



HILLINGDON
LONDON

Licensing Committee

Date: THURSDAY, 11 JULY 2019

Time: 10.00 AM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

**Meeting
Details:** Members of the Public and
Media are welcome to attend
this meeting and observe the
public business discussed.

To all Members of the Committee:

Roy Chamdal (Chairman)
Teji Barnes (Vice-Chairman)
Lynne Allen
Simon Arnold
Janet Gardner
Patricia Jackson
Allan Kauffman
Eddie Lavery
Brian Stead
John Oswell

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Putting our residents first

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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 meeting held on 8 January 2019 1 - 6
- 4 To agree the minutes of the meeting held on 9 May 2019 7 - 8
- 5 To confirm that the items of business marked Part 1 will be considered in public and that the items of business marked Part 2 in private

Part 1 - Members, Press and Public

- 6 Presentation from the Council's Noise Team
- 7 Statement of Gambling Policy consultation (following Cabinet approval to consult) 9 - 68
- 8 Gambling Operator Practices and Local Gambling Update 69 - 118
- 9 Licensing Act Training for Members (verbal update)
- 10 Committee Forward Planner 119 - 122

Part 2 - Private and Not for Publication

11 Ratification of past Sub-Committee Minutes

123 - 162

The report listed above in Part 2 is not made public because it contains exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

12 Any items the Chairman agrees as urgent and relevant

Minutes

Licensing Committee
Tuesday, 8 January 2019
Meeting held at Committee Room 6 - Civic Centre,
High Street, Uxbridge



Members Present:

Roy Chamdal (Chairman)
Teji Barnes (Vice-Chairman)
Lynne Allen
Simon Arnold
Janet Gardner
Patricia Jackson
Allan Kauffman
Eddie Lavery
Brian Stead
John Oswell

In attendance:

PC Daragh Smith, Metropolitan Police Service
PC Emly Mitchell, Metropolitan Police Service
Various Metropolitan Police Officers
Mrs Sue Murphy, ARCH
Mark Braddock, Democratic Services
Stephanie Waterford, Licensing Services Manager
Lois King, Principal Licensing Officer
Jhini Mukherjee, Licensing Officer
Nicole Cameron, Legal Advisor

15. APOLOGIES FOR ABSENCE

All Members were present.

16. DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING

No interests were declared by Members present.

17. TO AGREE THE MINUTES OF THE MEETING HELD ON 12 JULY 2018

The minutes of the meeting held on 12 July 2018 were agreed as a correct record.

18. TO CONFIRM THE ITEMS OF BUSINESS MARKED PART 1 WILL BE HELD IN PUBLIC AND ANY IN PART 2 WILL BE HELD IN PRIVATE

Reports to be considered in public and private were agreed as set out on the agenda for the meeting.

19. PRESENTATION ON LOCAL ALCOHOL ADDICTION SUPPORT SERVICES FROM ARCH

The Committee received a presentation from Sue Murphy, Sector Manager for ARCH (Addiction Recovery Community Hillingdon). Mrs Murphy outlined the role of the service supporting residents with alcohol addiction issues. This included:

- Insights into those admitted to Accident and Emergency and how the service worked closely with hospitals. It was noted general trends showed that the number of under 18s admitted with alcohol related issues was lower than the England average.
- The pathway programs run by ARCH, in particular those for young people, adults and through the criminal justice system.
- The role of the Outreach Team targeting hotspot areas, homeless people and street drinkers.
- The medical equipment available to provide quick blood test and liver scanning results, which had helped clients ensuring early intervention for longer-term illnesses.
- Information about Detox and a small number of residential rehabilitation services available.
- Issues with older people, their mobility and the stigma associated with alcohol abuse, where ARCH provided home visits to assist.
- A range of facts and figures about the service, including Hillingdon vs national trends.

Members welcomed the presentation which they believed clearly showed the important work delivered by ARCH to the community. Members sought details of the number of homeless people ARCH had supported and Mrs Murphy undertook to provide this data.

In particular, Members appreciated the work undertaken to support homeless street drinkers. However, it was considered more collaboration with ARCH by the Police and Licensing Services would be beneficial to provide greater intelligence and intervention on this matter. It was agreed by those present to strengthen their contact with each other with regard to street drinking and homelessness.

Members thanked Mrs Murphy for her insightful presentation.

20. TEST PURCHASES FOR UNDER AGE SELLING OF ALCOHOL & OPERATION NEBULA UPDATE FROM POLICE TO MEMBERS

The Committee received an update from the Police on Operation Nebula which ran during the summer of 2018, heralding a unique joint operation with the Council's Trading Standards Team to covertly test purchase all 269 off-licenses across the Borough for the under-age selling of alcohol.

It was noted that 32 premises had failed the test and were issued with a Fixed Penalty Notice. A follow-up visit had then taken place at all 32 premises, where only 1 failed a second time which the Police would consider for further investigation. The

Police commented that this was the first operation of its kind in London, targeting all premises in a borough.

Members congratulated the Police and Trading Standards, but noted that despite the success, there were still a minimum of 12% of premises potentially selling alcohol to under-age children. The Committee noted that larger establishments, such as supermarkets, had not been visited as part of the operation, with the Police stating that this was in part due to their higher level of staff training and checks. However, Members sought a reassurance that larger premises would not be overlooked going forward.

21. LICENSED RETAIL TRAINING & QUALIFICATIONS

The Licensing Services Manager presented a report to the Committee on the different levels of training courses and qualifications available for the Licensed Retail and the Hospitality sector. Members noted that the minimum legal requirement to be specified as a Designated Premises Supervisor on a Premises Licence, was the Level 2 Award for Personal Licence Holders.

Members appreciated the information, in particular for use at Licensing Sub-Committee hearings, in order to better understand the level of skill and knowledge operators should have.

RESOLVED:

That the Committee note the information and request the full training booklet be circulated to Licensing Committee Members.

22. AIRSIDE ALCOHOL LICENSING AT INTERNATIONAL AIRPORTS

The Legal Advisor updated the Committee on HM Government's consultation in relation to airside alcohol licensing at international airports in England and Wales. The Police present informed Members that they had worked closely with Heathrow Airport Limited both land and airside and had introduced a yellow card system for venues that failed to meet the required standards. Members appreciated that it was difficult at this time to ascertain the extent of any issues at the airport. However, given the possibility of implications for the Council with Heathrow Airport in its boundary, it was agreed that the Licensing Services Manager should ensure the Council responds to the consultation via the relevant Cabinet Member.

RESOLVED:

That the Committee note the report and request the Licensing Services Manager liaises with the Cabinet Member regarding the Council responding to the consultation.

23. LEGISLATIVE AND INDUSTRY UPDATE

The Legal Advisor updated the Committee on a recent licensing appeal considered by the High Court regarding the London Borough of Lambeth's decision to revoke the Premises Licence of a 24-hour convenience store. It was noted that the applicant appealed the decision and the Magistrates Court upheld the appeal and ordered the London Borough of Lambeth to pay legal costs. Subsequently, the London Borough of Lambeth appealed the decision to the High Court, where the High Court upheld Lambeth's appeal.

The Legal Advisor informed Members that the decision provided confirmation that a Magistrates Court, when hearing a licensing appeal, should not substitute its view for that of a local authority unless it is clearly satisfied that the original decision was wrong and that they should have sufficient reasons to justify its decision.

Members welcomed the judgement.

RESOLVED:

That the Committee note the report.

24. COMMITTEE FORWARD PLANNER

The Committee looked ahead at planned business and suggested the following topics for future meetings:

- Shisha in the Borough: an update and;
- Wider licensing activities undertaken by the Council.

The Senior Democratic Services Manager noted that the Committee should ensure future topics raised fall under the Committee's specific licensing responsibilities.

RESOLVED: That the Committee note the updated Forward Planner.

25. RATIFICATION OF PAST SUB-COMMITTEE MINUTES

The Committee agreed to update the usual report presented on this item to include a commentary on each application in order to provide a useful summary and salient points for wider Member knowledge or consideration. Subject to a minor change, the Committee noted the decisions and agreed the minutes of previous Licensing Sub-Committee hearings as correct records.

RESOLVED:

Subject to a change in the minutes to state that Councillor Lynne Allen disagreed with the Licensing Sub-Committee's decision on 8 November 2018, the Committee, with the agreement of Members present at the following Sub-Committees that they are a correct record, ratified the following minutes:

- a) Licensing Sub-Committee 11 July 2018 at 10am (Part 1)
- b) Licensing Sub-Committee 11 July 2018 at 2pm (Part 1)
- c) Licensing Sub-Committee 24 July 2018 at 10am (Part 1)
- d) Licensing Sub-Committee 24 July 2018 at 2pm (Part 1)
- e) Licensing Sub-Committee 2 August 2018 (adjourned) and reconvened 24 September 2018 at 2pm (Part 1 and Part 2)
- f) Licensing Sub-Committee 2 August 2018 at 2pm (Part 1)
- g) Licensing Sub-Committee 13 August 2018 (Part 1)
- h) Licensing Sub-Committee 8 November 2018 (Part 1)

This item was considered privately in Part II as it contained restricted minutes for approval, which included information revealing the identify of individuals and information relating to action taken or to be taken in connection with the prevention, investigation or prosecution of crime. That the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraphs 2 & 7 of Part 1 of Schedule 12A to the Local Government [Access to Information] Act 1985 as amended).

26. ANY ITEMS THE CHAIRMAN AGREES AS URGENT AND RELEVANT

No additional items were considered by the Committee.

The meeting closed at 11:25am

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Minutes

Licensing Committee

Thursday, 9 May 2019

**Meeting held at Council Chamber - Civic Centre,
High Street, Uxbridge**



Members Present:

Councillors Roy Chamdal (Chairman)

Teji Barnes (Vice-Chairman)

Lynne Allen

Simon Arnold

Allan Kauffman

Eddie Lavery

Carol Melvin

John Oswell

Brian Stead

Apologies:

Janet Gardner

1. ELECTION OF CHAIRMAN

RESOLVED: That Councillor Chamdal be elected as Chairman of the Licensing Committee for the 2019/20 municipal year.

2. ELECTION OF VICE-CHAIRMAN

RESOLVED: That Councillor Barnes be elected as Vice-Chairman of the Licensing Committee for the 2019/20 municipal year.

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STATEMENT OF GAMBLING POLICY CONSULTATION

Committee name	Licensing Committee
Officer reporting	Stephanie Waterford, Residents Services
Papers with report	Appendix A - Overview of proposed policy changes Appendix B - Draft 2019 Gambling Policy
Ward	All

HEADLINES

This report is to consult with and invite comments from the Licensing Committee on the updated draft Statement of Gambling Policy (policy framework) out for consultation.

This Policy is deemed as 'Policy Framework' under the Council's constitution and so requires approval by full Council.

RECOMMENDATIONS:

That the Committee considers the revisions to the Statement of Gambling Policy and offers comments to be considered by Cabinet at the end of the consultation period.

SUPPORTING INFORMATION

The Council is required to review its licensing policies at regular intervals to ensure that it is carrying out licensing functions in accordance with current legislation. During this review, consideration has been given to how changes might improve the way in which services are being delivered, to make them more efficient and customer friendly.

A draft policy has been produced which now needs to be consulted upon, prior to final consideration by Cabinet or adoption by full Council.

The Gambling Act 2005 regulates gambling activity such as betting shops, bingo halls and gaming machines. There has been little change to gambling legislation since 2016, therefore very few changes are proposed to the policy. Should substantial changes to legislation occur, the Council may review the Gambling Policy at any time.

Relevant appendices are:

- An overview document detailing the proposed changes is attached at **appendix A**.
- The draft policy, attached at **appendix B**

The proposed timetable for policy implementation is set out below:

20 th June 2019	Draft Policies to Cabinet.
27 th June 2019	Consultation period starts
11 th July 2019	Licensing Committee
18 th July 2019	Residents, Education & Environmental Services Policy Overview Committee
8 th August 2019	Consultation period ends
26 th September 2019	Final policy to Cabinet post-consultation
21 st November 2019	Statement of Gambling Policy considered at Full Council.

Implications on related Council policies

The proposed Statement of Gambling policy is a policy framework document under the Council's Constitution. As such, Cabinet is required to approve them in draft form with a timetable to include a period of formal consultation (minimum 6 weeks), to include Licensing Committee and the relevant Policy Overview Committee. Cabinet will then consider the responses of the consultation before deciding whether or not to recommend them to full Council for adoption.

How this report benefits Hillingdon residents

The regular review and adoption of the Statement of Gambling Policy ensures that the gambling licensing framework are up to date and effective in ensuring a safe and regulated environment for service users of gambling establishments. It will also ensure that there are methods for robust enforcement and review of problem gambling premises.

Financial Implications

Corporate Finance has reviewed the report and confirms that there are no direct financial implications arising from the recommendations in this report.

Legal Implications

The Borough Solicitor confirms that the consultation process outlined in the report complies with the requirements of section 349 of the Gambling Act 2005. Further legal advice will be given as necessary when the outcome of the consultation is reported to Cabinet.

BACKGROUND PAPERS

NIL

Appendix A - Overview of proposed policy changes

The Council is required by the Gambling Act 2005 to review the Statement of Gambling Policy every three years. The current policy was adopted by full council in 2016 and therefore requires updating and adopting in 2019.

In the intervening time there have been only minor changes to legislation and as such there are very few changes proposed to this policy. Text additions and changes are identified in bold and deletions struck through.

The current policy works well and acts as a valuable framework for ensuring the principles of the legislation are upheld.

Policy amendments are shown in ~~striketrough~~ text and additions are shown in **bold**.

- Para 1.8 - List of consultees has been updated
- Para 1.19 - Update to name of Government Department for Digital Culture, Media & Sport
- Para 1.38 - Data Protection Act 2018 legislation update
- Para 2.18 - Specific reference to 'airport terminals' included when assessing impacts of gaming machines in public places
- Para 6.7 - Categories of gaming machines amended to reflect new limit on B2 Stakes which came into force April 2019.
- Appendix B - Responsible Authority contact details updated

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HILLINGDON

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Statement of Gambling Policy
The Gambling Act 2005

DRAFT - 2019 - 2022

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PART 1 THE GAMBLING ACT 2005

INTRODUCTION

- 1.1 The London Borough of Hillingdon Council is the Licensing Authority under the Gambling Act 2005. This means that the Council is responsible for granting Premises Licences in respect of betting premises, bingo premises, casino premises, adult gaming centres and family entertainment centres as well as issuing a range of gaming permits and other authorisations for gambling within the Borough. As Licensing Authority, we are also empowered under the Act to impose conditions and review licences, as well as take enforcement action when an offence under the Act has been committed or when premises or activities are unlicensed, or licence conditions are not complied with. This is coupled with powers of entry and inspection to ensure compliance.

The Licensing Framework

- 1.2 In exercising most of our decision-making functions we **must** have regard to the three Licensing Objectives set out in Section 1 of the Gambling Act, namely:
- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
 - Ensuring that gambling is conducted in a fair and open way
 - Protecting children and other vulnerable persons from being harmed or exploited by gambling
- 1.3 We are also bound by section 153 of the Act, which requires us, in making decisions concerning Premises Licences and Temporary Use Notices, to aim to permit the use of premises for gambling insofar as we think fit, subject to such decisions being:
- In accordance with any relevant code of practice issued by the Gambling Commission
 - In accordance with any relevant guidance issued by the Gambling Commission
 - Reasonably consistent with the licensing objectives; and
 - In accordance with this Statement of Licensing Principles

The Policy

- 1.4 Section 349 of the Act requires us to publish a *Statement of Principles* (or policy) that we will apply when exercising our various functions under the Act. This Statement of Principles fulfils that statutory requirement and details throughout

the document the Council's general approach to the making of licensing decisions.

- 1.5 Nothing in this policy will override the right of any person to make an application under the Act and have that application considered on its individual merits. Equally, nothing in this policy will undermine the right of any person to make representations on an application, or seek a review of a licence where there is a legal power to do so.
- 1.6 This document should be read in conjunction with the Act, Regulations made under the Act and Guidance issued by the Gambling Commission. Our Statement of Principles is designed to be a strategic (Gambling) Licensing Policy, not an operational guide to the Gambling Act or a guide to the application process.
- 1.7 This policy is supplemented by guidance documents for residents and the trade on the application and licensing process. These documents will assist applicants and objectors in understanding their rights and responsibilities under the Act in respect of:
 - Applying for licenses and other gambling permissions.
 - Making representations.
 - Complaints about a premises licensed under the Act and review rights.
 - Committee hearings and the decision making process.
 - The information is available on the Council's website or on request by contacting the Licensing Authority.

CONSULTATION

- 1.8 The Council has, in accordance with the section 349(3) of the Gambling Act, consulted with:
 - a. London Borough of Hillingdon Council Licensing Authority
 - b. The Gambling Commission
 - c. The Chief Officer of Police for the London Borough of Hillingdon ~~(where relevant, Chief Officer of Police for Heathrow)~~ London Fire & Emergency Planning Authority, Hillingdon Fire Station
 - d. London Borough of Hillingdon Council Planning Authority
 - e. ~~London Borough of Hillingdon Council Environmental Protection Unit (i.e. authority responsible for pollution and harm to human health)~~ Hillingdon Local Safeguarding Board
 - f. HM Revenue and Customs
 - g. Authority for Vulnerable Adults

- h. A Licensing Authority in whose area the premises are situated (*i.e. the Council itself and also any adjoining Council where premises straddle the boundaries between the two*).
 - i. Persons who appear to this authority to represent the interests of persons carrying on gambling businesses in the borough of Hillingdon and neighbouring boroughs
 - i. Persons who appear to us to represent the interests of persons who are likely to be affected by the exercise of this authority's functions under the Gambling Act 2005
- 1.9 A comprehensive list of the persons and/or bodies we have consulted is attached at Appendix A. A summary of the consultation responses can be found on the Council's website. The full list of comments made and consideration given to those responses is available on request by contacting the Authority's Licensing Service.
- 1.10 Our consultation took place between **27th June and 8th August 2019** ~~5th October and 20th November 2015~~ ~~the HM Government Code of Practice on Consultation (published July 2008) was followed.~~
- ~~1.11 This Policy was approved by Council. It was published on our website. Copies are available from the Council's Regulatory Services Team.~~

DECLARATION

- 1.12 In producing the final Statement of Principles, this Licensing Authority declares that it has had regard to the Licensing Objectives and the Gambling Act 2005, the Guidance issued by the Gambling Commission and responses from those consulted on the policy statement.

AUTHORISED ACTIVITIES

- 1.13 Gambling' is defined in the Act as either gaming, betting or taking part in a lottery:
- (i) Gaming means playing a game of chance for a prize
 - (ii) Betting means making or accepting a bet on the outcome of a race, competition, or any other event; the likelihood of anything occurring or not occurring; or whether anything is true or not true
 - (iii) A Lottery is where persons are required to pay in order to take part in an arrangement, during the course of which one or more prizes are allocated by a process that relies wholly on chance.

- 1.14 Private gaming in private dwellings and on domestic occasions is exempt from licensing or registration providing that no charge is made for participating; only equal chance gaming takes place; and it does not occur in a place to which the public have access. Domestic betting between inhabitants of the same premises or between employees of the same employer is also exempt.
- 1.15 Non-commercial gaming and betting (where no parts of the proceeds are for private gain) may be subject to certain exemptions. Further advice should be sought from the Council's Regulatory Service Team where appropriate.

LICENSING AUTHORITY FUNCTIONS

- 1.16 Under the Act, the Council will be responsible for:
- Licensing of premises where gambling activities are to take place by issuing premises licences.
 - Issuing Provisional Statements.
 - Regulating Members' Clubs and Miners' Welfare Institutes who wish to undertake certain gaming activities via issuing club gaming permits and/or club machine permits.
 - Issuing Club Machine Permits to commercial clubs.
 - Granting permits for the use of certain lower stake gaming machines at unlicensed Family Entertainment Centres.
 - Receiving Notifications from Alcohol Licensed premises (under the Licensing Act 2003) of the use of two or less gaming machines.
 - Granting licensed premises gaming machine permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where more than two machines are required.
 - Registering Small Society Lotteries below prescribed thresholds.
 - Issuing Prize Gaming Permits.
 - Receiving and endorsing Temporary Use Notices.
 - Receiving Occasional Use Notices.
 - Providing information to Gambling Commission regarding details of Licenses issued (see section on Information Exchange).
 - Maintaining Register of Licenses and Permits issued under these functions.
 - Exercising its powers of enforcement under the Act in partnership with the Gambling Commission and other relevant responsible Authorities.
- 1.17 It should be noted that licensing authorities are not involved in licensing remote gambling at all, which is regulated by the Gambling Commission via operating licenses.

RESPONSIBLE AUTHORITIES

- 1.18 These are generally public bodies that must be notified of all applications and who are entitled to make representations to the Council if they are relevant to the licensing objectives.
- 1.19 Within the meaning of Section 157 of the Act, those authorities are:
- a) London Borough of Hillingdon Council Licensing Authority.
 - b) The Gambling Commission.
 - c) The Chief Officer of Police for the London Borough of Hillingdon (where relevant, Chief Officer of Police for Heathrow).
 - d) London Fire & Emergency Planning Authority, Hillingdon Fire Station.
 - e) London Borough of Hillingdon Council Planning Authority.
 - f) London Borough of Hillingdon Council Environmental Protection Unit (*i.e. authority responsible for pollution and harm to human health*).
 - g) Hillingdon Local Safeguarding Board.
 - h) HM Revenue and Customs.
 - i) Authority for Vulnerable Adults.
 - j) A Licensing Authority in whose area the premises are situated (*i.e. the Council itself and also any adjoining Council where premises straddle the boundaries between the two*).

For Vessels only:

Section 211(4) of the Act provides that the following are Responsible Authorities in addition to the authorities listed under section 157 of the Act:

- (a) The Navigation Authority (*whose statutory functions are in relation to waters where the vessel is usually moored or berthed*)
 - (b) The Environment Agency,
 - (c) British Waterways and
 - (d) The Secretary of State for **Digital**, Culture, Media and Sport (DDCMS).
- 1.20 Subject to any other person being prescribed in Regulations by the Secretary of State. The contact addresses for these authorities are illustrated at Appendix C, or available via the Council's website.

