canal which lent itself to perceptions of crime in the area.

Members expressed concern that the square on which the site is located can act as an echo chamber, and if customers are noisy when leaving the site, the noise will carry. It was also noted that some residents have balconies that are close to the café.

The applicant confirmed that the design of the area does mean that noise carries through the square, but guests would be encouraged to leave the area quietly. Mr Sevhat stated that it was his belief that High Point Village and the square was designed to be an asset to the community, and that people would always gather in the square as that was the reason for its design. People may wish to sit outside to enjoy the area, and there is even a carnival planned in the square for later in the year. While the applicant noted that the staff will do what they can to reduce noise resonating from customers, he commented that noise will come from the square regardless of whether there is a café with an outside area open there. However, Mr Sevhat also stated that there were security cameras next door which would police the area and hope to prevent anti-social behaviour.

Discussion

The Chairman welcomed the applicant's comments on signage and cameras, and stated that the area was designed as a public square, but that noise would have to be monitored to ensure there was no late-night impact on residents. The Chairman also stated that while there is currently no evidence of issues in the area, there was a fear that noise nuisance may increase if alcohol is involved and the owner must ensure the business functions well in the community without a detrimental impact on local residents. However, the Chairman also noted that the windows of the residential building were acoustically sealed to prevent excessive noise nuisance.

Responding to questions from Officers, the applicant confirmed that the café had been open for three weeks and the outside area was part of the premises under the lease. Mr Sevhat also confirmed that the latest he had left the premises was 22.55, and if the premises closed at 22.00, then the last orders were placed at 21.45, with the final extraction at 22.30.

The legal advisor commented that if the licence was granted, orders could not be made outside as that would be outside the licence, and questioned if there any plans to introduce a table service. Mr Sevhat stated that orders must be made inside the premises, and then food and drink would be delivered to the customer by table service. The applicant also confirmed that there were no plans to introduce table service, although if there was enough public demand for the changes it would be considered. Mr Sevhat confirmed that if this was the case, he would apply for a licence for this, but for now there were no plans for table service.

In response to queries from the legal advisor, Mr Sevhat confirmed that the changes to opening times meant he was withdrawing his application for late night refreshment and that he had no objection to including the outside area within the boundary of licensable activity taking place. Mr Sevhat had applied for an off license because the outside seating was not included within the boundary of the licensed premises. Should this be

changed, he agreed there was no need for an off license.

The Chairman confirmed that during deliberation, the residents' representations that were received would be discussed and considered in any decision that was made.

Committee Deliberation

All parties were asked to leave the room while the Sub-Committee considered its decision.

All parties were invited back into the room for the Chairman to announce the decision of the Sub-Committee.

The Decision

RESOLVED:

The Sub-Committee considered all the relevant evidence made available to it, and in doing so took into account the Licensing Act 2003 objective to prevent public nuisance, Sections 2, 3 and Paragraphs 10.8 and 10.9 of the Guidance issued by the Secretary of State under Section 182 of the Act, Paragraphs 14.5-14.10 and 17.1 and 17.2 of the Council's Statement of Licensing Policy. The Sub-Committee has carefully considered its decision, taking into account residents concerns and the demands of the legislation.

The decision of the Sub-Committee is to grant the licence subject to the following conditions:

- 1. The Sale of alcohol is authorised between 10h00 and 22h00 Monday-Sunday;**
- 2. The opening times of the premises shall be 07h00-23h00 Monday-Sunday;**
- 3. Non-standard timings are not granted to the premises;**
- 4. The licensing premises is extended to include the outer seating area which forms part of the Applicant's lease.**
- 5. The conditions specified in Appendix 1 are accepted as conditions of the licence;**
- 6. Staff and management of the premises shall ensure patrons leave the premises in a quiet manner.**

The Sub-Committee has based its decision on the requirement to prevent nuisance. It is confirmed that the licence that does not include late night refreshment and off sales.

The meeting, which commenced at 2.00 pm, closed at 3.05 pm.

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