DESIGNATED BODY PROTECTING CHILDREN FROM HARM

- 1.21 The Council is required by regulations to state the principles it will apply in exercising its powers under Section 157(h) of the Act to designate, in writing, a body which is competent to advise the Licensing Authority about the protection of children from harm.
- 1.22 The principles are that:

- (i) The designated body must be responsible for an area covering the whole of the Licensing Authority's area.
 - (ii) The designated body must be answerable to democratically elected persons, rather than any particular vested interest group etc.
- 1.23 In accordance with the Gambling Commission's Guidance for local authorities this authority designates the Local Safeguarding Children Board for this purpose.
- 1.24 The remit of the Board is to co-ordinate and scrutinise arrangements for safeguarding and promoting the welfare of Hillingdon's children. It operates throughout the Borough, is responsible for the area covered by the Licensing Authority and this Policy; and has specialist knowledge and experience in the protection of children to fulfil this role.

INTERESTED PARTIES

- 1.25 Interested parties can make representations about licence applications, or apply for a review of an existing licence. (see annex A with regard to Councillors making representations). For the purposes of the Gambling Act 2005 interested parties will include persons who:
- (i) Live sufficiently close to premises carrying out gambling activities.
 - (ii) Have business interests that might be affected; and
 - (iii) Represent persons listed above.
- 1.26 We are required by regulations to state the principles we will apply in exercising our powers under the Gambling Act 2005 to determine whether a person is an interested party. This Licensing Authority's principles are set out in the following paragraphs:
- 1.27 Each case will be decided upon its merits. We will not apply a rigid rule to our decision- making. In the case of doubt, the benefit will be given to the party making the representation until the contrary can be shown.
- 1.28 Interested parties can include trade associations and unions; and residents' or tenants' associations, providing that they can show they represent someone who would be classed as an interested party in their own right. Within the meaning of the Act, interested parties can also be persons who are democratically elected such as Councillors and MPs.
- 1.29 Generally, the principles we will apply when deciding whether or not a person is an interested party will include looking at the size of the premises where larger premises may be considered to affect people over a broader geographical area compared to smaller premises offering similar facilities and the nature of the

activities being conducted on the premises. As to the different elements of the definition of “Interested Party”, the Licensing Authority will take into account the following specific matters of principle:

1.30 Persons living "Sufficiently Close"

The Licensing Authority recognises "sufficiently close to be likely to be affected" could have a different meaning for, for instance, a private resident, a residential school for children with problems and a residential hostel for vulnerable adults and will therefore deal with each representation on its individual merits.

1.31 In determining whether someone lives sufficiently close to a particular premises as to likely to be affected by the authorised activities the Council may take account of the:

- (i) Size of the premises.
- (ii) Nature of the premises.
- (iii) Nature of the authorised activities being proposed.
- (iv) Distance of the premises from the person making the representation.
- (v) Characteristics of the complainant.
- (vi) Potential impact of the premises.

1.32 Persons with business interests likely to be affected

With regard to those persons with business interests that could be affected, the Licensing Authority will (in addition to factors set out in paragraph 1.38 above) need to be satisfied that the relevant business is indeed likely to be affected and the following factors will therefore be taken into account:

- i) The ‘catchment’ area of the premises (i.e. how far people travel to visit);
- ii) Whether the person making the representation has business interests in that catchment area that might be affected.
- iii) Whether or not the representation is purely based on ‘competition’ as the Licensing Authority does not consider this to be a relevant representation.

1.33 Persons/bodies representing persons named above

With regard to persons representing persons living sufficiently close and persons having business interests that may be affected, the Licensing Authority will include trade associations and unions.

1.34 Where a Councillor represents an interested party, in order to avoid conflict of interest, the Councillor cannot be part of the Licensing Committee dealing with the licence application. When in doubt, Councillors are asked to contact the Council's Legal Services to gain further advice.

- 1.35 Other than Councillors and MPs, this authority will require written evidence that a person represents someone who either lives sufficiently close to the premises to be likely to be affected by authorised activities and/or business interests that might be likewise affected. A letter from one of these persons confirming their wish to be represented will be sufficient.

Exchange of Information

- 1.36 Under the Gambling Act, we will have a key role in providing information to the Gambling Commission to assist it in carrying out its functions. This Licensing Authority recognises the need to work closely with the Gambling Commission in exchanging information as and when required.
- 1.37 As Licensing Authority we are required to include in our policy statement the principles we intend to apply in exercising the functions under sections 29 and 30 of the Act with respect to the exchange of information between us and the Gambling Commission, and the functions under section 350 of the Act with the respect to the exchange of information between us and the other persons listed in Schedule 6 to the Act.

Statement of Principles

- 1.38 This Licensing Authority will act in accordance with the provisions of the Gambling Act 2005 in its exchange of information which includes the provision that the Data Protection Act **2018** will not be contravened. The Licensing Authority will also have regard to any Guidance issued by the Gambling Commission to Local Authorities on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.
- 1.39 Details of applications and representations which are referred to a Licensing Sub-Committee for determination will be published in reports that are made publicly available in accordance with the Local Government Act 1972 and the Freedom of Information Act 2000. Personal details of people making representations will be disclosed to applicants and only be withheld from publication on the grounds of personal safety where the Licensing Authority is asked to do so.
- 1.40 The Licensing Authority will normally share the information it holds about licensed premises with the Gambling Commission, Local Police Enforcement in Hillingdon; and with other Responsible Authorities where there is a need for exchange of information on specific premises.
- 1.41 We are aware that the Gambling Commission recommends in its Guidance to Local Authorities that a Protocol for the sharing of such information should be established between, us, the Licensing Authority, the Gambling Commission

itself and relevant Responsible Authorities in order to target agreed problem and high risk premises that require greater attention while providing a lighter touch in respect of well-run, low risk premises.

Enforcement

1.42 Licensing authorities are required by regulation under the Gambling Act 2005 to state the principles to be applied by the authority in exercising the functions under Part 15 of the Act with respect to the inspection of premises; and the powers under section 346 of the Act to institute criminal proceedings in respect of the offences specified.

1.43 This Licensing Authority's principles are that:

- (i) It will be guided by the Gambling Commission's Guidance for local authorities and it will endeavour to be:
 - Proportionate: we will only intervene when necessary, remedies will be appropriate to the risk posed, and costs identified and minimised.
 - Accountable, with decisions being justifiable, and be subject to public scrutiny.
 - Consistent: rules and standards will be joined up and implemented fairly.
 - Transparent and Open: Licence conditions will be kept simple and user friendly.
 - Targeted: regulation will be focused on the problem, and minimise side effects.
- (ii) The Council will avoid duplication with other regulatory regimes so far as possible.
- (iii) This licensing authority will also keep itself informed of developments as regards the work of the Better Regulation Executive in its consideration of the regulatory functions of local authorities.
- (iv) We note the Gambling Commission's guidance that: in order to ensure compliance with the law, this Licensing Authority must prepare a Risk - based Inspection Programme and that we carry out regular 'routine' day time programmed inspections, based on risk assessment in the categories High, Medium and Low; and that we also carry out 'non routine' evening programmed inspections. Where one-off events are taking place under a Temporary Use Notice or Occasional Use Notice, the Licensing Authority may also carry out inspections to ensure the Licensing Objectives are being promoted.

- (v) High-risk premises are those premises that require greater attention with low risk premises needing only a lighter touch so that resources are effectively concentrated on problem premises.
- 1.44 Enforcement may include test purchasing activities to measure compliance of licensed operators with aspects of the Gambling Act. When undertaking test purchase activities, this licensing authority will undertake to liaise with the Gambling Commission and the operator to determine what other, if any, test purchasing schemes may already be in place. Irrespective of the actions of an operator on their overall estate, test purchasing may be deemed an appropriate course of action.
- 1.45 The main enforcement and compliance role for this licensing authority in terms of the Gambling Act 2005 will be to ensure compliance with the Premises Licences and other permissions which is authorises.
- 1.46 The Gambling Commission will be the enforcement body for the Operator and Personal Licences. Concerns about manufacture, supply or repair of gaming machines will not be dealt with by the licensing authority but will be notified to the Gambling Commission. This authority also understands that the Gambling Commission will be responsible for compliance as regards unlicensed premises.
- 1.47 In considering enforcement action, the Licensing Authority will bear in mind the Human Rights Act 1998, in particular:
 - i) Article 1, of the First Protocol: that every person is entitled to the peaceful enjoyment of his or her possessions, including for example the possession of a licence.
 - ii) Article 6: that in the determination of civil rights and obligations everyone is entitled to a fair hearing within a reasonable time by an independent and impartial tribunal established by law.
 - iii) Article 8: that everyone has the right to respect for his or her home and private family life.
 - iv) Article 10: that everyone has the right to freedom of expression within the law.
- 1.48 Any decision to instigate legal proceedings will take account of the criteria set down in the Code of Crown Prosecution and Attorney General Guidelines.

PART 2
PROMOTING THE LICENSING OBJECTIVES

- 2.1 In exercising its functions under the Gambling Act 2005, London Borough of Hillingdon Council will have regard to the three statutory licensing objectives, which are:
- (i) Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
 - (ii) Ensuring that gambling is conducted in a fair and open way.
 - (iii) Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 2.2 In promoting these objectives, the Council has considered the Gambling Commission's Guidance to Local Authorities and makes the following observations as to the principles it intends to apply when considering the three objectives:

PREVENTING GAMBLING FROM BEING A SOURCE OF CRIME OR DISORDER, BEING ASSOCIATED WITH CRIME OR DISORDER OR BEING USED TO SUPPORT CRIME.

- 2.3 The Gambling Commission will play a leading role in preventing gambling from being a source of crime and will maintain rigorous licensing procedures that aim to prevent criminals from providing facilities for gambling.
- 2.4 Anyone applying to the Council for a Premises Licence will have to hold an Operating Licence from the Gambling Commission before a licence can be issued. Therefore, the Council will not generally be concerned with the suitability of an applicant. However, if during the course of considering a Premises Licence application or at any other time, the Licensing Authority receives such information that causes it to question the suitability of the applicant; those concerns will be brought to the immediate attention of the Gambling Commission.
- 2.5 If an application for a licence or permit is received in relation to premises which are in an area noted for particular problems with organised crime or crime directly associated with gambling premises, the Council will, in consultation with the Police and other relevant Responsible Authorities, consider whether specific controls need to be applied to prevent those premises from being a source of crime. In appropriate circumstances, the Licensing Authority may consider appropriate conditions to be attached to the Licence, such as Door Supervisors.

- 2.6 Issues of disorder should only be dealt with under the Act if the disorder amounts to a form of activity, which is more serious and disruptive than mere nuisance and it, can be shown that gambling is the source of that disorder. A disturbance might be serious enough to constitute disorder if police or ambulance assistance was required to deal with it. Another factor which could be taken into account is how threatening the behaviour was to those who could see or hear it, and whether those people live sufficiently close to be affected or have business interests that might be affected.
- 2.7 The Licensing Authority recognises that disorder may be focused on premises and therefore recommends an applicant takes such controls as necessary to prevent such disorder and nuisance. Examples may include thought given to the way that gambling is conducted on the premises, sighting of large payout machines, levels of noise from public address systems that should ideally be sited at the back of the premises away from residential areas.
- 2.8 Where there are persistent levels of disorder, the Licensing Authority will liaise closely with the Gambling Commission to consider the suitability of the applicant as an operator. In addition, the Licensing Authority will strive to have a good working relationship with the Police in accordance with any protocol that is currently in place.

ENSURING THAT GAMBLING IS CONDUCTED IN A FAIR AND OPEN WAY

- 2.9 All gambling should be fair in the way it is played with transparent rules such that players know what to expect. Examples may include easily understandable information being made available on the rules and probability of winning/losing, ensuring the rules are fair and that advertising is not misleading. Further recommendations would be to ensure that the results of competitions/events are made public; and that machines, equipment and software meet the required standards set by the Gambling Commission.
- 2.10 Generally, it is for the Gambling Commission to ensure this Licensing Objective is complied with through the Operating and Personal Licence regime covering the management of a gambling business and the suitability and actions of an individual.
- 2.11 However, with regard to Race Tracks, where Betting Track Operators do not need an Operator's Licence from the Gambling Commission, the role of the Licensing Authority is more significant. The Licensing Authority, in certain circumstances, may seek to impose conditions to ensure that the environment in which betting takes place is suitable. The Licensing Authority may wish to know the nature of the venue, have sight of a plan of the track which would include access to the tent where gambling is to take place, where the operators will

conduct on course betting and whether or not there are any off course betting operators.

PROTECTING CHILDREN AND OTHER VULNERABLE PERSONS FROM BEING HARMED OR EXPLOITED BY GAMBLING

- 2.12 Apart from one or two limited exceptions, the intention of the Act is that children and young person's should not be allowed to gamble and should therefore be prevented from entering gambling premises which are 'adult-only' environments.
- 2.13 This Authority notes and endorses the Gambling Commission statement that: "The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling".
- 2.14 In practice, steps will generally be taken to prevent children from taking part in, or being in close proximity to, gambling especially with regard to premises situated in areas where there may be a high rate of reported truancy. There may also be restrictions on advertising so that gambling products are not aimed at children or advertised in such a way that makes them particularly attractive to children. The advertising of Gambling services is regulated by the Gambling Commission under the Gambling (Licensing and Advertising) Act 2014. In relation to casinos only, the Gambling Commission will be issuing a code of practice about access to casino premises for children and young persons.
- 2.15 When considering whether to grant a premises licence or permit the Council will consider whether any measures are necessary to protect children or vulnerable young persons from being harmed or exploited by gambling, such as the supervision of entrances, the segregation of gambling from areas frequented by children and the supervision of gaming machines in non-adult gambling specific premises, such as pubs, clubs, betting tracks etc. These measures will be particularly relevant on mixed use premises, tracks where children have freedom of movement in betting areas on race days and in particular to the non-gambling areas of casinos. Other such measures may include appropriate signage, location of machines and numbers of staff on duty.
- 2.16 Whilst the Gambling Act does not prohibit vulnerable groups in the same manner as children and young persons, with regard to vulnerable people, the Licensing Authority will consider whether or not any measures have been taken to protect such a group. Any such considerations will be balanced against the Licensing Authority's aim to permit the use of premises for gambling; each application will be treated on its own merit. The term "vulnerable persons" has not been defined under the Act, but in seeking to protect vulnerable people the Council will consider that "vulnerable persons" include (but not limited to):

- (i) People who gamble more than they want to.
 - (ii) People who gamble beyond their means, and
 - (iii) People who may not be able to make informed or balanced decisions about gambling, perhaps due to a mental impairment, alcohol or drugs.
- 2.17 Children (defined in the Act as under 16s) and young persons (16-17s) may take part in private and non-commercial betting and gaming but the Act contains a number of restrictions on the circumstances in which they may participate in gambling or be on premises where gambling is taking place. An adult is defined as 18 and over. In summary:
- i) Betting Shops cannot admit anyone under the age of 18.
 - ii) Bingo Clubs may admit those under the age of 18 but must have policies to ensure they do not gamble, except on category D machines.
 - iii) Adult Entertainment Centres cannot admit those under the age of 18.
 - iv) Family Entertainment Centres and premises with an alcohol premises licence such as pubs) can admit under-18s, but they may not play category C machines which are restricted to those over the age 18.
 - v) Clubs with a Club Premises Certificate can admit under-18s, but they must have policies to ensure those under the age 18 do not play machines other than category D machines.
 - vi) Tracks will be required to have policies to ensure that under 18s do not participate in gambling other than on category D machines.
- 2.18 With this Licensing Objective in mind, the Licensing Authority will take particular care when considering applications for more than one licence for a building and those relating to a discrete part of a building used for other non-gambling purposes, such as shopping malls **or airport terminals**. Where relevant, applicants will be expected to take measures to ensure young persons, and children are not in close proximity to gambling. Such measures could include sighting machines at the back of a premises so as to ensure young children do not have sight of such machines, not advertising gambling so as to encourage children and ensuring there is no accidental access to observe or enter premises used for gambling.
- 2.19 The Licensing Authority recommends that measures are taken to ensure entrances and exits from parts of a building covered by one or more licences are separate and identifiable so that people do not drift into a gambling area in error.

Such measures could include appropriate signage, physically separating Family Entertainment Centres and Adult Gaming Centres, and supervision of entrances.

- 2.20 The Licensing Authority will pay particular attention to applications where access to the licensed premises is through another premises and will consider whether or not children can gain access; the compatibility of the two establishments and its ability to comply with requirements of the Gambling Act. The Licensing Authority will also consider whether the co-location of the licensed premises with other facilities will create an arrangement that is likely to be prohibited under the Act.
- 2.21 The Licensing Authority will consider multiple licences carefully and applicants are recommended to configure these buildings carefully if they seek to develop multipurpose developments and in particular consider how they will protect children from being harmed by gambling as well as preventing children from being in close proximity to gambling. Applicants are also requested to consider entrances and exits from parts of the building covered by one or more licences. These exits and entrances should be separate and identifiable to ensure children do not 'drift' into a gambling area.
- 2.22 The Licensing Authority recommends that all staff are suitably trained and aware of the Gambling laws, social responsibility and statutory requirements related to age restrictions on gaming machines. Appropriate measures should be taken to prevent under age use of such machines, including clear and appropriate signage, an approved Proof of Age scheme, a requirement for staff to be vigilant and aware at all times and ensuring the Adult Gaming area is not visible from the street.
- 2.23 The Council will always treat each case on its own individual merits and when considering whether specific measures are required to protect children and other vulnerable people it will balance its considerations against the overall principle of aiming to permit the use of premises for gambling.
- 2.24 When determining the location of proposed gambling facilities, this Licensing Authority in appropriate circumstances, will consider very carefully the following factors when considering applications for Premises Licences, permits and other permissions:
 - i) Proximity of premises to local schools.
 - ii) Proximity of premises to centres that pose a high risk to vulnerable and young persons.
 - iii) Proximity of premises to residential areas where there is a high concentration of children and young people.

- iv) Proximity of premises to places of worship, particularly where Sunday Schools are in operation.

PART 3 INTEGRATING STRATEGIES AND OTHER REGULATORY REGIMES

INTEGRATING STRATEGIES

- 3.1 The Council considers that the Licensing Statement of Principles should provide clear indications of how we, as Licensing Authority, will secure the proper integration of this policy with local crime prevention, planning, transport, tourism, equalities and diversity schemes together with other Council plans introduced for the management of town centres and the night-time leisure economy. Many of these strategies are not directly related to the promotion of the three licensing objectives, but indirectly impact upon them. Coordination and integration of such policies, strategies and initiatives, so far as is possible and consistent with the licensing objectives, is therefore important to us. We will liaise with the relevant authorities or its directorates with regard to this and in doing so adopt a multi-disciplinary approach to ensure proper integration of local and national strategies to promote the licensing objectives, including making arrangements for the Council's Licensing Committee to receive reports from time to time on the:
- i) Needs of the local tourist economy;
 - ii) Cultural strategy for the area;
 - iii) Employment situation in the area and the need for new investment and employment where appropriate;
 - iv) Local Crime Prevention Strategies;
 - v) Race Equality Schemes;
 - vi) Enforcement Policy.
- 3.2 Reports to the Licensing Committee from other relevant departments should enable the various agencies or departments with their own strategies, aims and objectives to keep the Licensing Committee aware of the wider picture in pursuance of the licensing objectives. It is our intention that we will, through the Council's Licensing Committee, monitor how the matters above set out impact on the licensing of gambling activities and facilities and other functions in order to achieve seamless integration of our licensing function with other relevant strategies and initiatives.
- 3.3 In order to avoid duplication with other statutory regimes, the Licensing Authority will not attach conditions to a licence unless they are considered necessary for the promotion of the licensing objectives. Conditions will generally be considered unnecessary if they are already adequately covered by other legislation.
- 3.4 Similarly, where other legislation confers powers on inspection and enforcement agencies in relation to separate activities and concerns relating to licensed premises, this policy does not affect the continued use of such powers by the relevant agency.

- 3.5 This authority will seek to avoid any duplication with other statutory or regulatory systems where possible, including the statutory planning regime.
- 3.6 We emphasise that under section 210 of the Act this Licensing Authority is not entitled to have regard to whether or not a proposal by the applicant is likely to be permitted in accordance with the law relating to planning or building control.
- 3.7 The Planning Department are a Responsible Authority under this Act and have the opportunity to make representations should they desire so to do. The Licensing Authority will therefore consider relevant representations from the local planning authority about the effect of the grant of a premises licence on an extant planning permission where this relates to the licensing objectives, a Commission code of practice, or this Statement of Policy. This authority will also listen to, and consider carefully, any concerns about conditions that cannot be met by licensees due to planning restrictions, should such a situation arise. Otherwise the two regimes will be treated as completely separate.

PART 4
LOCAL RISK ASSESSMENTS
AND
LOCAL AREA PROFILE

Local Risk Assessments

- 4.1 The Gambling Commission's Licence Conditions and Code of Practice (LCCP) which were revised and published in February 2015 formalised the need for operators to consider local risks.
- 4.2 Social Responsibility (SR) code 10.1.1 requires licensees to assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and to have policies, procedures and control measures to mitigate the risks. In undertaking the risk assessments, they must take into account the relevant matters identified in this policy statement.
- 4.3 Licensees are required to undertake a local risk assessment when applying for a new premises licence. Their risk assessment must also be updated:
- When applying for the variation of a premises licence.
 - To take account of significant changes in local circumstances, including those identified in this policy statement.
 - Where there are significant changes licensee's premises that may affect their mitigation of local risks.
- 4.4 The SR provision is supplemented by an ordinary code provision that requires licensees to share their risk assessment with the licensing authority when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise at the request of the licensing authority. Both provisions take effect from 8 May 2015
- 4.5 Where concerns do exist, perhaps prompted by new or existing risks, the licensing authority will request that the licensee share a copy of its own risk assessment which will set out the measures the licensee has in place to address specific concerns. This practice should reduce occasions on which a premises review and the imposition of licence conditions are required.
- 4.6 Where this policy statement sets out its approach to regulation with clear reference to local risks, the licensing authority will facilitate operators being able to better understand the local environment and therefore proactively mitigate risks to the licensing objectives. In some circumstances, it might be appropriate to offer the licensee the opportunity to volunteer specific conditions that could be attached to the premises licence.

Local Area Profile

- 4.7 The licensing authority can complete their own assessment of the local environment as a means of 'mapping out' local areas of concern, which will be reviewed and updated to reflect changes to the local landscape. Such an assessment is known as the local area profile. There is no statutory duty on the licensing authority to complete a local area profile; however benefits for both licensing authority and operators would be in having a better awareness the local area and risks. Importantly, risk in this context includes potential and actual risk, thereby taking into account possible future emerging risks, rather than reflecting current risks only.
- 4.8 There is no mandatory requirement to have a local area profile and the licensing authority will, where appropriate, engage with responsible authorities ensure any new or variation application assessed taking the local area profile and any risks into account.

PART 5 PREMISES LICENCES

GENERAL PRINCIPLES

- 5.1 Premises Licences authorise the provision of gambling facilities on the following:
 - i) Casino Premises.
 - ii) Bingo Premises.
 - iii) Betting Premises, including race tracks used by betting intermediaries
 - iv) Adult Gaming Centres.
 - v) Family Entertainment Centres.
- 5.2 Except in the case of Tracks (where the occupier may not be the person offering gambling), Premises Licences will only be issued to people with the relevant Operating Licences.
- 5.3 Premises Licences will be subject to the permissions/restrictions set out in the Gambling Act 2005 and regulations, as well as specific mandatory and default conditions which will be detailed in regulations issued by the Secretary of State.
- 5.4 We as the Licensing Authority will be able to exclude default conditions and also attach other conditions, where we believe it to be appropriate.
- 5.5 Under the Act the Hillingdon Council has no discretion to grant Premises Licences in circumstances where that would mean departing from the Gambling Commission Guidance and Codes of Practice and this Licensing Authority's own Statement of Licensing Principles. Therefore, our primary focus shall be to aim to permit the use of premises for gambling in so far as we think it is:
 - i) In accordance with any relevant Code of Practice issued by the Gambling Commission.
 - ii) In accordance with any relevant Guidance issued by the Gambling Commission.
 - iii) Consistent with the Licensing Objectives.
 - iv) In accordance with this Statement of Licensing Principles.
- 5.6 The Council appreciates that gambling can be an emotive subject but acknowledges and endorses the Gambling Commission Guidance that "moral objections to gambling are not a valid reason to reject applications for premises licences " (except as regards any "no casino resolution") and also that unmet demand is not a criterion for a Licensing Authority.
- 5.7 We recognise that the responsibility for an individual's gambling is his or her own and that the responsibility to exercise a duty of care lies with the site operator.

However, the Licensing Authority recommend applicants for Adult Gaming and Family Entertainment Centres to consider adopting BACTA's *Code of Social Responsibility and Good Practice* and where gaming machines are concerned, applicants are recommended to adopt BACTA's *Code of Practice for AWP*s in Family Entertainment Centres and Adult Gaming Centres.

- 5.8 Where there are age restrictions on entry to certain premises, the Licensing Authority recommends applicants consider and adopt BACTA's and GamCare's joint training initiative on a *Site Age-of-Entry Control Policy*.
- 5.9 We also recognise that most customers are able to enjoy and control their gambling, however, where there are those who are unable to control gambling, the Licensing Authority recommends that applicants adopt BACTA's and GamCare's *Site Self-Exclusion Policy* for those particular clients to request their exclusion for a fixed period.

Definition of Premises

- 5.10 The Council will act in accordance with the gambling commission guidance on ensuring the primary activity of the licensed premises. Gaming machine may be available in licensed betting premises only at times when there are also sufficient facilities or betting operators. They will also need to demonstrate that betting will continue to be the primary activity of a premise when seeking variations to licences.

In making this determination, the licensing authority will have regard to the six indicators on betting as a primary gambling activity:

- The offer of established core product (including live events pictures and its range).
 - The provision of information on products and events.
 - The promotion of gambling opportunities and products.
 - The actual use made of inspecting facilities.
 - The size of premises.
 - The delivery of betting facilities.
- 5.11 Premises are defined in the Act as “any place”. Different premises licences cannot apply in respect of a single premise at different times. It is however possible for a single building to be subject to more than one premises licence, providing that each licence is for a different part of the building and such different parts can reasonably be regarded as different premises.
- 5.12 The Council will judge each case on its individual merits to decide as a matter of fact, whether different parts of a building can be properly regarded as being separate premises.

In addition to other relevant factors, the Council will have regard to the Gambling Commission guidance which lists the following factors which may be taken into account:

- Do the premises have a separate registration for business rates?
- Is the premises' neighbouring premises owned by the same person or someone else?
- Can each of the premises be accessed from the street or public passageway?
- Can the premises only be accessed from another gambling premises?

5.13 We note that the Gambling Commission, in their guidance, do not consider that areas of a building that are artificially or temporarily separate can be properly regarded as different premises. We support this view.

5.14 This licensing authority takes particular note of the Gambling Commission's Guidance for Local Authorities, which states that:

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

Provisional Statement

5.15 Under the Act an applicant cannot obtain a full premises licence until the premises in which it is proposed to offer the gambling are constructed. The Gambling Commission has advised that reference to the term, "the premises" are to the premises in which gambling may now take place. Therefore a licence to use premises for gambling will only be issued in relation to premises that are ready to be used for gambling.

- 5.16 It is a question of fact and degree whether premises are finished to a degree that they can be considered for a premises licence. The Gambling Commission emphasises that requiring the building to be complete ensures that the Licensing Authority can, if necessary, inspect it fully, as can other responsible authorities, with inspection rights under the Act.
- 5.17 In deciding whether a premises licence can be granted where there are construction works, at existing premises, the Council will determine applications on their merits, applying a two-stage consideration process:
- First, whether the premises ought to be permitted to be used for gambling.
 - Second, whether appropriate conditions can be put in place to cater for that situation.
- 5.18 Applicants should note that the Council is entitled to decide that it is appropriate to grant a licence subject to conditions, but it is not obliged to grant such a licence.

Location

- 5.19 The Gambling Commission Guidance stipulates that demand issues cannot be considered in relation to the location of premises but that considerations made in terms of the licensing objectives can.
- 5.20 In accordance with the Gambling Commission's Guidance for Local Authorities, this Licensing Authority will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder.
- 5.21 This authority has not adopted any specific policy in relation to areas where gambling premises should not be located. Should any such policy be decided upon, this policy statement will be updated accordingly. It should be noted that any such future policy will not preclude any application being made with the onus upon the applicant showing how any potential concerns can be overcome.
- 5.22 Each case will be decided on its merits and will depend, to a large extent, on the type of gambling that it is proposed will be offered on the premises.
- 5.23 If an applicant can demonstrate appropriate measures to overcome concerns, that will be taken into account by the Council.

Conditions

- 5.24 Any conditions attached to licences will be proportionate and will be:
- i) Relevant to the need to make the proposed building suitable as a gambling facility.

- ii) Directly related to the premises and the type of licence applied for;
 - iii) Fairly and reasonably related to the scale and type of premises: and
 - iv) Reasonable in all other respects.
- 5.28 Decisions upon individual conditions will be made on a case-by-case basis, although there will be a number of control measures this licensing authority will consider utilising should there be a perceived need, such as the use of door supervisors, supervision of adult gaming machines, appropriate signage for adult-only areas etc. There are specific comments made in this regard under each of the licence types below.
- 5.29 This policy acknowledges that there are conditions that the licensing authority cannot attach to premises licences:
- i) Any condition on the premises licence which makes it impossible to comply with an operating licence condition.
 - ii) Conditions relating to gaming machine categories, numbers, or method of operation.
 - iii) Conditions which provide that membership of a club or body be required (the Gambling Act 2005 specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated).
 - iv) Conditions in relation to stakes, fees, winning or prizes.

Door Supervisors

- 5.30 The Gambling Commission advises in its Guidance for local authorities that Licensing Authorities may consider whether there is a need for door supervisors in terms of the licensing objectives of protection of children and vulnerable persons from being harmed or exploited by gambling, and also in terms of preventing premises becoming a source of crime.
- 5.31 This policy recognises that door supervisors at bingo or casino premises cannot be licensed by the Security Industry Authority (SIA). This Licensing Authority does not have specific requirements for door supervisors working at bingo or casino premises. Each case will be determined on its individual merits.
- 5.32 It is noted that for premises other than casinos and bingo premises, operators and licensing authorities may decide that supervision of entrances or machines is appropriate for particular cases but it will need to be decided whether these need to be SIA licensed or not. It will not be automatically assumed that they need to be.

CASINO PREMISES

- 5.33 To date, the Licensing Authority has chosen not to pass a resolution under section 166 (5) of the Gambling Act to prohibit casinos in the Borough.

- 5.34 Should the Council choose to make such a resolution, this will be a resolution of full Council following considered debate and the reasons for making the resolution will be given.

BINGO PREMISES

- 5.35 Bingo is a class of equal chance gaming and is permitted in alcohol licensed premises and in clubs provided it remains below a certain threshold, otherwise it will be subject to a bingo operating licence which will have to be obtained from the Gambling Commission.
- 5.36 The holder of a Bingo Operating Licence will be able to provide any type of bingo game including cash and prize bingo. Where bingo is permitted in alcohol licensed and non-gambling premises, this must not become a predominant commercial activity; otherwise a bingo operating licence will be required.
- 5.37 Commercial bingo halls will require a bingo premises licence from the Council. Amusement arcades providing prize bingo will require a prize gaming permit from the Council.
- 5.38 In each of the above cases it is important that where children are allowed to enter premises licensed for bingo, in whatever form, they are not allowed to participate in any bingo game, other than on category D machines. When considering applications of this type the Council will therefore take into account, among other things, the location of the games or machines, access to those areas, general supervision of the premises and the display of appropriate notices.
- 5.39 The Licensing Authority recognises that there is no ban on children or young people having access to Bingo premises, that it is illegal for Under 18s to play or use Category B and C machines and that they cannot be employed in providing facilities for gambling or bingo premises. In any event, children under 16 cannot be employed in any capacity at a time when facilities for playing bingo are being offered. 16 and 17 year olds may be employed while bingo is taking place provided the activities on which they are employed are not connected with the gaming or gaming machines. Where children aged 16 and 17 are employed in bingo premises, the Licensing Authority would expect to see sufficient controls restricting access to Category B and C machines.
- 5.40 A limited number of gaming machines may also be made available at Bingo licensed premises. A list of categories of gaming machines is on page 32. Where category C or above machines are available in premises to which children are admitted, the licensing authority will seek to ensure that:

- i) All such machines are located in an area of the premises separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance.
- ii) Only adults are admitted to the area where these machines are located.
- iii) Access to the area where the machines are located is supervised.
- iv) The area where the machines are located is arranged so that it can be observed by staff of the operator or the licence holder and
- v) At the entrance to, and inside any such area there are prominently displayed notices indicating that access to the area is prohibited to persons under the age of 18.

5.41 With regard to segregation of Category B and C machines from Category D machines, there is a requirement that there must be clear segregation between these types of machine so that children do not have access to Category B or C machines and the Licensing Authority will take into account any guidance issued by the Gambling Commission in the light of any regulations made by the Secretary of State.

Members' Clubs and Commercial Clubs

5.42 Bingo may be provided at clubs and institutes either in accordance with a permit or providing that the limits in section 275 of the Act are complied with. These restrictions limit the aggregate stake or prizes within any seven days to £2000, and require the Commission to be notified as soon as is reasonably practicable if that limit is breached. Stakes or prizes above that limit will require a Bingo Operators Licence and the corresponding Personal and Premises licences.

5.43 With regard to turnover, where the Licensing Authority is suspicious that a licensee or club exceeds the turnover in the required 7-day period, the Licensing Authority will inform the Gambling Commission accordingly.

5.44 The Licensing Authority will take into account any additional guidance issued by the Gambling Commission in relation to the suitability and layout of bingo premises.

BETTING PREMISES

5.45 The Licensing Authority is responsible for issuing and monitoring Premises Licences for all betting premises. Anyone wishing to operate a betting office will require a Betting Premises Licence from the Council.

5.46 Children and young people will not be able to enter premises with a betting premises licence.

- 5.47 Betting premises will be able to provide a limited number of gaming machines and some betting machines. A table showing the number and category of gaming machines permitted in betting premises is on page 33.
- 5.48 In premises licensed for alcohol consumption, the Council has the power to restrict the number of betting machines, their nature and the circumstances in which they are made available. It will not generally exercise this power though unless there are good reasons to do so taking into account, among other things: the size of the premises, the level of management, supervision and ability of staff to monitor the use of machines especially where children and young or vulnerable people are concerned; and the number of counter positions available for person-to-person transactions.

TRACKS

- 5.49 Only one Premises Licence can be issued for any particular premises at any time unless the premises is a 'track'. A track is a site where races or other sporting events take place.
- 5.50 Track operators are not required to hold an 'Operators Licence' granted by the Gambling Commission. Therefore, premises licences for tracks, issued by the Council are likely to contain requirements for premises licence holders about their responsibilities in relation to the proper conduct of betting. Track operators will have an important role to play, for example in ensuring that betting areas are properly administered and supervised.
- 5.51 Although there will primarily be a betting premises licence for the track, there may be a number of subsidiary licences authorising other gambling activities to take place. Unlike betting offices, a betting premises licence in respect of a track does not give an automatic entitlement to use gaming machines.
- 5.52 Licensing authorities have a power under the Gambling Act 2005 to restrict the number of betting machines, their nature and the circumstances in which they are made available, by attaching a licence condition to a betting premises licence. When considering whether to exercise its power to restrict the number of betting machines at a track the Council will consider the circumstances of each individual application and, among other things will consider the potential space for the number of machines requested, the ability of track staff to supervise the machines, especially if they are scattered around the site, and the ability of the track operator to prevent children and young persons and vulnerable people betting on the machines.
- 5.53 This Licensing Authority is aware that the Gambling Commission may provide further specific guidance as regards tracks. We have taken note of the Guidance

from the Gambling Commission which highlights that tracks are different from other premises in that there may be more than one premises licence in effect and that the track operator may not be required to hold an operator licence as there may be several premises licence holders at the track which will need to hold their own operator licences.

- 5.54 There may be some specific considerations with regard to the protection of children and vulnerable persons from being harmed or exploited by gambling and this authority would expect the premises licence applicants to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities. It is noted that children and young person's will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, although they are still prevented from entering areas where gaming machines (other than category D machines) are provided.
- 5.55 Measures such as the use of self-barring schemes, provision of information leaflets and helpline numbers for organisations such as GamCare will be considered suitable in relation to the protection of children and vulnerable people.
- 5.56 Where appropriate, in order for the Licensing Authority to gain a proper understanding of what it is being asked to licence, applicants will be asked to:
- i) Provide a detailed plan of the grounds indicating where the betting is to take place and the location of the race track;
 - ii) In the case of dog tracks and horse racecourses, indicate the location of any fixed and mobile pool betting facilities operated by the Tote or track operator as well as any other proposed gambling facilities;
 - iii) Evidence measures taken to ensure the third Licensing Objective will be complied with;
 - iv) Indicate what arrangements are being proposed for the administration of the betting; the Gambling Commission and Licensing Authority recommend that betting takes place in areas reserved for, and identified as being for, that purpose.
 - v) Define the areas of the track that will be used by on course operators visiting the track on race days.
 - vi) Define any temporary structures erected on the track for providing facilities for betting.
 - vii) Define the location of any gaming machines (if any).
- 5.57 Plans should make clear what is being sought for authorisation under the track betting premises licence and what, if any, other areas are to be subject to a separate application for a different type of premises licence.

Betting Machines at Tracks

- 5.58 In addition to the comments above at betting machines in betting premises, similar considerations apply in relation to tracks, where the potential space for such machines may be considerable, bringing with it significant problems in relation to the proliferation of such machines, the ability of track staff to supervise them if they are scattered around the track and the ability of the track operator to comply with the law and prevent children betting on the machine. The licensing authority may consider restricting the number and location of betting machines, in the light of the circumstances of each application for a track betting premises licence.
- 5.59 This licensing authority notes the Commission's view, that it would be preferable for all self-contained premises operated by off-course betting operators on tracks to be the subject of separate premises licences. This would ensure that there was clarity between the respective responsibilities of the track operator and the off-course betting operator running a self-contained unit on the premises.

Condition on rules being displayed

- 5.60 In line with guidance from the Gambling Commission the Council will attach a condition to track premises licences requiring the track operator to ensure that the rules are prominently displayed in or near the betting areas, or that other measures are taken to ensure that they are made available to the public. For example, the rules could be printed in the race-card or made available in leaflet form from the track office.

ADULT GAMING CENTRES

- 5.61 As no one under the age of 18 is permitted to enter an Adult Gaming Centre, this Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the Licensing Authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the premises. Applicants are recommended to consider this Licensing Objective very carefully when applying for an Adult Gaming Centre.
- 5.62 The Council will expect applicants to offer their own measures to meet licensing objectives however appropriate measures / licensing conditions may cover issues such as:
- Proof of age schemes.

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

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

- 5.63 Where the Adult Gaming Centre is situated in a complex such as an airport, shopping area or motorway services station, the Licensing Authority will pay particular attention to the location of entry so as to minimise opportunities for children gaining access.
- 5.64 A table showing the number and category of gaming machines permitted in adult gaming centres is on page 33.

FAMILY ENTERTAINMENT CENTRES (FECs)

- 5.65 There are two classes of family entertainment Centres. Licensed FECs provide Category C and D machines and require a Premises Licence. Unlicensed FECs provide Category D machines only and are regulated through FEC Gaming Machine Permits.

(Licensed) Family Entertainment Centres

- 5.66 Children and young persons may enter FECs but are not permitted to play Category C machines. This licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to ensure that there will be sufficient measures to prevent under 18 year olds having access to the adult only gaming machine areas.
- 5.67 With regard to vulnerable persons, the Licensing Authority will consider measures such as the use of self barring schemes, provision of information leaflets/help line numbers for organizations such as GamCare as appropriate measures.
- 5.68 With regard to segregation of Category C machines in licensed FECs, there is a requirement that there must be clear segregation between the two types of

machine so that children do not have access to Category C machines and the Licensing Authority will take into account any guidance issued by the Gambling Commission in the light of any regulations made by the Secretary of State.

- 5.69 Applicants are recommended to visit the Gambling Commission's web site in order to familiarise themselves with the conditions applicable to these premises.

Statement of Principles

- 5.70 As these premises are open to children and young persons, the Licensing Authority will wish to see additional information, such as:
- i) A plan of the premises showing clear segregation of Category C and D machines.
 - ii) Clear Notices excluding under 18 year olds from the designated areas where Category C machines are located;
 - iii) Age Restriction Policy;
 - iv) Evidence of ongoing staff training in administering all aspects of age restriction policy;
 - v) Solid physical barriers separating adult gaming area from the main floor, i.e. the barriers to be a min. of 1 metre in height from the floor;
 - vi) Completion of a training programme in social awareness in respect of gambling
 - vii) Evidence of compliance with BACTA's Code of Practice

TRAVELLING FAIRS

- 5.71 Travelling fairs do not require any permit to provide gaming machines but must comply with the legal requirements on the way the machine operates. They may provide an unlimited number of Category D gaming machines and it will fall to the licensing authority to decide whether, where category D machines and/or equal chance prize gaming without a permit is to be made available for use at travelling fairs, the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met.
- 5.72 The Licensing Authority will consider whether or not a travelling fair falls within the statutory definition of a travelling fair and recognises that the 27 day statutory maximum for the land being used as a fair, is per calendar year, and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The Licensing Authority will work with the neighbouring authorities to

ensure that land that crosses joint boundaries is monitored so that the statutory limits are not exceeded.

REVIEW OF PREMISES LICENCES

- 5.73 A premises licence may be reviewed by the Licensing Authority of its own volition or following receipt of an application for a review, which is essentially a request by a third party to the Licensing Authority to review a particular licence.
- 5.74 However, it is for the Licensing Authority to decide whether or not the review is to be carried out. This will be on the basis of whether the request for the review is relevant to the matters listed below as well as consideration as to whether the request is frivolous, vexatious, will certainly not cause the Authority to wish to alter/revoke/suspend the licence or whether it is substantially the same as previous requests for review.
- 5.75 The review will be:
- i) In accordance with any relevant Code of Practice issued by the Gambling Commission.
 - ii) In accordance with any relevant Guidance issued by the Gambling Commission.
 - iii) Reasonably consistent with the Licensing Objectives and
 - iv) In accordance with the Licensing Policy Statement.
- 5.76 Licensing Authority officers may be involved in the initial investigations of complaints leading to a review, or may try informal mediation or dispute resolution before a full review is conducted. An application for review must be granted, unless it decides to reject the application in accordance with the act.
- 5.77 The Licensing Authority can also initiate a review of a licence on the basis of any reason that it thinks is appropriate with regard to the licensing objectives. This can extend to a review of a class of licences where it considers particular issues have arisen.

PART 6 GAMING PERMITS

INTRODUCTION TO PERMITS

- 6.1 Permits are required when premises provide a gambling facility but either the stakes and prizes are very low or gambling is not the main function of the premises. The permits regulate gambling and the use of gaming machines in a specific premises.
- 6.2 The Licensing Authority is responsible for issuing the following permits:
- Family Entertainment Centre (FEC) Gaming Permits
 - Club Gaming Permits and Club Machine Permits
 - Alcohol –licensed Premises Gaming Machine Permits
 - Prize Gaming permits
- 6.3 The Licensing Authority may only grant or reject an application for a permit and cannot impose or attach any conditions.
- 6.4 There are different considerations to be taken into account when considering the different types of permit applications. Please refer to the relevant parts of this below.

GAMING MACHINES

- 6.5 A gaming machine can cover all types of gambling activity, which can take place on a machine, including betting on virtual events. A machine is not a gaming machine if the winning of a prize is determined purely by the player's skill. However, any element of chance imparted by the action of the machine would cause it to be a gaming machine.
- 6.6 Where the Licensing Authority is uncertain of whether or not a machine is a gaming machine as defined under the Act, it will seek the advice of the Gambling Commission.
- 6.7 There are four classes of gaming machines: Categories A, B, C and D, with category B further divided in sub-categories B1, B2, B3, B3A and B4. The table below sets out the current maximum stakes and prizes that apply to each category:

CATEGORIES OF GAMING MACHINES

CATEGORY	MAXIMUM STAKE	MAXIMUM PRIZE
A	Unlimited	Unlimited
B1	£5	£10,000*
B2	£100 (in multiples of £10) £2 effective April 2019	£500
B3	£2	£500
B3A	£2	£500
B4	£2	£400
C	£1	£100
D**	-	-
D non-money prize (other than crane grab 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 machine)	20p	£20 (of which no more than £10 may be a money prize)

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

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

- 6.8 The Gambling Act also prescribes the maximum number and category of gaming machines that are permitted in each type of gambling premises. This includes premises with permit entitlements, as well as licensed premises (see table on page 35):

NUMBER OF GAMING MACHINES BY PREMISES TYPE

TYPE	GAMING MACHINES
BINGO PREMISES	<p>MAXIMUM OF 20% OF THE TOTAL NUMBER OF GAMING MACHINES WHICH ARE AVAILABLE FOR USE ON THE PREMISES FOR CATEGORIES B3 AND B4.</p> <p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
BETTING PREMISES	MAXIMUM OF 4 GAMING MACHINES CATEGORIES B2 TO D (EXCEPT B3A MACHINES)
TRACK BETTING PREMISES WHERE POOL BETTING LICENCE HELD	MAXIMUM OF 4 GAMING MACHINES CATEGORIES B2 TO D (EXCEPT B3A MACHINES)
ADULT GAMING CENTRE	<p>MAXIMUM OF 20% OF THE TOTAL NUMBER OF GAMING MACHINES WHICH ARE AVAILABLE FOR USE ON THE PREMISES FOR CATEGORIES B3 AND B4.</p> <p>NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES</p>
FAMILY ENTERTAINMENT CENTRE WITH PREMISES LICENCE	NO LIMIT ON CATEGORY C AND CATEGORY D MACHINES
FAMILY ENTERTAINMENT CENTRE WITH GAMING PERMIT	NO LIMIT ON CATEGORY D MACHINES
MEMBERS CLUB PREMISES	MAXIMUM OF 3 GAMING MACHINES IN CATEGORIES B3A OR B4 TO D (ONLY ONE B3A MACHINE CAN BE SITED AS PART OF THIS ENTITLEMENT)
COMMERCIAL CLUBS	MAXIMUM OF THREE GAMING MACHINES IN CATEGORIES B4 TO D
ON SALES ALCOHOL LICENSED PREMISES	MAXIMUM OF 2 GAMING MACHINES IN CATEGORIES C TO D BY NOTIFICATION NUMBER OF
ON SALES ALCOHOL LICENSED PREMISES WITH GAMING MACHINE PERMIT	CATEGORY C TO D MACHINES AS SPECIFIED ON PERMIT

(UNLICENSED) FEC GAMING MACHINE PERMITS

- 6.9 Where Premises do not hold a Premises Licence but wishes to provide gaming machines, it may apply to the licensing authority for this permit. It should be noted that under section 238 the applicant must show that the premises will be wholly or mainly used for making gaming machines available for use.
- 6.10 The Act states that a licensing authority may prepare a statement of principles that they propose to consider in determining the suitability of an applicant for a permit. In preparing that statement, and/or considering applications, it need not (but may) have regard to the licensing objectives and shall have regard to any relevant guidance issued by the Commission under section 25.
- 6.11 A FEC gaming machine permit may be granted only satisfied that the premises will be used as an unlicensed FEC, and if the Chief Officer of Police has been consulted on the application. The Licensing Authority may grant or refuse a permit but cannot impose conditions upon the grant of a permit. Therefore the licensing authority will wish to be satisfied as to the applicant's suitability before granting a permit. Unlicensed FECs, by definition, will not be subject to scrutiny by the Gambling Commission as no operating (or other) licences will be applied for and issued.

Statement of Principles

- 6.12 Applicants will be expected to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations. The efficiency of such policies and procedures will each be considered on their merits. However, they may include background checks on staff, training for staff in dealing with unsupervised very young children being on the premises, or children causing perceived problems on or around the premises.
- 6.13 Applicants will be expected to demonstrate:
- i) A full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs.
 - ii) That the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act).
 - iii) That staff are trained to have a full understanding of the maximum stakes and prizes; and
 - iv) An awareness of local school holiday times and how to identify the local education office should truants be identified.

- 6.14 Compliance with the Code of Practice in relation to FECs, issued by BACTA, will be taken by the Licensing Authority as evidence that (apart from the criteria relating to criminal convictions) the applicant has met the above.
- 6.15 As these premises are open to children and young persons, the Licensing Authority will require additional information when an applicant applies for this Permit, as follows:
- (i) A plan of the premises to a scale of 1:100. If a 1:100 scaled plan cannot be submitted the plans must be clear and legible in all material respects. All plans must show the exits/entrances to the premises, location of gaming machines, and the location of safety equipment such as fire extinguishers and indicating the location of appropriate clear and prominent notices and barriers, such Notices to state:
 - (a) That no unaccompanied child will be permitted to remain on the premises if that person is required by law to attend school;
 - (b) Highlighting the need to play responsibly;
 - (c) The number and location of Category D machines;
 - (ii) Evidence of staff training by way of a Premises Log Book, covering how staff would deal with unsupervised very young children being on the premises, or children causing perceived problems on/around the premises;
 - (iii) The amount of space around gaming machines to prevent jostling of players or intimidation;
 - (iv) Location and supervision of Automated Teller Machines;
 - (v) Proof of Age scheme;
 - (vi) Evidence that the applicant has complied with Health and Safety and Fire Safety legislation;
 - (vii) Details of opening hours;
 - (viii) Details of external appearance of premises;
 - (ix) Numbers of staff employed;
 - (x) Insurance documents and any other such information the Licensing Authority will from time to time require;
 - (xi) Any other policies or procedures in place to protect children from harm.
- 6.16 The above statement of principles will apply in relation to initial applications only and not to renewals.
- 6.17 With regard to renewals, the Licensing Authority may refuse an application for renewal of a permit only on the grounds that an authorised local authority officer has been refused access to the premises without reasonable excuse, or that renewal would not be reasonably consistent with pursuit of the licensing objectives.

- 6.18 Where an applicant fails to comply with the above requirements, the Licensing Authority may refuse the application. Where there is such a refusal, the Licensing Authority will notify the applicant of its intention to refuse and the reasons for the refusal. The applicant will then have an opportunity to make representations orally, in writing or both and will have a right of appeal against any decision made.
- 6.19 Where the Permit has been granted the Licensing Authority will issue the permit as soon as is reasonably practicable and in any event in line with the Regulations issued by the Secretary of State. The permit will then remain in effect for 10 years unless surrendered or lapsed.
- 6.20 As these premises particularly appeal to children and young persons, the Licensing Authority will give weight to child protection issues and will also consider an applicant's suitability for FEC permits and factors taken into account will include the Applicant's criminal record and previous history and experience of running similar premises, if any.

CLUB GAMING AND CLUB MACHINES PERMITS

- 6.21 Members Clubs and Miners' Welfare Institutes (not Commercial Clubs) may apply for a Club Gaming Permit or Club Gaming Machine Permit.
- 6.22 **Club Gaming Permit**
Club gaming permits allow the premises to provide:
- i) Up to three machines of categories B, C or D.
 - ii) Equal chance gaming; and
 - iii) Games of chance as set out in regulations.
- 6.23 **Club Gaming Machine Permit**
A club gaming machine permit will enable the premises to provide up to three machines of categories B, C or D.
- 6.24 Before granting a permit, the Licensing Authority will wish to be satisfied that applicants for these permits meet the statutory criteria for members' clubs contained in sections 266 and 267 of the Gambling Act and may grant the permit provided the majority of members are over 18 years of age.
- 6.25 The Licensing Authority recognises that there is a 'fast track' procedure for premises holding a Club Premises Certificate under the Licensing Act 2003 and that there is no opportunity for objections to be made by the Commission or the Police and the grounds upon which the Licensing Authority can refuse a permit are reduced.

ALCOHOL LICENSED PREMISES GAMING MACHINE PERMITS

- 6.26 There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have two gaming machines, of categories C and/or D. The premises licence holders merely need to notify the Licensing Authority that they intend to exercise their automatic entitlement to gaming machines in their premises.
- 6.27 Under section 284 the Licensing Authority can remove the automatic authorisation in respect of any particular premises if:
- i) Provision of the machines is not reasonably consistent with the pursuit of the licensing objectives.
 - ii) Gaming has taken place on the premises that breaches a condition of section 282 of the Gambling Act (i.e. that written notice has been provided to the Licensing Authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with).
 - iii) The premises are mainly used for gaming; or
 - iv) An offence under the Gambling Act has been committed on the premises.
- 6.28 Should it necessary to issue section 284 order, the licence-holder will be given at least twenty-one days' notice of the intention to make the order, and consider any representations which might be made. The authority will hold a hearing if the licensee requests it.
- 6.29 If a premises wishes to have more than 2 machines, then it needs to apply for a permit and the licensing authority must consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling Act 2005, and "such matters as they think relevant."

Statement of Principles

- 6.30 This Licensing Authority considers that such matters will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under-18 year olds do not have access to the adult-only gaming machines.
- 6.31 Measures which will satisfy the authority that there will be no access may include the adult machines being in sight of the bar, or in the sight of staff that will monitor that the machines are not being used by those under 18. Notices and signage may also be help.

As regards the protection of vulnerable persons applicants may wish to consider the provision of information leaflets/helpline numbers for organisations such as GamCare.

- 6.32 The Licensing Authority will usually expect holders of gaming machine permits to ensure that the gaming machines are sited in accordance with any relevant code of practice issued by the Gambling Commission and to ensure that they can be adequately supervised whilst in use.
- 6.33 It is recognised that some alcohol-licensed premises may apply for a premises licence for their non-alcohol licensed areas. Any such application would need to be applied for, and dealt with as an adult entertainment centre premises licence.
- 6.34 It should be noted that the Licensing Authority is empowered to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than those restricting the number or category of machines) cannot be attached.
- 6.35 It should also be noted that the holder of a permit to must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine.

PRIZE GAMING PERMITS

- 6.37 The licensing authority may prepare a statement of principles which they propose to apply in exercising their functions which may, in particular, specify matters that the licensing authority proposes to consider in determining the suitability of the applicant for a permit.
- 6.38 Prize gaming may be provided in bingo premises as a consequence of their bingo operating licence. Any type of prize gaming may be provided in adult gaming centres and licensed family entertainment centres. Unlicensed family entertainment centres may offer equal chance prize gaming under a gaming machine permit. Prize gaming without a permit may be provided by travelling fairs providing none of the gambling facilities at the fair amount to more than an ancillary amusement. Children and young people may participate in equal chance gaming only.
- 6.39 In making its decision on an application for this permit the Licensing Authority does not need to have regard to the licensing objectives but must have regard to any Gambling Commission guidance.
- 6.40 Applicant should set out the types of gaming they are intending to offer and should be able to demonstrate:
 - i) That they understand the limits to stakes and prizes that are set out in Regulations; and
 - ii) That the gaming offered is within the law.

- 6.41 It should be noted that there are conditions in the Gambling Act 2005 by which the permit holder must comply, but that the Licensing authority cannot attach conditions. The conditions in the Act are:
- i) The limits on participation fees, as set out in regulations, must be complied with.
 - ii) All chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played.
 - iii) The prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize); and
 - iv) Participation in the gaming must not entitle the player to take part in any other gambling.
- 6.42 Applications may only be made by people who occupy or plan to occupy the premises, are aged 18 or over (if an individual), and no premises licence or club gaming permit under the Gambling Act 2005 may be in force.

Statement of Principles

- 6.43 This licensing authority considers that such matters will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under-18 year olds do not have access to unequal chances prize gaming.
- 6.44 A plan must accompany applications indicating where, and what type, of prize gaming is to be provided.
- 6.45 The grounds for decision making as regards renewals are the same as for initial applications.
- 6.46 Where the Licensing Authority intends to refuse the application for a permit, it will notify the applicant of its intention to refuse it stating the reasons and offering the applicant an opportunity to make representations orally or in writing or both.

**PART 7
TEMPORARY AND OCCASIONAL USE NOTICES**

TEMPORARY USE NOTICES (TUN)

- 7.1 A Temporary Use Notice (“TUN”) is a notice which authorises a person or an organisation to conduct gaming activities for a temporary period of time, at a particular premises. However, a TUN may only be granted if the premises user is already in possession of a relevant Operating Licence. The London Borough of Hillingdon is bound by a number of statutory limits as regards TUNs. Section 218 of the Act refers to a ‘set of premises’ and provides that a set of premises is the subject of a temporary use notice if ‘any part’ of the premises is the subject to a TUN.
- 7.2 The reference to a ‘set of premises’ prevents one large premise from having a temporary use notice in effect for more than 21 days in a year by giving notification in relation to different parts of the premises and re-setting the clock.
- 7.3 The Licensing Authority will decide what constitutes a ‘set of premises’ where Temporary Use Notices are received relating to the same building/site.
- 7.4 In considering whether a place falls within the definition of a ‘set of premises’ the Licensing Authority will look at the ownership/occupation and control of the premises and the Licensing Authority will consider whether different units are in fact different ‘sets of premises’. An example would be a large exhibition centre with different exhibition halls. This would be considered properly as one premise and would not be granted a temporary use notice for each of its exhibition halls.
- 7.5 A TUN must be lodged with the Licensing Authority not less than three (3) months and one (1) day before the day on which the gambling event will begin. The person who is giving the TUN must ensure that the notice and copies are with the Licensing Authority and named responsible authorities within seven (7) days of the date of the notice.
- 7.6 On receipt of a TUN the Licensing Authority will send a written acknowledgement as soon as is reasonably practicable and this may be by way of e-mail.
- 7.7 If no objections are made within 14 days of the date of the temporary use notice, the Licensing Authority will grant and return the notice with an endorsement of validity.
- 7.8 If objections are received within 14 days of the date of notice, a hearing will be held to consider the issue of a TUN. Those who raise objections may offer modifications to the notice that will resolve their objections.

If all participants to a hearing agree that a hearing is unnecessary, the hearing may be dispensed with.

- 7.9 The Licensing Authority may object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises. The Licensing Authority and other bodies to which the notice is copied may give notice of objection but they must have regard to the Licensing Objectives and where there are such objections, they must give a notice of objection to the person who gave the TUN, such notice will be copied to the Licensing Authority.

OCCASIONAL USE NOTICES (OUN)

- 7.10 An Occasional Use Notice may be used where there is betting on a track on 8 days or less in a calendar year. The OUN dispenses with the need for a Betting Premises Licence for a track and the Licensing Authority will maintain a register of all applications.
- 7.11 The licensing authority has very little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded. The licensing authority will though need to consider the definition of a 'track' and whether the applicant is permitted to avail him/herself of the notice.
- 7.12 Tracks are normally thought of as permanent race courses, but the meaning of track not only covers horse racecourses or dog tracks, but also any other premises on any part of which a race or other sporting event takes place or is intended to take place. Although the track need not be a permanent fixture, land used temporarily as a track providing races or sporting events may qualify.

**PART 8
REGISTRATION OF SMALL SOCIETY LOTTERIES**

DEFINITION OF SMALL SOCIETY LOTTERY

- 8.1 The Gambling Act repeals the Lotteries and Amusements Act 1976. The Licensing Authority will register and administer smaller non-commercial lotteries. Promoting or facilitating a lottery will fall within 2 categories:
- i) Licensed Lotteries (requiring an Operating Licence from the Gambling Commission); and
 - ii) Exempt Lotteries (registered by the Licensing Authority).
- 8.2 Exempt Lotteries are lotteries permitted to run without a licence from the Gambling Commission and these are:
- i) Small Society Lotteries;
 - ii) Incidental Non-Commercial Lotteries;
 - iii) Private Lotteries;
 - iv) Private Society Lottery;
 - v) Work Lottery;
 - vi) Residents' Lottery;
 - vii) Customer Lotteries.
- 8.3 Societies may organise lotteries if they are licensed by the Gambling Commission or fall within the exempt category, and therefore registered by the Licensing Authority, because their proceeds are below specified levels. The Licensing Authority recommends those seeking to run lotteries take their own legal advice on which type of lottery category they fall within. However, guidance notes with regard to all lotteries, limits placed on small society lotteries and information setting out financial limits will be made available on the Council's website or by contacting the Licensing Authority.

THE LICENSING AND REGISTRATION SCHEME

- 8.4 Applicants for lottery licences must apply to the Licensing Authority in the area where their principal office is located. Where the Licensing Authority believes that the Society's principal office is situated in another area it will inform the Society as soon as possible and where possible, will inform the other Licensing Authority.
- 8.5 Lotteries will be regulated through a licensing and registration scheme, conditions imposed on licences by the Gambling Commission, Codes of Practice and any Guidance issued by the Gambling Commission. In exercising its functions with regard to small society and exempt lotteries, the Licensing Authority will have due regard to the Gambling Commission's Guidance.

- 8.6 The Licensing Authority will keep a Public Register of all applications and will provide information to the Gambling Commission on all lotteries registered by the Licensing Authority. As soon as the entry on the Register is completed, the Licensing Authority will notify the applicant of his registration. In addition, the Licensing Authority will make available for inspection by the public; the financial statements/returns submitted by societies in the preceding 18 months and will monitor the cumulative totals for each society to ensure the annual monetary limit is not breached. If there is any doubt, the Licensing Authority will notify the Gambling Commission in writing, copying this to the Society concerned.
- 8.7 The Licensing Authority will refuse applications for registration if in the previous five years, either an Operating Licence held by the applicant for registration has been revoked, or an application for an Operating Licence made by the applicant for registration has been refused. Where the Licensing Authority is uncertain as to whether or not an application has been refused, it will contact the Gambling Commission to seek advice.
- 8.8 The Licensing Authority may refuse an application for registration if in their opinion:
- i) The applicant is not a non-commercial society;
 - ii) A person who will or may be connected with the promotion of the lottery has been convicted of a relevant offence; or
 - iii) Information provided in or with the application for registration is false or misleading.
- 8.9 The Licensing Authority will ask applicants to set out the purposes for which the Society is established and will ask the Society to declare that they represent a bona fide non-commercial society and have no relevant convictions. The Licensing Authority may, however, seek further information from the Society.
- 8.10 Where the Licensing Authority intends to refuse registration of a Society, it will give the Society an opportunity to make representations and will inform the Society of the reasons why it is minded to refuse registration and supply evidence on which it has reached that preliminary conclusion. In any event, the Licensing Authority will make available on its website its procedures on how it handles representations.
- 8.11 The Licensing Authority may revoke the registered status of a society if it thinks that they would have had to, or would be entitled to; refuse an application for registration if it were being made at that time. However, no revocations will take place unless the Society has been given the opportunity to make representations. The Licensing Authority will inform the society of the reasons why it is minded to revoke the registration and will provide an outline of the evidence on which it has reached that preliminary conclusion.

- 8.12 Where a Society employs an external lottery manager, they will need to satisfy themselves that they hold an Operator's Licence issued by the Gambling Commission and the Licensing Authority will expect this to be verified by the Society.
- 8.13 The Licensing Authority will expect registered small society lottery societies to renew their registrations each year. It is not the responsibility of the Licensing Authority to issue reminders to small society lottery societies to advise of renewals. Registrations will expire if they are not renewed in a timely way. Cancellation of a small society lottery will be confirmed in writing by the Licensing Authority.

**PART 9
DECISION MAKING**

THE LICENSING COMMITTEE

- 9.1 The Licensing Committee will consist of at least 10 Members. Licensing Sub-committees consisting of 3 Committee Members will hear any relevant representations from Responsible Authorities and interested parties. Any of these individuals or groups may specifically request a representative to make representations on the applicant's behalf. This could be a legal representative, a friend, an MP or a Ward Councillor.
- 9.2 Where a Councillor who is a member of the Licensing Sub-Committee is making or has made representations regarding a licence on behalf of an interested party, in the interests of good governance they will disqualify themselves from any involvement in the decision-making process affecting the licence in question.
- 9.3 Licensing Authorities must have regard to the licensing objectives when exercising their functions in relations to premises licences, temporary use notices and some permits.
- 9.4 The decision determined by the Sub-Committee will be accompanied with clear, cogent reasons for that decision, having had due regard to being reasonably consistent with the Licensing Objectives; the Human Rights Act 1998; any relevant code of practice under Section 24 of the Gambling Act 2005; any relevant guidance issued by the Commission under Section 25 of the Gambling Act 2005; and this Statement of Policy. The decision and the reasons for that decision will be sent to the Applicant and those who have made relevant representations as soon as practicable.

DELEGATION OF DECISION MAKING RESPONSIBILITIES

- 9.6 The Council will be involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.
- 9.7 Appreciating the need to provide a speedy, efficient and cost-effective service to all parties involved in the licensing process, decisions on all licensing matters will be taken in accordance with an approved scheme of delegation, as attached at Appendix D.
- 9.8 Many of the decisions and functions will be purely administrative in nature and the grant of non-contentious applications, including for example, those licences and permits where no representations have been made, will be delegated to Council Officers.

PART 10

APPENDIX A

SCHEDULE OF CONSULTEES TO DRAFT POLICY

PERSONS OR BODIES
REPRESENTING THE
INTERESTS OF THOSE
CARRYING ON GAMBLING
BUSINESSES IN THE BOROUGH

Association of British Bookmakers
Association of Licensed Multiple
Retailers
British Amusement Catering
Association
British Beer and Pub Association
National Casino Industry Forum
British Holiday & Home Parks
Association
Greyhound Board of Great Britain
British Institute of Inn keeping
Business in Sport and Leisure Ltd
Casino Operators Association, UK
Community Trade Union
Federation of Licensed Victuallers
Gamcare
AGE UK
Hillingdon Chamber of Commerce
Remote Gambling Association
Responsibility in Gambling Trust
Rugby Football Union
The Bingo Association
The Football Association
The Lotteries Council
The Working Men's Club & Institute
Union

PERSONS OR BODIES
REPRESENTING THE
INTERESTS OF THOSE WHO
ARE LIKELY TO BE AFFECTED
BY THE EXERCISE OF THE
AUTHORITY'S FUNCTIONS

All Elected (Ward) Councillors,
London Borough of Hillingdon
Council
All "Responsible Authorities" as
defined under the Gambling Act

*(see Appendix C for list and contact
details)*

Alcoholics Anonymous (AA)
Gamblers Anonymous
Government Organisations: (LGA,
ODPM, LACORS)
Hillingdon Action Group for
Addiction Management (HAGAM)
Hillingdon Association of Voluntary
Services
Hillingdon's Children and Young
People's Partnership Board
(CYPSPB)
Hillingdon Community and Police
Consultative Group
Hillingdon Drug and Alcohol
Services
Hillingdon Law Centre
Hillingdon Mind
Hillingdon NHS
Hillingdon Salvation Army
Hillingdon Samaritans
Hillingdon Youth Offending Service
Hillingdon Tenants and Residents
Associations
Hillingdon Federation of
Community Associations & similar
bodies
Local Licensing Solicitors in
Hillingdon
Local Strategic Partnership
Uxbridge Initiative
Uxbridge Magistrates Court

NEIGHBOURING LONDON,
COUNTY AND DISTRICT
COUNCIL'S

London Boroughs of: Brent, Ealing,
Hammersmith & Fulham, Harrow
and Hounslow
(West London Alliance Members)
And:
Slough Borough Council

Spelthorne Borough Council
Hertfordshire County Council
South Bucks District Council

Three Rivers District Council

Note: This list was not intended to be exhaustive. Comments and observations were welcomed from anyone affected by this policy.

APPENDIX B

SCHEDULE OF RESPONSIBLE AUTHORITIES

For the purposes of the Act, Responsible Authorities are public bodies that must be notified of all applications and who are entitled to make representation in relation to Premises

Hillingdon Licensing Authority
~~c/o Regulatory Services~~**Licensing Service**
 Residents Services
 London Borough of Hillingdon
 Civic Centre, Uxbridge
 UB8 1UW

The Gambling Commission
 Victoria Square House
 Victoria Square
 Birmingham
 B2 4BP

Chief Officer of Police, London
 Borough of Hillingdon
 c/o Licensing Sergeant
 Uxbridge Police Station
 1 Warwick Place
 Uxbridge
 UB8 1PG

~~Chief Officer of Police, Heathrow
 Metropolitan Police,
 East Ramp
 London Heathrow Airport
 TW6 2DG~~

London Fire and Emergency
 Planning Authority
 Hillingdon Fire Safety Team
 Hillingdon Fire Station
 Uxbridge Road
 Hillingdon
 UB10 0PH

Hillingdon Planning Authority
 Head of Planning and Enforcement
 Residents Services
 London Borough of Hillingdon
 Civic Centre, Uxbridge
 UB8 1UW

Authority for Pollution & Harm to
 Human Health
~~c/o Divisional Environmental Health
 Officer~~**Antisocial Behaviour &
 Environment Team**
~~Environmental Protection Unit~~
 London Borough of Hillingdon
 Civic Centre, Uxbridge
 UB8 1UW

Local Safeguarding Children Board
 c/o Director of Children Services
 London Borough of Hillingdon
 Civic Centre, Uxbridge
 UB8 1UW

HM Revenue & Customs
 Betting and Gambling Department
 Portcullis House
 21 India Street
 Glasgow
 G2 4PZ

Authorities for Vessels:
 Navigation Authority
 The Enforcement Agency
 The Canal and River Trust
 The Secretary of State

Appendix C SUMMARY OF
DELEGATION OF POWERS

MATTER TO BE DEALT WITH	FULL COUNCIL	SUB-COMMITTEE	OFFICERS
Three year licensing policy	X		
Policy not to permit casinos	X		
Fee Setting - when appropriate	Cabinet		
Application for premises licences		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a variation to a licence		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission
Application for a provisional statement		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Review of a premises licence		X	
Application for club gaming /club machine permits		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Cancellation of club gaming/ club machine permits		X	
Applications for other permits			X
Cancellation of licensed premises gaming machine permits			X
Consideration of temporary use notice			X
Notifications and applications for two or three gaming machines			X
Applications for four to five gaming machines			Officers in consultation with the Chairman of the Licensing Sub-Committee
Applications for more than five gaming machines		X	
Decision to give a counter notice to a temporary use notice		X	
Section 284 Order to revoke the automatic entitlement for 2 gaming machine notifications		X	

Annex A

Clarification added by full Council on 7 September 2017 with respect to ward councillors making representations:

Where a Ward Councillor makes representations upon an application within their ward, in writing, to the Head of Administrative, licensing, Technical and Business Services within the appropriate statutory period of consultation for the application, that application shall be submitted to the Licensing Sub-Committee for determination. The Ward Councillor must include in their representations the reasons why they wish the application to be determined by the Sub-Committee.

GAMBLING OPERATOR PRACTICES AND LOCAL UPDATE

Committee	Licensing Committee
Officer Contact	Stephanie Waterford, Residents Services
Papers with report	Appendix 1 - Hayes Bet Watch information Appendix 2 - Training Materials for Staff working in Betting Shops
Ward(s) affected	All

HEADLINE

The Committee have previously requested information concerning current practices with Betting Shops to protect underage and vulnerable persons and also examples of training materials used to train staff working in Betting Shops. This report also updates Members on the number of betting shops in the Borough over the last few years.

RECOMMENDATION

That the Committee note the information and provide any comments to officers.

INFORMATION

Hayes Bet Watch

Hayes Bet Watch was formed in 2017 in order to deal with issues taking place in the Betting Shops located in the Hayes Town Centre area. The scheme operates well and provides members with a forum to share information and intelligence. Meetings are supported and attended by the Police and Council Licensing Officers. **Appendix 1** details the Banning Scheme currently in force by Hayes Bet Watch Members.

Betting Shop Training Materials

Examples of training materials provided to staff working in Betting Shops are provided at **Appendix 2**. These materials highlight the training given to deal with vulnerable and underage persons and self exclusion and exclusion policies.

Betting Shop Statistics - Hillingdon

Number of Betting Shops in 2016	53
Number of Betting Shops in 2017	53
Number of Betting Shops in 2018	52

Implications on related Council policies

None at this stage.

Legal implications

None at this stage.

Financial Implications

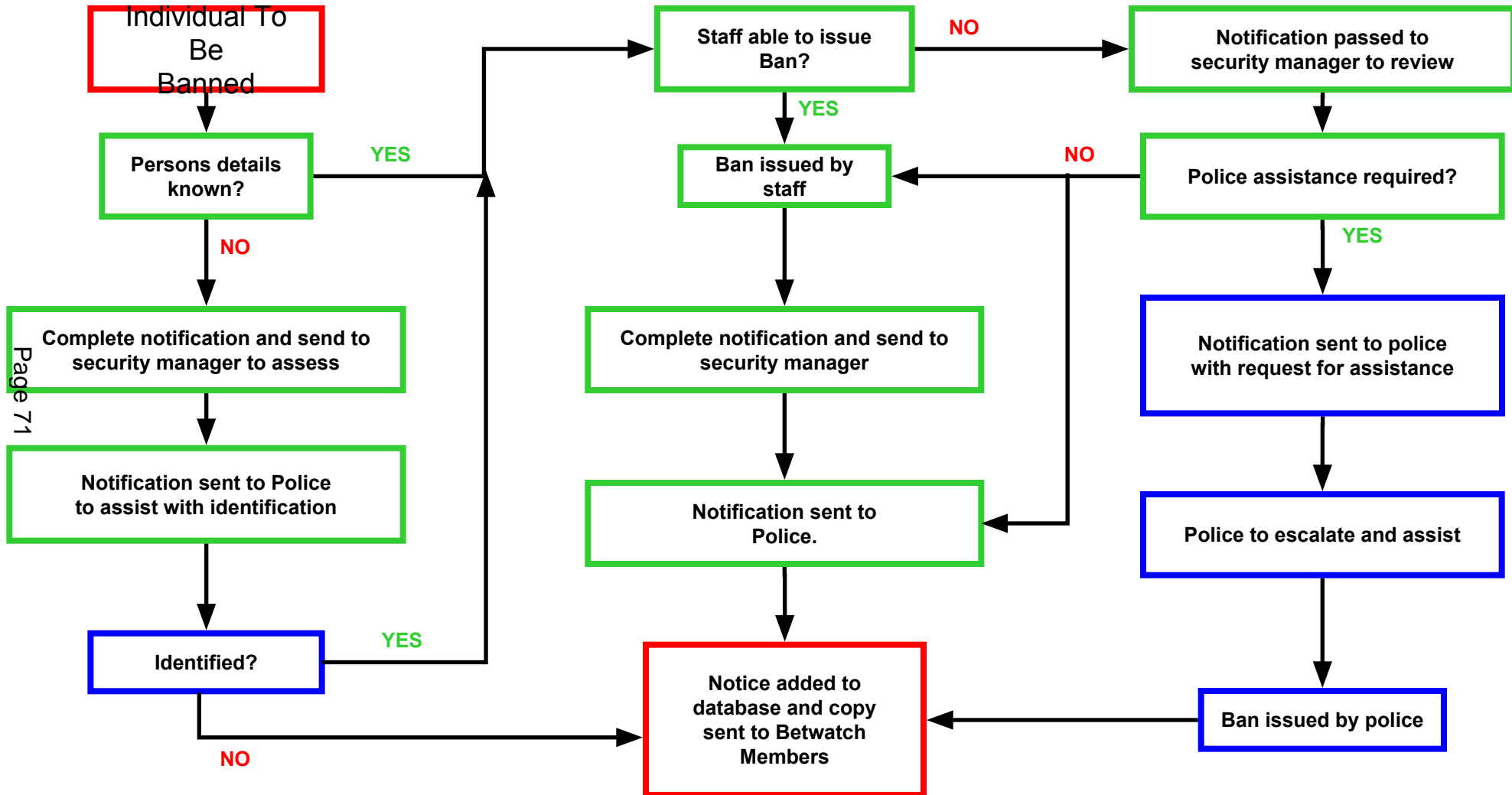
None at this stage.

Background Papers

NIL



HAYES TOWN BETWATCH – BANNING PROCEDURE





You will be banned for the following reasons:

- Rudeness or incivility towards staff members.
- Showing/using violence and/or aggression towards staff members.
- Being verbally abusive to any person or behaving in a way which causes or is likely to cause harassment, alarm or distress to another person.
- Damaging property belonging to the business premise
- Drinking alcohol or consuming intoxicating substances while on the premise.
- Being (suspected) drunk or under the influence of controlled drugs and/or other psychoactive substances.
- Being (suspected) concerned in the supply of controlled substances.
- If suspected of having a gambling addiction (for patrons welfare).

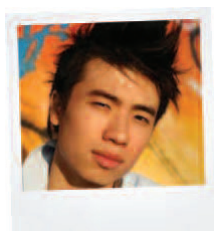
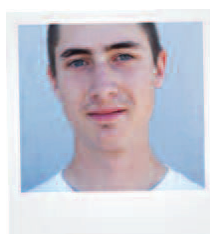
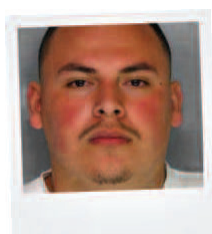
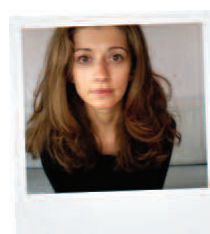
AGE VERIFICATION.

Think 21

The UK Law states that to enter an LBO you must be at least 18 years old. The Think 21 policy reduces the risk of underage gambling taking place. Young looking youths entering the premises must be asked for ID that confirms they are at least 18 years old. Once approached, the individual must provide an acceptable form of photographic ID and if unable to do so leave the premises.

We need to Think 21 and ask for ID where necessary before a youth gambles – either at the counter or at a machine. Challenge on entry is the gold standard we need to reach. When local authorities, police or Gambling Commission send in real underage testers, they don't usually loiter waiting to be spotted. If they get to a machine and gamble we have failed – whether or not we ask them for ID if they come to the counter. Remember, you can disable machines from behind the counter if you need to.

Anyone who cannot produce an acceptable form of identification must be removed from the premises immediately.



Would you ID them? How old do you think they are? Have a guess and double check on page 54.

ID Verification

If approached, the individual must provide an acceptable form of photographic ID. Consider the following:

Is it an acceptable proof of ID?

(If in doubt, contact Compliance on 72 3608 or speak to your DOM)

List of acceptable forms of ID:



**UK AND INTERNATIONAL
PASSPORT BOOK**



**UK FULL AND PROVISIONAL
DRIVING LICENCES**



PASS HOLOGRAM LOGO CARDS:

- **CITIZENS CARD**
- **CONNEXIONS LOGO**
- **VALIDATE CARD**
- **YOUNG SCOTS CARD**

Does the photograph match the individual?

Does the date of birth confirm the individual is 18 or older?

Is the document valid?

It is within every team member's discretion to refuse to accept a form of ID if they are suspicious about the authenticity of the document.

CHECK ID CAREFULLY. DO NOT ACCEPT ID YOU ARE NOT 100% SATISFIED WITH!

Age Verification Reporting

Your age verification reporting figures are collated via the Daily Totals Report forms you submit. Reporting summaries are forwarded to your operations teams each period. These figures must be correct. Ensure you log every challenge in the correct category throughout the day and inform the duty manager. When a young customer can't produce ID think about whether you are reporting it correctly. Had they attempted to gamble? Was it a Cat A or a Cat B?

Complete relevant incident report forms. If you forget to complete a form and remember on a later date, backdate the IRF and contact Compliance on 72 3608. Ensure you liaise with your colleagues during handovers and discuss reporting with junior members of your shop team.

Successful Challenges

If an individual provided an acceptable form of ID which was verified and accepted it is classified as Successful Challenge. A daily summary figure of Successful Challenges needs to be marked on the Daily Totals Report form.

Age Verification - Successful Challenges		Number of Incidents								
7) No. of Customers Producing Acceptable Proof of Age When Challenged	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5	<input type="text"/>
	6	<input type="text"/>	7	<input type="text"/>	8	<input type="text"/>	9	<input type="text"/>	10	<input type="text"/>
	11	<input type="text"/>	12	<input type="text"/>	13	<input type="text"/>	14	<input type="text"/>	15+	<input type="text"/>

Category B(efore attempting/ gambling)

If an individual is unable to provide an acceptable form of ID before attempting / gambling (on entry) and is asked to leave the shop it is classified as a Category B. Category B Incidents do not require an Incident Report Form. A daily total is marked on the Daily Totals Report form.

Age Verification - Category B		Number of Incidents				
6) No. of Category B Incidents	1	2	3	4	5+	

Category A (Attempt to Gamble)

If an individual is unable to provide an acceptable form of ID when challenged whilst attempting to gamble, whilst gambling, or after they already gambled it is classified as a Category A. It is marked on the Daily Totals Report and also requires a written Incident Report form which should include the following details:

- Why was the individual not spotted/approached on entry?
- How the individual attempted to gamble (OTC / machines)?
- Did they succeed in gambling? If so how?
- How long did they gamble for?
- How much did they stake/win? What action was taken regarding his stakes/winnings?
- If underage gambling was confirmed, was refund of stakes mentioned? Were their contact details requested and forwarded to the DOM? Have they been referred to Customer Relations?
- Was ID shown? If so what ID was it?
- Any other relevant details.

TYPE OF INCIDENT								
2) H&S Hazard- Helpdesk Not Informed	3) H&S Verbal Abuse/Violence – Police Not Called	4) H&S Incident/ Accident	5) Age Verification – Category A	9) Responsible Gambling Interaction	10) Self-Exclusion Breach	12) Police Called	14) Official Visit	15) Good Neighbour – Incidents affecting Licensing Objectives
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If a youth inserted money into a gaming machine/SSBT only (and you are 100% certain they did not gamble) and they are unable to provide acceptable ID, their stakes can be refunded, e.g. A youth entered the shop and inserted a £5 note in the machine. The machine is disabled and they have no ID. £5 can be refunded.

If a youth gambled before they were approached and is now unable to provide ID, payment should be withheld until acceptable proof of ID evidencing them to be over 18 is provided.

- **If the youth claims to be over 18**, they should be asked to leave and return with ID so payment of outstanding credit/winnings can be made.
- **If the youth claims to be underage**, ask for their contact details for the DOM and provide them with the Customer Relations' number they should contact to discuss refund of stakes. Do not encourage them to return to the shop, if they claim to be under 18.

Age Verification - Category A	Number of Incidents					
5) No. of Category A Incidents (IRF)	1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5+ <input type="checkbox"/>	

Underage gambling

All instances which involve confirmed underage gambling are reported to the Gambling Commission. Once you become aware of underage gambling, or suspicions regarding underage gambling are raised, you must notify your DOM. We are legally obliged to return the stakes of anyone under the age of 18 who has gambled with us.

If a youth is able to gamble and then provides ID showing them to be under 18, their winnings MUST NOT be paid.

- If their stake is known or can be confirmed easily, contact your DOM to authorise refund of stakes.
- If their stakes cannot be determined, obtain their contact details which should be forwarded to your DOM at earliest opportunity, or, if they are unwilling to provide any, refer them to Customer Relations.

Category A / Category B Classification Table

OVER THE COUNTER	CLASSIFICATION	RATIONALE
Customer enters shop.	B	Customers must be at the point of placing a bet to be considered as attempting to gamble. No attempt to gamble.
Customer reads form/watches screens.	B	May indicate intent but has not actually attempted to bet.
Customer approaches counter and asks for a price or information about an event.	B	May indicate intent but has not actually attempted to bet.
Customer picks up a betting slip/fill in a coupon.	B	May indicate intent but has not actually attempted to bet. Customer could be writing anything on a betting slip/ coupon.
Customer approaches the counter and asks for change.	B	As they have not presented a slip or interacted with a Gaming machine, it is not classed as an attempt to gamble.
Customer approaches the counter with a betting slip/coupon.	A	By approaching the counter with a betting slip/coupon they clearly indicating an attempt to gamble. They could be defined as 'at the point of placing a bet'.
Customer places a betting slip/coupon and payment on counter/hands to cashier.	A	Clearly an attempt to gamble.
Customer approaches counter with a winning slip/ machines ticket and provides no ID/Id proving them to be underage	A	Indicates they placed a bet previously gambled.
Customer is asked for ID after having placed a bet/placed bets in the past and provides no ID/ ID proving them to be underage.	A	Customer has already gambled and is unable to confirm their age or is confirming underage gambling.

Category A / Category B Classification Table

GAMING MACHINES (GM)/SSBTs	CLASSIFICATION	RATIONALE
Customer stands near a GM/SSBT and watches other play.	B	No attempt to gamble on the machines.
Customer sits at a GM/SSBT (without inserting money)	B	No attempt to gamble on the machines. Intention might be to play, but equally to sit and watch others.
Customer accesses information on a GM/SSBT.	A	Machines/SSBTs are more difficult to monitor to identify the exact point a person attempts to gamble. Therefore the moment a customer touches or interacts with a Gm/SSBT is classified as an attempt to gamble.
Customer sits at the GM/SSBT and reaches for wallet.	A	Reaching for their wallet at a GM/SSBT is a clear indication that the customer is starting the 'interaction' and is therefore classified as an attempt to gamble.
Customer attempts to insert money into a GM/SSBT.	A	Clear attempt to gamble.
Customer inserts money into a GM/SSBT.	A	Clear attempt to gamble.
Customer spins their credit before being approached.	A	The customer gambled.
MISCELLANEOUS	CLASSIFICATION	RATIONALE
Customer uses the toilets.	B	No attempt to gamble.
Customer enters with a minor.	B	No attempt to gamble – but must be categorised as a Cat B.
Customer stands near a GM/SSBT and watches other play.	B	The child themselves have not attempted to gamble. If the incident develops, report under Q15 – Other Relevant Incidents.

IF IN DOUBT – COMPLETE AN IRF!

Think 21 case studies

EXAMPLE

01

Lesson

Category A

A youth managed to enter the shop unnoticed and started playing on the gaming machine. The CSA was working on his own on during the duty manager's lunch break, and was dealing with a high volume of customers putting bets on at the counter. When noticed, the youth was asked for ID. A student card was provided and the youth was informed that it is not an acceptable proof of ID, their ticket for £23.50 was printed. The CSA wrote 'ID to be verified' on the ticket, scanned it through the till and returned to the youth who was advised to return with an acceptable form of ID or to contact Customer Relations. The youth left the shop and the CSA described the incident on a **Category A** report and processed it through the till. They informed the duty manager.

The youth returned 3 hours later with a UK driving license proofing him to be 19 years old and their ticket was paid in the shop.

Always follow procedure and never pay any outstanding balance in the shop unless an acceptable proof of ID is shown. Make sure you do not pay this ticket when another customer hands it to you. If the youth is underage, his stakes will be returned once your DOM or Customer Relations have carried out suitable checks.

EXAMPLE

02

Lesson

Category A

A youth entered the shop, approached the gaming machine and entered the menu. The duty manager approached him for ID which he was unable to produce, therefore he was asked to leave the shop. The duty manager filled in a Cat A Incident Report Form and scanned it through the till. The incident was marked as a Category A on the Daily Totals Report Form.

The only time when an Incident is considered a Category B on the gaming machines is when the youth is watching other customers play.

EXAMPLE

03

Lesson

Category A

A youth entered the shop and loaded £5 into the gaming machine. The machine was disabled by the duty manager. The youth had no ID. The £5 was refunded and the youth was asked to leave. A Cat A Incident Report Form was completed and scanned through the till. The incident was also marked on the Daily Totals Report.

Remember – you can disable the machine! Providing you are 100% certain no gambling took place, stakes can be refunded in the shop.

EXAMPLE

04

Lesson

Category A

A youth entered the shop, took one of the football coupons, filled it in and approached the counter with money in his hand. The CSA asked for an ID. The youth stated that he was served in the shop the day before and has shown the ID already. The CSA reinforced the procedure and informed him that he should be carrying his ID on him on all occasions when visiting for he will be challenged for ID by different members of the team working in the shop. The youth left the shop and the CSA filled in a Cat A Incident Report Form and scanned it through the till. The incident was also marked as a Category A on the Daily Totals Report.

ID must be verified by the member of the team working in the shop at the time when the customer enters. If challenged – the customer must provide ID. ID must be verified by the shop team members working at the time when the customer enters the premises.

EXAMPLE

05

Lesson

Category B

A youth entered the shop, approached the counter and asked for change. The duty manager asked for an ID. The youth was unable to produce one so he was asked to leave the shop which he did. The incident was marked as a Cat B Incident on the Daily Totals Report.

Category B is an incident where an individual did not attempt to gamble is challenged for ID and is unable to produce one.

EXAMPLE

06

Lesson

Category B

A youth was noticed crediting an SSBT. The duty manager disabled the SSBT and asked them for ID. No ID was provided. The youth was asked to leave. The credit was returned. A Cat A Incident Report Form was completed and scanned through the till. The incident was also marked on the Daily Totals Report.

Remember – you can disable the SSBT!

RESPONSIBLE GAMBLING.

The third licensing objective states that we are ‘to protect children and other vulnerable persons from being harmed or exploited by gambling’. Vulnerability refers to the inability or limited ability of people to fully control their actions.



Vulnerable people can be categorized as:

Underage individuals

Our Think 21 policy minimises the risk of underage gambling. You must challenge all unknown young individuals for ID. The golden standard is ‘on entry’. Once challenged, the individual has to provide acceptable ID proving them to be over 18 to be allowed to remain on the premises. (Please see Age Verification on page 26).

Clearly under the influence of drink or drugs

Do not accept bets or allow anyone to play the gaming machines if they are obviously intoxicated! Ask them to leave the premises and report it accordingly on the Daily Totals Report.

With mental health issues including dementia

If you suspect that a customer has mental health issues, be considerate of their situation whilst approaching them. Having mental health issues does not automatically disqualify individuals from gambling. We have to take care not to discriminate against an individual who is perfectly capable of making informed decisions, but the nature of his perceived disability raises concerns. At the same time, we cannot ignore customers who mention having personal problems/health problems which might impact on their ability to control their gambling or prevent them understanding what they are doing. Raise the issue. Discuss it with the duty manager; contact your DOM/ Compliance for advice.

DO NOT IGNORE THE ISSUE

PROTECTING CHILDREN AND THE VULNERABLE

36

With gambling issues or at risk of developing gambling issues

Consider your customers and the behaviours / betting habits they display and react to any symptoms which might indicate potential gambling issues. Every time you approach someone to discuss responsible gambling, record it to evidence the care you show your customers.

Those who specialise in how the minds of people with gambling issues work would identify some of the following signs in making a diagnosis:

- **The individual is preoccupied with gambling – they obsess about it**
- **They need to gamble more and more to get the “high” they want**
- **They make repeated unsuccessful attempts to control their behaviour**
- **They may be trying to use gambling to escape other aspects of their lives**
- **They are likely to chase their losses rather than accepting them**
- **They are likely to lie and may even commit criminal offences to fund their habit**
- **They jeopardise their relationships with family and friends to continue gambling**

We should accept that there is an extreme of gambling behaviour that can only be resolved by the individual when they decide to take responsibility for their actions by getting specialist counselling and self-excluding from places from which they are tempted to visit to gamble.

At the other end of the spectrum are those customers who may not have developed a severe problem like the one we have just talked about but who may in some danger of doing so. Many of our responsible gambling interactions are going to be about making sure that we are providing those “**at risk**” individuals with advice on how to gamble only with money they can afford to lose and with time they don’t need to devote elsewhere. We are prompting them to consider their gambling more carefully.

- **We are not trained counsellors – and we can’t ever be**
- **Our job is to use our experience to recognise potential signs of gambling issues and to prompt a conversation which, ideally, will inform the customer of the options available to them and signpost them to help**
- **In the vast majority of cases, we do not make decisions on behalf of the customer. Like any addiction, the decision to address an issue should come from the individual. However, we must consider the support we can provide. Your concerns relating to customers you think might have gambling issues and who ignore your interactions or refuse to listen to you at all must be raised to your line manager or the Compliance Team**
- **We absolutely do not have a legal “duty of care” to problem gamblers. Don’t use that phrase. The requirement on us is to provide information about what the customer can do. We cannot be responsible for solving their problem but we must have made genuine efforts to help them**

Interaction Prompts

Not all of these will necessarily indicate a gambling problem or a customer '**at risk**' but you need to consider them in the context of everything else you know about the customer.

- **Increasing stakes**
- **Chasing losses**
- **Repeated loading on machines**
- **Using several different payment methods**
- **Multiple deposits via debit cards and declined debit card transactions**
- **Customers who mention having gambling problems or are enquiring about self-exclusion**
- **Those who have recently returned from self-exclusion**
- **Those who have asked about help before**
- **Those who comment on adverse effects on their life e.g. spent all the rent money etc**
- **Displaying agitation or aggressive behaviour (Remember that a customer with a gambling issue will not always appear distressed. Many of them will be calm and, on the surface, appear to be in control.)**
- **Wanting to gamble on more than one machine at a time**
- **Gambling for prolonged periods without a break**
- **Strangers who enter your shop and stake unusually large amounts on machines**
- **Customers you know to be excluded elsewhere (should they wish to extend, contact Compliance on 72 3608 or complete a self-exclusion form)**
- **Customers who don't believe the machines are random yet insist on continuing to play on them**
- **Customers who are regularly there first thing in the morning and/or last thing at night playing on machines**
- **Customers who ask you for help**
- **Clearly intoxicated individuals (refuse service and ask them to leave)**
- **Customers who notice machines limits and ask you about them**
- **Customers who may reach a machines limit and show signs of frustration / anger with the enforced delay**

- **If you notice a regular customer set a voluntary limit for the first time**
- **If a customer sets limits and then either cancels them or ignores them and continues play after set limits have been reach.**
- **Customers who go to another machine to avoid set limits.**

This is not an exhaustive list. You will know your customers better than anyone else and will be able to detect changes in their behaviour. There will be instances where symptoms displayed may cause you concern but you might not be sure how to deal with the matter.

Raise your concerns with your DOM. You can also contact Compliance on 72 3608, discuss your concerns and ask for advice.

Before you approach a customer...

It can be very challenging to approach a customer regarding a potential gambling problem. We cannot be certain of the response our approach will provoke. Some customers might be receptive to a chat; some might actually have considered self-exclusion already; and some might have never considered their gambling behaviour in those terms.

Before you approach a customer who in your opinion is displaying signs of potential gambling problems firstly consider the customer's state of mind:

- The customer may **genuinely not consider that they have an issue** – they could believe that they have their gambling under control, that there is nothing wrong and may not see their own behaviour and actions as a sign that they may have an issue.
- They may **realise that their gambling is an issue but are simply not ready to deal with it** – a customer must be ready to take action - we cannot force a person they are an individual after all. We also must never assume that we know what is best for them. Consider what happens when someone else tells you they know what's best for you? How do you tend to react to people when they tell you what you should or should not do –especially when you have not asked for any advice.
- They may **know very well that they have an issue, but strongly believe that nothing will work for them in addressing the problem** – They may have tried to stop before and it did not work for them, so they may not want to listen.
- They could **realise that they have a gambling issues and be ready to take the necessary steps to deal with it** – When a customer is ready they will listen and try to find help, we must be ready to advise them on what is available.

.... and all stages in between



Remember that your task is to provide information about options and help which are available to them. You can't promise to solve their problem for them, counsel them or assume you know what is best for them.

Before interacting, consider:

- How you will communicate effectively with the customer.
- How you can do so discreetly.
- Whether it is safe for you. Do not risk your own safety or that of others in the shop.
- Whether it is the right moment to interact.

Messages that you might consider getting over:

- Are you OK? Because I'm concerned about (whatever it was that has caused you concern)
- I want to make sure you are happy with your gambling pattern (refer to their losses/time/using several cards etc.)
- Do you know about the options available to you?
- Responsible gambling leaflet - National Gambling Helpline (GamCare), Gambleaware website information
- Loss/time limits on machine
- Self-exclusion – either William Hill specific or multi operator
- You can talk to a member of the shop team at any time if you want us to go through your options with you.
- It may be best for you to stop for today and go and think about it (it is the customer's choice to make though)

Some of these conversations are straightforward and some are anything but. Remember you can ask your DOM or Compliance for advice at any time. Do not ignore a situation when you can ask for advice on how to handle it.

In the vast majority of cases, we do not make decisions on our customers' behalf. We encourage them to seek appropriate support, and advertise options available. Ultimately however, these customers need to take steps, which are going to work for them, to effectively control their gambling. If you identify interaction prompts and are concerned about a customer's lack of response to your interaction attempts, contact the Compliance Team or your DOM to seek further guidance.

In situations where the customer mentions self-harm or even suicide, phone the police, contact your DOM and prevent the customer from gambling further.

Remember to discuss your interactions with other team members and make them aware of any follow up actions which are required. Not all customers will be receptive to your first approach. Document interactions using Incident Report Forms.

What to say and how to say it

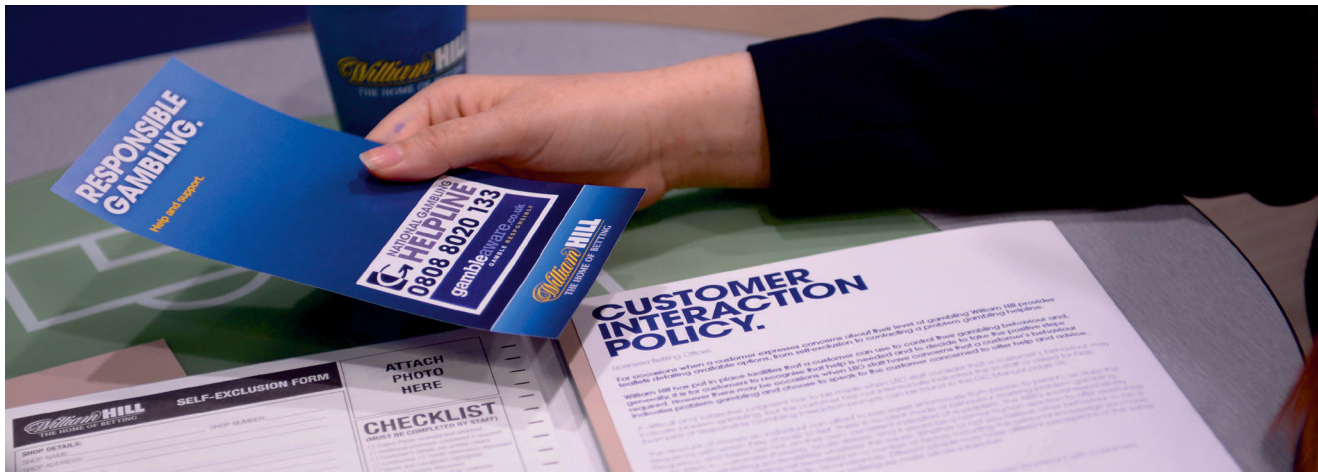
It is impossible to provide you with a step-by-step guide which would provide you with precise directions on how to interact with every one of your customers. Every customer is unique, and their response will depend on many factors. You know your customers better than anyone else, and you will have an idea on how to approach them to get the best response. Some customers may be receptive to a direct approach, particularly customers who admit they have a problem. Remember however that there will be individuals who will not be ready to accept that they might have a gambling problem or they might indeed not have a problem at all. They might not respond during the first interaction and who you might need to follow-up with.

An interaction must be as specific to a customer as it can be. If a customer knows that lots of people in a shop get asked if they are OK with their gambling, and he is asked the same question, it is easy to brush off as not being relevant to him. However, if the interaction specifies reasons particular to the customer (I've seen you go and get more money from the cashpoint/your card was refused on your 4th deposit/you did talk about saving for your holiday before you staked £1000 – or whatever) they are much more likely to take on board what is being said.

You will need to build a rapport with the customer and use techniques and behaviours that will encourage the customer to give you the information you may need to determine what action to take and what to offer. The details you get to discuss and options you will offer are going to depend on how receptive the customer is, or is not, to your approach. You may be able to be more direct and forceful about the options available with customers who admit they have a problem. But, try not to hammer away at those who are just not ready to hear it! A series of gentle nudges, perhaps over several days, is more likely to get them thinking and realising they need to take action.

REPORTING.

Responsible Gambling Interaction



Details required on the Incident Report Form:

- Who the customer is – name if known/regular?/stranger?/logged?
- Any relevant history with the customer?
- What it was that triggered you to interact?
- What you said and what the customer's reaction was. (Remember, the sort of conversation you can have is going to be affected by whether or not the customer thinks they have an issue and whether they are ready to deal with it).
- Whether there is follow up action required (e.g. speaking to the customer again when they are calmer etc).

Discuss with your shop team, process the Incident Report Form as soon as possible after the event and inform the DOM regarding any concerns. Mark the Daily Totals Report form.

EXAMPLE

01

Lesson

INCIDENT REPORT FORM

Responsible Gambling Interactions

Regular customer Joe Bloggs came in again today, loaded £150.00 on machine via card then tried to load £50.00 more but the transaction was declined.

He immediately left the shop, but returned with £200.00 in cash which he loaded. He used to be self-excluded.

We've tried speaking with him several times over the last few weeks. I approached him again and said I was concerned he was spending much more than usual. He said he needed a big win as he was almost out of money. I suggested he Set Limits or self-excluded again. He said it didn't work for him and neither would the National Gambling Helpline.

Consider interaction prompts. In this scenario, a previously self-excluded customer's card declined and he proceeded to continue to use cash. If you are concerned about the customer not paying attention to your attempts to interact with them, get advice from your DOM or the Compliance Team.

EXAMPLE
02

Lesson

INCIDENT REPORT FORM

Responsible Gambling Interactions

A customer I know as John came in and played a machine. He set a spend limit of £100.00 but then went on to load and play a further £200 in cash. I was on my own in the shop and would have liked to talk to him when he played through his limit. When my colleague returned I went out and spoke to John saying I was worried that he set a limit and then played through it. He laughed and said it didn't matter and didn't want to talk. I'll speak to the rest of the shop team because next time it would be better to speak to him earlier.

Remember that customers who set voluntary limits indicate attempts to control their gambling.

Interact with customers who play through their limits.

EXAMPLE
03

Lesson

INCIDENT REPORT FORM

Responsible Gambling Interactions

A stranger loaded £3000.00 using a debit card. I saw the name on the card and checked it. It didn't match any of our self-excludees. He was Mr S Smith. He seemed calm and in control but most customers don't load 4 lots of £750.00. So I asked him if he was happy spending that amount and if he knew about machine limits or the National Gambling Helpline.

He said he appreciated my concern and accepted a Responsible Gambling leaflet.

Large spending strangers should not be ignored.

Interact with them and consider discussing them with your DOM or Area Machines Managers.

SELF-EXCLUSION.

It is a requirement for all betting operations to have and enforce a customer self-exclusion policy. Self-exclusion is a tool we offer to help people control their gambling. It is not a guarantee that we can control it for them but we have to do all we reasonably can to make sure we prevent our excluded customers from gambling.

We must:

- explain how exclusion works to customers
- know how to complete an exclusion form
- understand the importance of provision of a photo
- check the yellow box at the start of every shift to know who our excludees are
- understand that self-exclusion forms include sensitive personal data about our customer and keep them safe and secure
- look at the names on debit cards in case they match one of you self-excludees – particularly if they are depositing relatively large amounts.

William HILL
THE HOME OF BETTING

SELF-EXCLUSION FORM

ATTACH PHOTO HERE

SHOP DETAILS:
SHOP NAME: _____ SHOP NUMBER: _____
SHOP ADDRESS: _____

CUSTOMER DETAILS:
FULL NAME (Mr/Ms/Miss/Ms): _____
ADDRESS: _____
POSTCODE: _____

OPTIONAL:
TEL NUMBER(S): _____ D.O.B: _____
EMAIL ADDRESS: _____

I wish to be excluded from the above Licensed Betting Office and **have/have not** (delete as appropriate) requested to be excluded from further shops as detailed on the Additional Premises Form.
Enter the number of additional premises requested here: _____

If you want to self-exclude from your William Hill Online or Telephone Betting account give us details here:
Account Number(s): _____ User Name(s): _____
Email Address: _____
LINKED Card Number: _____
Mobile/Email used to activate LINKED account: _____

I wish to be excluded from the Licensed Betting Office named on this form, others detailed on the Additional Premises Form and from any William Hill Online or Telephone Betting accounts I have given details for.

End date: DD/MM/YY _____

I confirm that I have read and understand the Terms & Conditions as detailed on the back of this form, that I cannot revoke, rescind or withdraw this self-exclusion prior to the expiry date above and that I hereby release all William Hill Group Companies and employees from any liability or claims for losses I should suffer.

Customer Signature: _____ Date: _____
Duty Manager Signature: _____ Date: _____

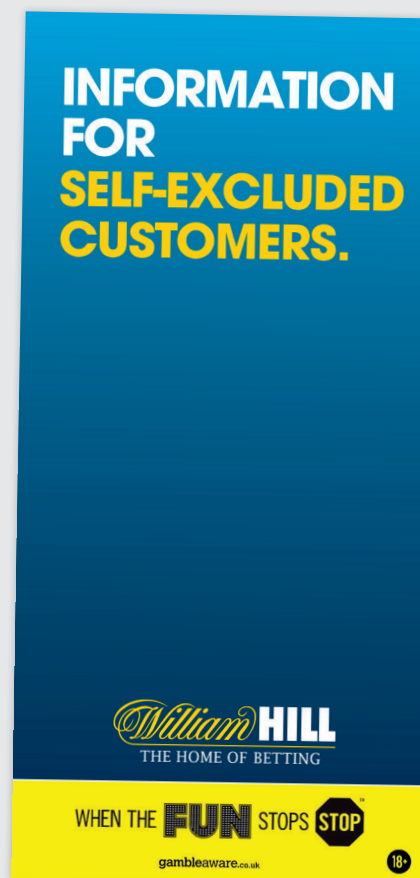
WHITE COPY – SHOP YELLOW COPY – COMPLAINTS DEPT. OPERATIONS HOUSE BLUE COPY – DISTRICT OPERATIONS MANAGER YELLOW COPY – CUSTOMER

YOU DON'T NEED TO RETURN TO THE SHOP TO RENEW YOUR EXCLUSION ONCE IT HAS EXPIRED. SELF-EXCLUSIONS CAN BE EXTENDED FOR A FURTHER 12 MONTHS BY PHONING 0800 169 3352.

REVIEW SECTION: (To be completed after the date shown above)
I wish to extend my exclusion period for a further 12 months and have completed a new Self-Exclusion Form
I wish to resume use of William Hill PLC Group Company betting facilities following a 24 hour cooling off period
DATE: _____

CUSTOMER SIGNATURE: _____

This self-exclusion applies to William Hill PLC Group Companies only. If you wish to exclude from other operators' facilities please contact them directly. If you require confidential help or advice regarding your exclusion please ring the National Gambling Helpline on 0800 9020 133



Self-Exclusion Request from William Hill

All team members must be able to explain the self-exclusion process to our customers and assist in completing it.

- A customer should be given the opportunity to discuss self-exclusion in private
- The duty manager should follow the step-by-step checklist at the top right corner of the self-exclusion form and tick all relevant boxes
- The exclusion period is 12 months
- A photograph is compulsory therefore team members are required to know their nearest photo service provider
- You have to get your AOMs permission before you accept an exclusion without a photo or add more than 6 additional premises
- Check that all relevant information has been entered, before signing the form and processing it through the till
- Remember to ask the customer to include online accounts and LINKED card details should they wish to
- Remember to scan new exclusions and additional premises forms through your till and send the right copies to you DOM and to Compliance
- Self-excluders should be given a copy of the yellow 'information for Self-Excluded Customers' leaflet
- The Self-Exclusion forms need to be photocopied in colour for the additional premises of choice and distributed immediately. The shops should be contacted to notify them about the form and confirmation should be sought regarding the forms reaching their destinations
- All team members must be made aware of the new self-exclusion, it should be kept in your self-exclusion file and reviewed at the beginning of every shift

Self-Exclusion Review

- A 6 month review period follows the 12 month self-exclusion. During these 6 months, a customer remains self-excluded until a review is completed.
- A customer can opt to resume gambling (following a 24h cooling off period) or to renew their self-exclusion for a further 12 months.
- Self-exclusions which remain un-reviewed expire after these 6 months and should be forwarded to your DOM for safe disposal.
- During the review period, all instances of gambling whilst the form remains un-reviewed are considered as self-exclusion breaches and should be reported on Incident Report Forms.

If the customer excluded on 01/01/16, their exclusion period will be up to and including 01/01/17. They now have 6 months to review. They remain excluded during these 6 months and must be approached if they enter any of the shops they excluded from. The customer can complete their review in ANY of the shops covered by the exclusion agreement.

Resume gambling

The customer ticks the tickbox on the bottom of the self-exclusion form they are reviewing and signs the form. They must then leave the shop for a 24h cooling-off period before they are allowed to gamble. After the 24h cooling off period, the signed form should be processed through the till and posted to the DOM for safe disposal. If you are unable to process the form through the till – contact the Compliance Team for the purpose of updating the central register.

You should ensure that all shops covered by the form are aware of the review and forward their copies to their DOM for safe disposal.

Extend self-exclusion for another 12 months

The customer ticks the tickbox on the bottom of their self-exclusion form and signs it. A new form should be completed and a new photograph obtained (unless the one on the old form is a good likeness and is sufficient to identify the individual).

Both forms (the reviewed one and the newly completed one) should be processed through the till. Other shops covered on the old and on the new agreement must be made aware of the actions taken.

Once a review is completed, it should be marked on the Daily Totals Report.

YOU DON'T NEED TO RETURN TO THE SHOP TO RENEW YOUR EXCLUSION ONCE IT HAS EXPIRED. SELF-EXCLUSIONS CAN BE EXTENDED FOR A FURTHER 12 MONTHS BY PHONING 0800 169 3352.

REVIEW SECTION: *(To be completed after the date shown above)*

I wish to extend my exclusion period for a further 12 months and have completed a new Self-Exclusion Form ☐

I wish to resume use of William Hill PLC Group Company betting facilities following a 24 hour cooling off period ☐

CUSTOMER SIGNATURE: _____ **DATE:** _____

.....

This self-exclusion applies to William Hill PLC Group Companies only. If you wish to exclude from other operators' facilities please contact them directly. If you require confidential help or advice regarding your exclusion please ring the National Gambling Helpline on **0800 8020 133**

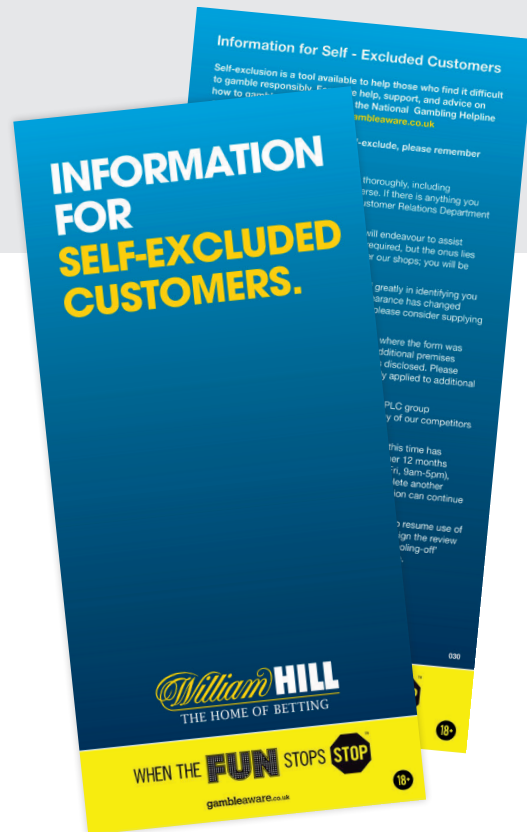
034308

Reviewing the form via the SE Helpline 0800 169 3352

Details available on the 'information for self-excluded customers' leaflet.

If the customer wishes to discuss their existing exclusion or should they wish to extend it for another 12 months but they do not wish to enter a shop, they can contact the Compliance Team directly via the Helpline.

The form will be reviewed centrally and new copies will be distributed to relevant shops via post with directions as to actions which need to be taken. Should you receive a self-exclusion reviewed by compliance – please confirm by contacting your DOM.



Expired Forms

If the customer excluded on 01/01/12, their exclusion period will be up to and including 01/01/13. He remains excluded and should review his exclusion up to and including 01/07/13. His exclusion expires on 02/07/13. He can now enter the shop and gamble. Remember to consider interacting with customers who have returned after being self-excluded.

Self-Exclusion Breach

Customers exclude for a period of 12 months. Attempts to enter the premises or to gamble during their exclusion will be classified as breaches. Should a self-excludee attempt to gamble during the 6 month review period and should they wish to complete a review or should they gamble before the review was completed, it is also classified as a breach and should be reported as such.

How can you optimise the customer's chances of being identified?

- Know the self-exclusion procedure.
- Make sure that all forms are present in the shop and that new forms are communicated effectively to other team members.
- Check the yellow folder at the beginning of every shift.
- Debit card transactions should be monitored and customers whose names match the self-exclusion records challenged.
- Know your customers, review the forms in relation to monitored customers, new customers and strangers who might not have provided photos in the past.

Once identified, the excludees should be approached in a discreet but firm manner. Self-excluded customers have to be asked to leave the premises immediately after being identified.

Bets placed by self-excluded customers will stand. Stakes of losing bets are not to be refunded but their winnings paid in full.

Sometimes you will approach individuals you suspect of being excluded but because of a potential change in their appearance you cannot be certain and when approached, they deny their identity. Ask them for ID. Unless their identity can be verified and you are sure they are not self-excluded, ask them to leave.

Remember to also approach individuals you suspect are placing bets on a self-excludee's behalf. If they admit placing bets on behalf of self-excludees, refuse any future transactions. If they say that the bets are their personal bets, accept them and stress the importance of support for self-excludees.

If you are in doubt contact your DOM or the Compliance Team for advice.

Reporting Self-Exclusion Breaches

Report the incident by completing a self-exclusion breach report. Remember, we need the following details:

- **The customer NAME.**
- **Why they were not identified first? Has their appearance changed?**
- **Did they manage to gamble before they were identified?**
- **How long they were able to gamble for? How often did they visit the shop before being identified?**
- **Did they bet OTC/GM or both? If OTC, how many bets placed? If GM, what terminal (in case of CCTV)?**
- **How much did they gamble? How much did they collect?**
- **Did they use cash/card or both? If card, how many occasions did they approach the counter?**
- **Were the other shops covered by the self-exclusion agreement informed?**

The image shows two forms from the Retail Compliance Manual. The left form is the 'INCIDENT REPORT FORM' and the right form is the 'DAILY TOTALS REPORT'.

INCIDENT REPORT FORM
One Incident Report Form should be completed for each Incident

Branch Name: _____ Date of Incident: _____
Branch Number: _____ Time of Incident: _____
Employee Name: _____ Employee Number: _____

TYPE OF INCIDENT

1) H&S Record - Response Not Initiated	2) H&S Incident - Abuse/Violence - Police Not Called	3) H&S Incident - Accident	4) Age Verification - Category A	5) Responsible Gambling Interaction	6) Self-Exclusion Breach	7) Police Called	8) Official Visit	9) Good Neighbour - Incidents affecting Licensing Objectives
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Line Manager Informed? Yes ☐ No ☐
SIGN: _____ DATE: _____

DAILY TOTALS REPORT
Question 1 must ALWAYS be completed
Questions that require an Incident Report Form: 2 (if No), 3, 4, 5, 6, 10, 12, 14, and 15

Branch Name: _____ Date: _____
Employee Name: _____ Employee Number: _____

Health and Safety

1) Hazard Identified? (If Yes Complete Q2) Yes ☐ No ☐
2) Helpdesk Informed? Yes ☐ No ☐
3) No. of Verbal Abuse/Violence Incidents - Police Not Called (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
4) No. of Incidents/Accidents Occurred (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Age Verification - Category A
5) No. of Category A Incidents (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
Age Verification - Category B
6) No. of Category B Incidents 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
Age Verification - Successful Challenges
7) No. of Customers Producing Acceptable Proof of Age When Challenged 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15+ ☐

Responsible Gambling
8) No. of Self-Exclusions Completed 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
9) No. of Responsible Gambling Interactions (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
10) No. of Self-Exclusion Breaches (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
11) No. of Self-Exclusion Reviews Completed 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Police Incidents
12) No. of Incidents - Police Called (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
POCA/Money Laundering Incidents
13) No. of Notifications to AOM 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Official Visits
14) No. of official visits (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
Good Neighbour
15) No. of Incidents affecting Licensing Objectives (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
16) No. of alcohol challenges 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
17) No. of instances of drug abuse or dealing 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
18) Card Requested 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Multi Operator Self-Exclusion

The Multi Operator Self-Exclusion Scheme allows customers to exclude from more than one operator by making just one telephone call to the Central Self-Exclusion Team on 0800 294 2060 who facilitate the entire completion process, including helping the customer to include relevant shops and tailoring their self-exclusion to their specific needs.

The scheme is an additional option for our customers, not a replacement of the existing William Hill self-exclusion scheme.

- The completion process is managed by the Central Self-Exclusion Team and any specific customer enquiries relating to completion should be forwarded to them.
- The multi operator self-exclusion process matches our existing William Hill self-exclusion process – the self-exclusion period is 12 months and remains in place for a further 6 months. All bets stand. The forms should be kept in yellow folder and reviewed daily.
- Please note, that neither the initial completion nor the review process can be completed in the shop. Customers, who wish to resume gambling, or to renew for another 12 months must contact the Central Self-Exclusion Team to complete the process.

THE MULTI OPERATOR SELF-EXCLUSION PROCESS	
The Customer calls the Central Self-Exclusion Team on 0800 294 2060 and completes the self-exclusion process.	▼
The Central Self-Exclusion Team will forward the completed self-exclusion to our Compliance Team.	▼
Our Compliance Team will circulate the self-exclusion to your shop.	▼
You contact your DOM/designated shop to confirm the form has been received.	▼
Manage the form as per our self-exclusion procedures i.e. Yellow folder reviewed daily.	▼
The Customer calls the Central Self-Exclusion Team to review their agreement. Our compliance team will communicate with you once a review has been completed and will advise you of further action required.	▼

The Multi Operator Self-Exclusion scheme

Remember that customers who want to exclude immediately from William Hill can still do just that. Our own self-exclusion process remains the same. Inform the customer of the multi-operator scheme too. It is then the customer's choice how to proceed.

Don't say:	You can exclude from all betting shops in the UK.
Instead say:	You can self-exclude from more than one betting operator – relevant shops will be discussed during your call with the central self-exclusion team.
Don't say:	Call the number to exclude and it will be easier than excluding now in William Hill.
Instead say:	You can call the number to complete a multi operator exclusion but, if you wish to, you can exclude in just William Hill today.
Don't say:	Call the number and exclude nationwide as it would be easier for you.
Instead say:	You can call the number to discuss one self-exclusion from the shops you are likely to visit across different betting operators. You will need to provide them with a photo and proof of ID and they will tailor an exclusion to suit your needs.

Correct Reporting

Ensure the number of incidents reported on the Daily Totals Report is correct. These figures are collated, reviewed and should be a realistic picture of compliance actions in your shop. Your reporting history is your personal compliance log which evidences your social responsibility and adherence to the three licensing objectives. Please be aware that inaccurate reporting could lead to disciplinary action being taken against you.

Communicate the number of incidents you dealt with to the duty manager taking over your shift.

Be aware of any ongoing issues or recent incidents which occurred in shops you work in.

Be able to deal with compliance reporting related enquiries. If you have a GC Officer asking questions about your reporting ensure you can talk them through it. Every duty manager should be able to discuss the shops compliance reporting and every team member should be able to explain the reporting processes.

The image shows two overlapping forms from the Gambling Commission. The top form is the 'RETAIL COMPLIANCE INCIDENT REPORT FORM' and the bottom form is the 'RETAIL COMPLIANCE DAILY TOTALS REPORT'.

RETAIL COMPLIANCE INCIDENT REPORT FORM
One Incident Report Form should be completed for each Incident

Branch Name: _____ Date of Incident: _____
Branch Number: _____ Time of Incident: _____
Employee Name: _____ Employee Number: _____

TYPE OF INCIDENT

1) H&S Incident - Helpdesk Not Informed	2) H&S Incident - Abuse/Violence - Police Not Called	3) H&S Incident - Accident	4) Age Verification - Category A	5) Responsible Gambling Interaction	6) Self-Exclusion Breach	7) Police Called	8) Official Visit	9) Good Neighbour - Incidents affecting Licensing Objectives
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Line Manager Informed? Yes ☐ No ☐
SIGN: _____ DATE: _____

RETAIL COMPLIANCE DAILY TOTALS REPORT
Question 1 must ALWAYS be completed
Questions that require an Incident Report Form: 2 (if No), 3, 4, 5, 6, 10, 12, 14, and 15

Branch Name: _____ Date: _____
Employee Name: _____ Employee Number: _____

Health and Safety

1) Hazard Identified? (If Yes Complete Q2) Yes ☐ No ☐
2) Helpdesk Informed? Yes ☐ No ☐
3) No. of Verbal Abuse/Violence Incidents - Police Not Called (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
4) No. of Incidents/Accidents Occurred (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Age Verification - Category A

5) No. of Category A Incidents (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
6) No. of Category B Incidents 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
7) No. of Customers Producing Acceptable Proof of Age When Challenged 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15+ ☐

Responsible Gambling

8) No. of Self-Exclusions Completed 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
9) No. of Responsible Gambling Interactions (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
10) No. of Self-Exclusion Breaches (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
11) No. of Self-Exclusion Reviews Completed 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Police Incidents

12) No. of Incidents - Police Called (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
13) No. of Notifications to ADM 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

POCA/Money Laundering Incidents

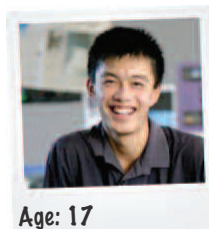
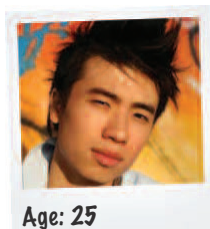
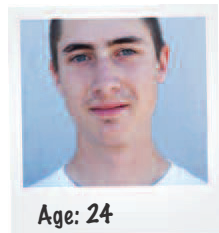
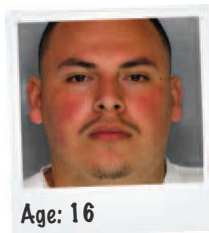
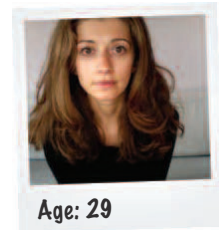
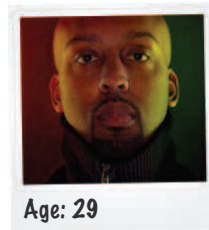
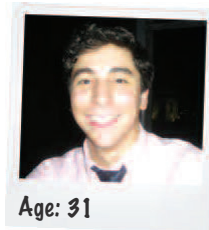
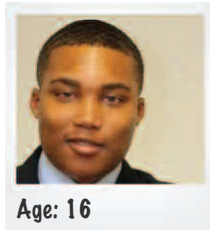
14) No. of official visits (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Good Neighbour

15) No. of Incidents affecting Licensing Objectives (IRF) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
16) No. of alcohol challenges 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
17) No. of instances of drug abuse or dealing 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐
18) Card Requested 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

Think 21

Did you guess the ages correctly?



IF IN DOUBT, ASK FOR ID

RESPONSIBLE GAMBLING

3.1

THINK 21

Under the conditions of our operating licence, no customers under the age of 18 are allowed on our premises under any circumstances.

To fulfil this obligation, Ladbrokes Coral operate a Think 21 policy. This requires any customer who is believed to be or who is known to be under the age of 21 to be challenged for identification. If in doubt, we use the principle of a “young stranger” – if the customer looks young and is a stranger, they should always be asked for proof of age. For full details refer to the Think 21 policy in the Compliance Directory and Huddle space which also covers Think 21 FAQs and examples of acceptable forms of ID.

The challenge for identification must happen as soon as possible after the customer has entered the shop.

If it's possible, approach the customer on the shop floor and ask for sufficient identification. If it's not possible to do this, you should politely ask the customer to approach the counter (blocking the gaming machine / Betstation if required).

Should an adult enter the premises with young children, then they must be asked to leave the shop and this needs to be logged like a standard Think 21 challenge.

Please refer to the flowchart overleaf for the process which should be followed in a shop.

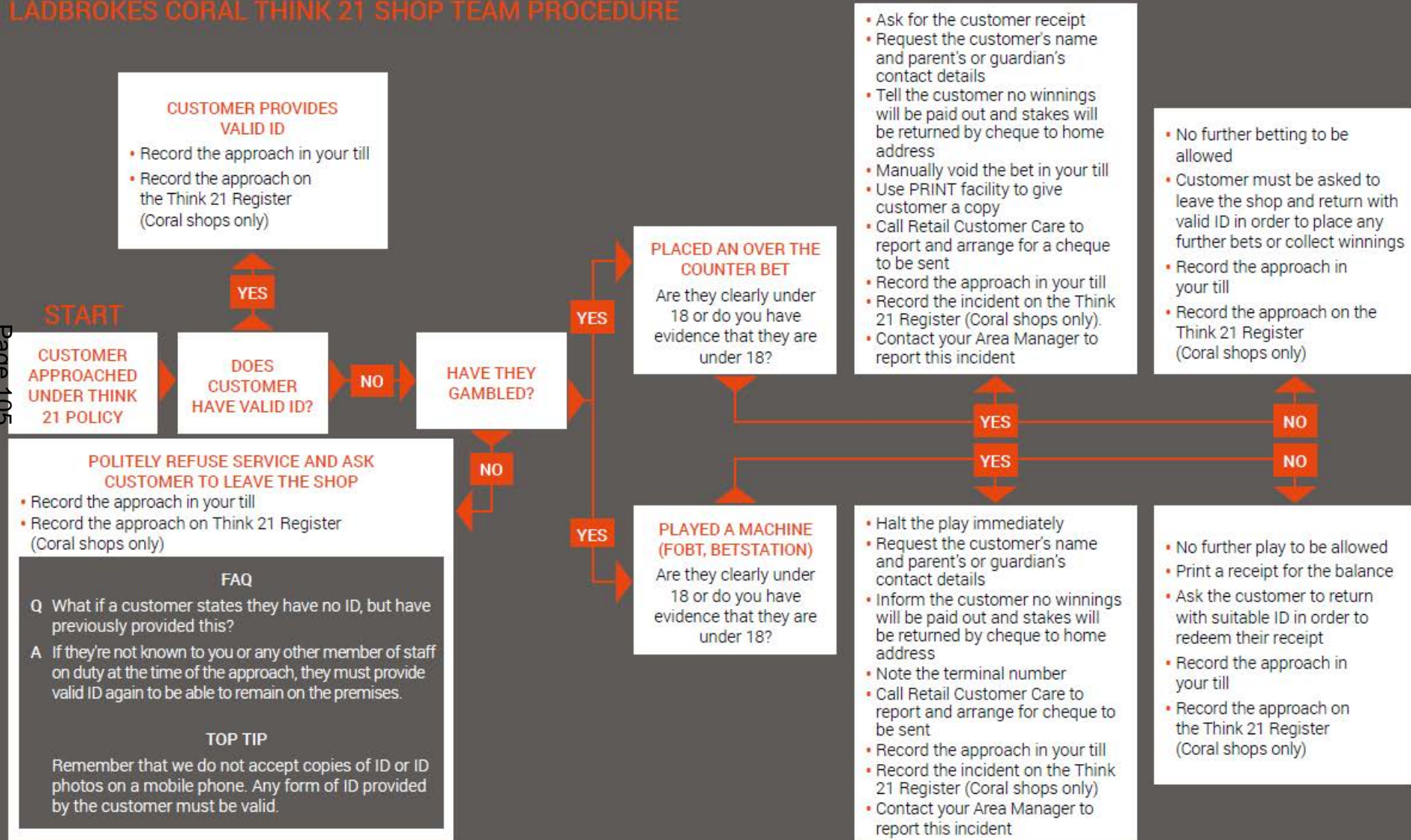
CITIZENCARD APPLICATION FORM



**Complete Think 21 2018 e-learning module on
Ladbrokes Coral Academy.**

LADBROKES CORAL THINK 21 SHOP TEAM PROCEDURE

Page 105



3.2

**SELF-EXCLUSION
RETAIL**

As part of our obligations under our licencing conditions, Ladbrokes Coral has a Self-Exclusion policy to help protect vulnerable customers.

When a customer feels they can no longer gamble safely and their only option is to stop completely, we have the facility to allow them to stop themselves gambling, referred to as a self-exclusion. The process is instigated by the customer.

Customers currently have two options:

- 1. Multi-Operator Self-Exclusion (MOSES)** – a customer can exclude themselves from multiple operators with one process
- 2. Ladbrokes Coral Self-Exclusion** – a customer can exclude themselves from selected Ladbrokes and Coral shops simultaneously - see overleaf.

Both schemes allow customers to self-exclude for a period of 12 months. Customers can also choose to extend their retail self-exclusion to any Group accounts by specifying these on the form.

Self-Exclusion checks:

It is crucial that you check your self-exclusion register regularly (at least once a week) to help customers uphold their agreements. Special attention should be given to customers who have recently self-excluded or breached their agreements. Weekly checks must be recorded in the shop diary.

Northern Ireland:

MOSES is not available in Northern Ireland. Please refer to original Self-Exclusion Scheme.

**MULTI-OPERATOR SELF-EXCLUSION
(MOSES)**

If a customer wants to exclude themselves from Ladbrokes Coral brands and other operators, they can enter into a Multi-Operator Self-Exclusion (MOSES) agreement.

There is a simple, three step process to follow:

1.

Customer contacts a Central Self-Exclusion Team on 0800 294 2060 and agrees which shops and operators they want to be excluded from

2.

The Central Self-Exclusion Team will then contact the operator's Head Office advising of the customer's request

3.

Our Head Office team will contact the shops covered in the agreement with full details of the Self-Exclusion

In line with the new GDPR legislation, all self-exclusion forms (internal and MOSES) should be stored in the Compliance Directory.

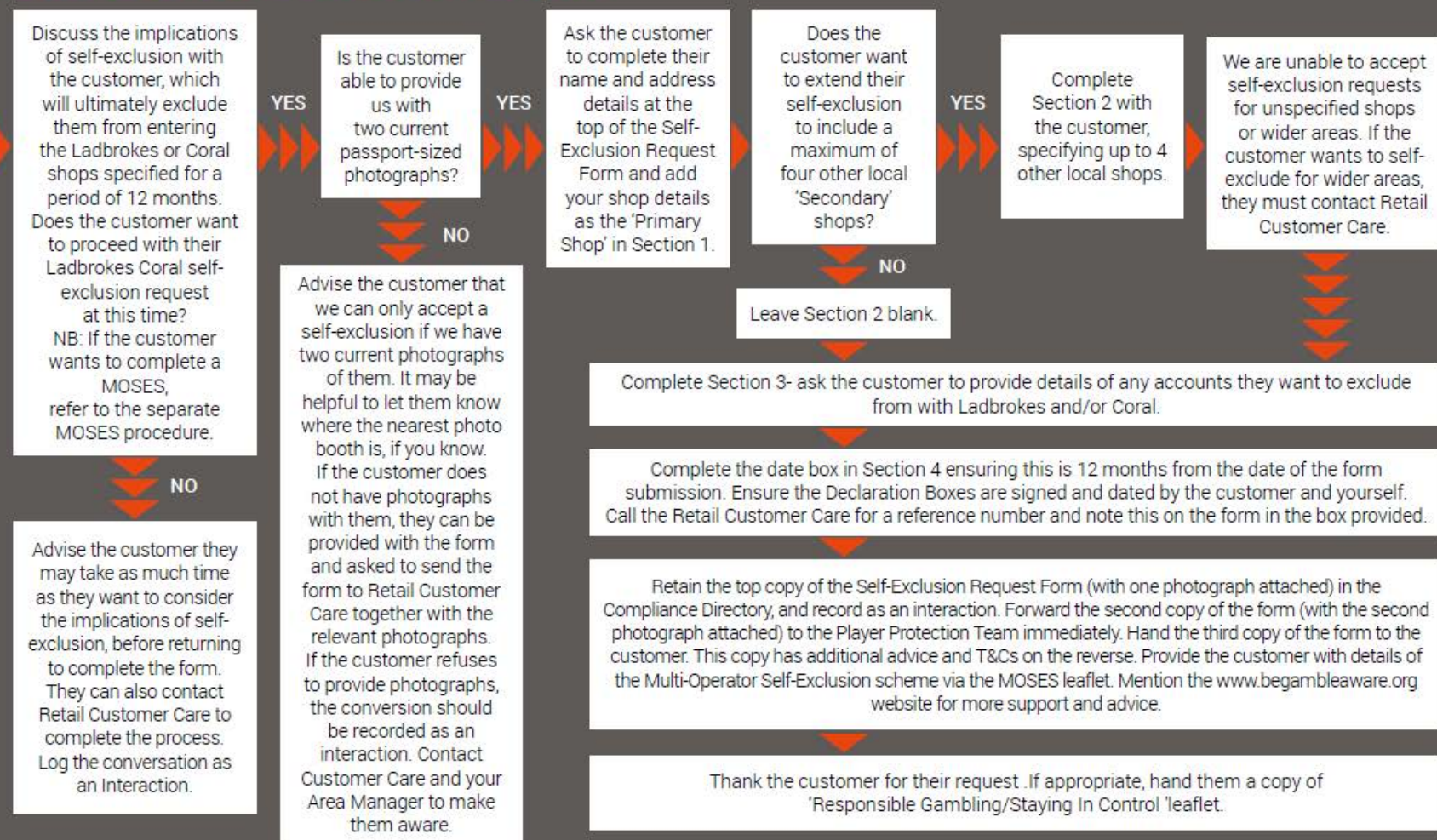
DIGITAL

Digital customers have currently two options to control their gambling:

- Ladbrokes and Coral digital self-exclusion scheme which allows them to self-exclude from online accounts with each brand
- Gamstop – a new, online cross operator scheme (like MOSES for retail shops) which allows customers to self-exclude from online accounts across the industry



LADBROKES CORAL RETAIL SELF-EXCLUSION PROCESS



KEY POINT: Six months after the point of expiry or once a reinstatement form has been completed, the self-exclusion forms should be securely destroyed in shop using a shredder.

BREACH OF SELF-EXCLUSION

If a self-excluded customer enters the shop in breach of their self-exclusion agreement, follow the below steps:

- If the customer has approached a machine, block the machine
- If it's safe to leave the counter, approach the customer and inform them they are in breach of their self-exclusion agreement
- Wear your StaffGuard fob, activating it if you feel unsafe
- If it's not safe to leave the counter, ask the customer to approach the counter and tell them they are in breach of their self-exclusion agreement
- Advise them we are unable to serve them and ask them to leave the shop immediately
- If customer has credit in the machine, withdraw it and return it to the customer
- Call Retail Customer Care and your Area Manager to log the breach, then record it in the Interaction Log. **If you are aware that the customer is excluded from other shops but not your shop, you should still contact Customer Care, your Area Manager and record it in the Interaction Log**

- If a customer is attempting to use a self-excluded Grid or Connect card in shop (i.e. due to a Ladbrokes Coral or a GAMSTOP exclusion) a recorded interaction needs to take place with the customer to ask if they also wish to self-exclude from shop. If they do, provide the customer with details of Ladbrokes Coral and MOSES scheme and assist as required. If they do not, record an Interaction and allow the customer to continue betting in the shops

SELF-EXCLUSION REINSTATEMENT

Following completion of a period of self-exclusion and within a further six months of the expiry date, a customer may ask to re-enter our shops by completing a Self-Exclusion Return to Gambling Request Form. However, if the customer does not wish to reinstate or they wish to extend their self-exclusion for a further period, the self-exclusion can be renewed for a period of 12 months. A new form needs to be completed in the original shop (new photographs are only required if there has been a significant change to customer's image). A customer can also contact Retail Customer Care instead of coming in to the shop.

Upon reinstatement you must have a Responsible Gambling (RG) Interaction with the customer ensuring they are aware of all the RG tools available to them.

Reinstatement may only occur at the request of the customer, in person at the shop where the original self-exclusion Request Form was submitted. They can

also contact Retail Customer Care if the self-exclusion was originally processed by them. Reinstatement for MOSES self-exclusions needs to be done via MOSES helpline.

You should assist the customer with the completion of the Self-Exclusion Return to Gambling Request Form. Raise any queries with completing the form with Retail Customer Care.

After the reinstatement process, a 24-hour cooling off period applies before the customer can enter our shops.

Reinstatements need to be reported to Retail Customer Care and the form sent to the Player Protection Team.

Complete the Introduction to Responsible Gambling 2018 e-learning module on Ladbrokes Coral Academy.

3.3

RESPONSIBLE GAMBLING INTERACTIONS

The Gambling Commission's Licence Conditions and Codes of Practice requires us to put into effect policies and procedures for customer interaction, where we have concerns that a customer's behaviour may indicate problem gambling.

RESPONSIBLE GAMBLING TRIGGERS

There are three types of Responsible Gambling triggers to be aware of:

BEHAVIOURAL TRIGGERS

Behavioural triggers are things customers do that suggest they may not be in control of their gambling. Examples include:

- Chasing their losses
- Mood swings, irritability, agitation, restlessness
- Becoming aggressive towards the machines
- Playing multiple machines at the same time
- Increased normal spend
- Increased dwell time vs normal time spent in shop
- If a customer asks to stop playing £50+ stakes
- Obvious money difficulties and debts (e.g. use of high-interest pay day loans)
- Trying to borrow money from colleagues or customers
- Frequently spending all the money they have brought with them

PHYSICAL TRIGGERS

These are defined, hard measures such as reaching a cash or debit card limit. Each time a physical trigger is reached, it requires a mandatory customer interaction with the customer which should be recorded in the till system.

1. Customer exceeds set voluntary (time or spend) limit on a Gaming Machine
2. Every Manager Loaded Cash transaction of £500 or more
3. All declined debit card transactions

You must familiarise yourself with the physical triggers and ensure that every time a customer reaches one or more of them, an interaction takes place and is recorded as required.

ANALYTICAL TRIGGERS

As part of our Responsible Gambling obligations, we monitor customer activity via loyalty cards and customer logs and may communicate Responsible Gambling messages to them.

From time to time you may be contacted by the Player Protection Team for additional information. Please comply with their requests and refer any customer queries to Retail Customer Care.

Complete Responsible Gambling Tools and Responsible Gambling Interactions e-learning modules on Ladbrokes Coral Academy.

**INITIATING A CUSTOMER INTERACTION
WHAT IS THE AIM OF THE INTERACTION?**

- To introduce Responsible Gambling tools that are available to customers such as setting time and spend limits or self-exclusions
- To try and find out if the amount they spend is consistent with the job they have. From talking to them do you think they can afford to spend this much?
- To create a conversation that could help the customer to indicate if they have a problem with gambling

The aim is NOT to get the customer to admit that they have a problem with gambling. However, if they indicate they do have a problem, contact your Area Manager who will liaise with the Player Protection Team, as we will need to withdraw our services to the customer in their own best interests.

Some suggestions to initiating an interaction:

- Approach the customer at a quiet time and be discreet
- Present a relaxed image
- Initiate the conversation by asking the customer how they are; use their name if known
- Talk quietly to maintain privacy
- If you think it might help during the conversation, offer the customer a hot drink to allow them to take a break from play

- Refer to previous conversations or indicators that have been logged
- To any request for financial help, respond with 'I can't help in that way, but would it help if you could talk to someone confidentially'
- Listen to their responses and stop the conversation if the customer clearly does not want to talk to you

Colleague and customer safety is of utmost importance. Do not start any customer interaction if you feel your own safety or that of other colleagues or customers could be put at risk. Instead record an observation and follow up with an interaction the next time the customer enters the shop.

See the below space on Compliance Huddle for more information on physical triggers and interactions:

- *Handy Hints & Tips for Interaction*

RECORDING INTERACTIONS, OBSERVATIONS AND REVIEWS

Following an Interaction, Observation or Review you must record details of it in the Interaction Log.

If you can't make an interaction because it may not be safe, you must log an Observation.

Customers who are unresponsive to interactions or display multiple triggers should be referred for review to your Area Manager.

Please refer to the Interaction Policy in the Compliance Directory for details of your responsibilities and the

step-by-step guide on Huddle for details of how to log an Interaction, Observation or Review.

If you have further concerns after the review, these should be escalated to Player Protection Team via the SMC before taking any other action or implementing any refusal of customer service.

RG / AML HOSPITALITY CONCERNS

For any customer invited to a hospitality event, you must immediately flag to the SMC if you:

- Are aware of any RG concerns and/or
- Have money laundering concerns, knowledge or suspicion



Gamble Aware does not cover our shops in Northern Ireland and colleagues in NI should refer customers to Dunlewey Addiction Services on 08000 886 725. Separate RG leaflet is available for NI.

ANTI MONEY LAUNDERING (AML)

3.4

PROCEEDS OF CRIME AND MONEY LAUNDERING

We have a responsibility to be alert to customer attempts to use the proceeds of crime. This includes both the act of using criminal proceeds to fund gambling, or attempting to obtain 'legitimate' or 'clean' money in return.

There are different types of activity or customer behaviours which could lead to cause for concern, knowledge, or suspicion that an individual may be using criminal funds.

You need to be alert to the following product, customer, and payment factors which might indicate potential risk:

Product:

- Large stakes on short price selections
- Placing bets on all selections of an event
- Picking non-runners or putting on late bets to 'guarantee' getting stakes back
- Loading Gaming Machines / BetStations with money and then printing tickets for payment after minimal or no play

Customer:

- You believe a customer is betting on behalf of another barred or suspended customer or using someone else's Grid or Connect card

- You have heard that a customer has been barred or asked to provide further information to a competitor. This can show that other companies have concerns
- You have seen a customer attempting to sell their bets or lend money to other customers
- You believe that a customer may be involved in crime. This could be knowledge or rumour of drug dealing, theft, a prison sentence or Police investigation. Think about anything you may have seen in the local news
- A customer is betting with funds which you don't think match their means or lifestyle. This could be a customer thought to be unemployed or whose job, employment status, age, appearance or living arrangements do not tally with the time and money they spend (or lose) in your shop
- A customer who starts betting in large stakes straight away or who has had a sudden increase in stake with no clear indication of where the money has come from
- Customer requests for multiple receipts or repeat request for receipts for winnings paid from bets and game play
- You notice irregularities in the information provided by customers when signing up for an account

Payments:

- A customer is paying with large amounts of non-local bank notes, such as Scottish or Northern Irish bank notes in England
- A customer has large amounts of cash in a bag or bundles of high value or damaged notes
- A customer asks to change lots of notes. This must always be declined
- Customers attempt to use stolen Debit Cards or 'stained' notes
- Customers attempt to 'swap' payment methods using one method to fund activity and asking for funds back to a different method

If any of your customers show these triggers or you have suspicion or knowledge of money laundering you must advise the Duty Manager and contact the Safety Management Centre.

These SOPs must be read alongside the Group AML Policy, AML training modules and other AML materials that may be issued from time to time which provide further information about money laundering and the law.

Complete the Proceeds of Crime & Money laundering 2018 and Fraud Prevention e-learning modules on Ladbrokes Coral Academy.

3.5

REPORTING CONCERNS, KNOWLEDGE OR SUSPICION TO THE SMC

Where you have concerns, knowledge or suspicion of potential money laundering, you must inform the Safety Management Centre (SMC) immediately with as much information as possible about the customer and your concerns.

Failure to report knowledge or suspicion of money laundering may be a serious criminal offence.

- When contacting the SMC, be discreet so not to make the individual or other customers aware of your concerns
- Inform the SMC whether the customer is known to bet in other shops or if they have a Connect or Grid account
- If you have concerns before a bet is placed or before winnings or returns are collected, make the call to the SMC before proceeding where possible
- Do not tell the customer that a report has been made about them or that they are being investigated by Police or other authorities. Severe penalties could be applied against both yourself and the Company

Reporting confidential matters:

If you have concerns about reporting confidential matters to SMC or your Line Manager, you can report your concerns directly to the AML Team or to the Group Money Laundering Reporting Officer

3.6

SOURCE OF FUNDS

All operators must ensure that gambling is fair and open, not linked to crime and does not lead to harm. Like banks, we must collect customer information for age, identity and funds verification.

This means we sometimes need to ask customers to confirm their identity or show they have sufficient funds to support their gambling activity. We may need the information before further bets can be accepted or paid out.

We do this by giving the customer a letter and leaflet explaining what is required.

The AML or Player Protection Team will brief your Area Manager beforehand, as well as the colleague chosen to handover the leaflet or letter, to explain what is required from the customer, within what timeframe, and by what method. When the letter or leaflet arrives in shop from the AML or Player Protection team, the advice opposite should help with the handover process:

When information is requested from a customer, please follow this process:

- When the customer enters your shop discreetly hand them the letter and leaflet and let them read through the content
- If the customer asks why they have been handed the letter, explain: "I've been contacted by Head Office who has asked me to hand this to you to ask for some further information. All operators may ask for this information from time to time."
- Explain to the customer what they are required to provide. This could be:
 - » Proof of identity
 - » Proof of address
 - » Proof that they have sufficient funds to support their gambling activity.
- If the customer is required to provide proof of identity, explain that we'll need to see photographic ID, such as a passport or driving licence
- Where proof of address is required, please explain that we'll need to see confirmation, such as a recent utility bill
- If the customer is required to show that they have sufficient funds to support their gambling, explain that we need to see confirmation of the actual source of those funds. This could be evidence of the customer's salary or a payment made to them

- The leaflet and letter will advise customers:
 - » How to return information to us
 - » What will happen if information is not provided
 - it's likely we'll be unable to accept any further business from the customer until they do
 - » Who to contact if they have queries – this could be Retail Customer Care or the contact details provided in the letter

Please report the date and time the leaflet was handed to the customer, along with details of the customer's response to the AML or Player Protection Teams using the email address provided.

You should hand the customer the Ladbrokes / Coral leaflet as well as the purple ABB "Getting to know You" leaflet. This helps show that the source of funds process is an industry wide initiative.



3.7

STAINED NOTES

If you come across ink stained notes, it could indicate that they have been obtained illegally from a cash-in-transit robbery.

Where ink stained notes are offered, you must refuse to take the money and ask the customer to leave the shop immediately. Report the incident to the Safety Management Centre, including as much information about the incident as possible.

If you identify ink stained notes in your gaming machines or BetStations or have accepted them over the counter in error, follow the steps below:

- Secure the notes in a plastic wallet or envelope and store in the safe to limit unnecessary handling of them
- Contact the police to report the incident and obtain a Crime Reference Number:
 - » London shops – no action required, as the Metropolitan Police Flying Squad will deal with this matter
 - » Non-London shops contact local police via the non-urgent 101 system
- The police will usually deploy an officer to attend the shop and collect the notes
- Contact the SMC to report the incident, including as much information as possible – i.e. amount, note denominations, crime reference information, date/time, the terminal, and suspect description
- The SMC will refer the matter to the AML Team for further investigation

Where ink stained notes have been accepted in error or found in your Gaming Machines / BetStation), you must report it as a cash shortage in your till.



REGULATORY COMPLIANCE

3.8

SHOP LICENCE CONDITIONS

To meet the conditions of your Premises Licence, you must:

- Ensure the 'Think 21' policy and procedures are adhered to
- Ensure that no bets are accepted over the counter, via FOBTs or BetStations before 7 am or after 10 pm
- Politely ask customers to either refrain from the following or leave the premises immediately:
 - » Smoking (includes Vaping and eCigarettes)
 - » Using or dealing in illegal substances
 - » Drinking Alcohol (includes bringing unopened alcohol into the shop)
- Any incident involving the above should be reported to the SMC
- Maintain your shop in accordance with 'Gold Standards', ensuring that the correct licences, regulatory signage and rules are displayed at all times
- Display your Premises Licence and the Certificate of Employers' Liability Insurance

Please also refer to Section 4 of your Premises Local Area Risk Assessment (PLARA) for any additional local conditions which apply to your specific shop.

3.11

COMPLAINTS AND DISPUTES

We want our customers to have the best experience possible and enjoy their visit. However, there may be instances when some customers may want to complain.

COMPLAINTS PROCEDURE

The complaints procedure involves a three stage process:

1. The customer should talk to a member of the shop team to try and resolve their complaint
2. If the issue can't be resolved, the customer should escalate their complaint to Retail Customer Care for investigation

Under no circumstances should you ring Retail Customer Care on a customer's behalf or allow them to use the shop telephone. The customer must make contact directly. The number is a freephone freephone number..

3. If the customer remains dissatisfied following the internal complaints process and their complaint relates to the settlement of a betting or gaming transaction, Retail Customer Care will refer them to our Alternative Dispute Resolution (ADR) provider, which is the Independent Betting Adjudication Service (IBAS). They will conduct an independent review. Ladbrokes Coral are registered with IBAS and agree to be bound by their decision in all matters of betting adjudication

VOID BETS

Sometimes after a dispute, a bet may need to be voided. Full details of the various circumstances are outlined in the shop rules poster. If you're unsure if a bet should be voided, you should contact the SMC.

In exceptional circumstances, Area Manager / Regional Directors may agree settlement of a bet contrary to the shop rules, based on the individual circumstances surrounding the original bet acceptance.

If you are authorised to void a bet, you should:

- Void the bet in your till and return the money to the customer
- Scan a note through your till explaining the reason the bet was voided and who authorised it
- The betting slip should be kept with the day's bets for auditing purposes

Always hand the 'How did we do? leaflet to any customers who want to log a complaint. Retail Customer Care details can be found there and customers can check what process they should follow if they wish to complain.

INCIDENT REPORTING

2.18

REPORTING OVERVIEW

An incident report should be completed after any accident, incident, near miss or enforcement visit to ensure we maintain accurate records and have adequate control measures to protect our colleagues and customers.

WHAT NEEDS TO BE REPORTED TO RETAIL CUSTOMER CARE?

The following incidents should be reported to Retail Customer Care:

- New self-exclusions
- Self-exclusion reinstatements
- Self-exclusion breaches
- Think 21 challenges where the customer has managed to play before challenge and then does not provide ID or is in fact underage
- If a parent or guardian visits and claims that their child had been betting in the shop and is underage

WHAT NEEDS TO BE REPORTED TO SAFETY MANAGEMENT CENTRE?

Examples of things you should report to SMC include:

- A robbery or an assault on a colleague or customer
- Customers becoming threatening or violent with a colleague, another customer or a machine
- Actual customer fraud or criminal activity or grounds to suspect someone
- Any slips, trips or falls, including any 'near misses' which did not result in an injury
- Money Laundering and any Responsible Gambling concerns, including stained notes
- Police, Local Authority and Gambling Commission visits including any Regulatory Underage Tests
- Any other Security or Health & Safety related incidents
- FOBT ticket alerts and BetStation Value tickets of concern, prior to payment

HOW IS AN INCIDENT REPORT RECORDED?

When logging an incident report:

- Contact the Safety Management Centre (SMC) as soon as possible
- A report should be made by a colleague present at the time of the incident wherever possible

- All standard incident report details should be available when making the call:
 - » Location
 - » Date and time of incident
 - » Description of incident
 - » Persons involved including witnesses
 - » Any action already taken
- The SMC may ask you additional questions to classify the incident and complete the report
- A notification will be sent to all relevant parties via email summarising the incident
- In the event of a serious incident, the SMC will contact the relevant parties to escalate the response

If you're unsure about whether an incident should be logged, please contact the SMC anyway.

Complete the following e-learning modules on the Ladbrokes Coral academy:

- **Managing Antisocial behaviour**
- **Crime Prevention for All**
- **Crime Prevention for Managers (CSM grade and above)**



GENERAL SECURITY PROCEDURES

1.12

OVERVIEW

As well as following specific SOPs, there are general security procedures which must be observed at all times.



CONTACTING HEAD OFFICE DEPARTMENTS

This rule applies to contacting all Head Office departments including Trading, Customer Care etc

- Do not put the phone on loudspeaker - other customers can hear you which means that we may be disclosing personal data to third parties. With GDPR legislation in place as of 25th May, it is vital that all phone calls regarding customers' data are made in a private environment
- Have customer details at hand prior to making the phone call

- Do not pass the phone over to the customer – the only departments that customers should be contacting are Customer Care and Customer Services and they should do so using their own device

PROTECTIVE EQUIPMENT

- Wear your StaffGuard fob at work **at all times**. Do not leave them lying around in a drawer – they will be of no use in an emergency
- Regularly check all equipment is working and record this in the shop diary
- All colleagues must ensure they remain up-to-date on all safety and security procedures and policies

WORKING ON THE SHOP FLOOR

- Be aware of your surroundings and remain vigilant. Situations that seem minor can escalate quickly if not handled effectively
- Before leaving the counter area to go onto the shop floor, you must always:
 - » Check that it's safe to leave the counter
 - » Secure all cash in a till drawer or in the safe
 - » Carry your StaffGuard fob
 - » Secure the counter door behind you
 - » If a situation develops, activate your StaffGuard fob and return behind the counter immediately, if safe to do so

- Under no circumstances should you ever put yourself in harm's way

COLLEAGUE AREAS

- Only authorised personnel are permitted to access colleague areas, including behind the counter and back of house
- Authorised personnel include Ladbrokes Coral employees and authorised contractors with appropriate identification
- The following items are not allowed in shops: grills, sandwich presses, hobs or any other electrical cooking items inc. rice cookers

CASH HANDLING

- Cash limits must be adhered to at all times and money positioned discretely to avoid the risk of opportunistic theft
- Excess cash must be transferred into the safe or insert throughout the day
- Ensure that all excess cash is placed in the time lock insert before the last hour of trading, in line with cash control procedures
- At 6pm, where business permits, you should cash down to one till if possible, to remove excess cash from the counter
- All other excess cash, including cash removed from machines, must be placed in the time lock insert via the cash posting slot, immediately after it has been counted

COMMITTEE FORWARD PLANNER 2019/20

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.

Thursday 11 July 2019 10am Committee Room 6	Proposed Agenda / Reports	Lead Officer
	Presentation: Presentation from the Noise Team	
	Policies Statement of Gambling Policy consultation	SW
	Informatives: <ul style="list-style-type: none"> Gambling operator practices and local update Training refresh 	SW
	Business Review: <ul style="list-style-type: none"> Meeting Forward Planner Ratification of past Sub-Committee Minutes 	MB MB

Monday 14 October 2019 * 10am Committee Room 6	Proposed Agenda / Reports	Lead Officer
	Presentation: TBC	

	Policies TBC	
	Informatives: <ul style="list-style-type: none"> Legislative and Industry Update 	NC/GE
	Business Review: <ul style="list-style-type: none"> Meeting Forward Planner Ratification of past Sub-Committee Minutes 	MB MB

***Note: Members may wish for the 14 October meeting to be used alternatively for a morning Licensing Act training refresh**

Tuesday 14 January 2020 10am Committee Room 6	Proposed Agenda / Reports	Lead Officer
	Presentation: TBC	
	Policies TBC	
	Informatives: <ul style="list-style-type: none"> Legislative and Industry Update 	NC/GE
	Business Review: <ul style="list-style-type: none"> Meeting Forward Planner Ratification of past Sub-Committee Minutes 	MB MB

Thursday 9 April 2020 10am Committee Room 6	Proposed Agenda / Reports	Lead Officer
	Presentation: TBC	
	Policies TBC	
	Informatives: <ul style="list-style-type: none"> Legislative and Industry Update 	NC/GE
	Business Review: <ul style="list-style-type: none"> Meeting Forward Planner Ratification of past Sub-Committee Minutes 	MB MB

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