

Mark McDermott <mmcdermott@hillington.gov.uk>

23 Jun
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14:58

to r.bradley

Good afternoon,

I attach a copy of the plan 'machine layout' you have submitted for ease of reference. Can you let me know what types of machines/terminals with various names are for please including the category type and expected ratio. Also if you have any further information on how the bingo terminals work and for instance are they linked nationally to other premises in the group?

Do the premises employ door staff and do you have any material on staff training with regard to vulnerable/under age/unruly customers?

I note you have applied not to exclude the default condition in respect of times of operation:

1. no facilities for gambling shall be provided on the premises between the hours of midnight and 9am.
2. The condition in paragraph 1 shall not apply to making gaming machines available for use.

Do you have set hours for when the premises will open please?

There is a betwatch scheme in Hayes would your clients be open to joining this?

Kind regards

Mark

Regulatory Services

Hi Mark,

Machines

I know that a combination of B3, C and D products will be available, subject to the legislative limits (only 20% of the total machines made available on site may be category B). I am also aware that the average stake placed at Cashino Gaming Limited's High Street bingo premises is between 30p and 40p.

If you need a further breakdown I can ask our client if they can provide the details?

A combination of bingo terminals and bingo tablets will be made available during permitted hours and due to the electronic nature can be played at any time. Our client also has a linked remote operating licence, which allows players to participate

in linked games, which is dependent upon other players participating at other venues.

Premises management and training

Our client does not retain door staff as standard across its estate as for the majority of cases this is not deemed necessary due to the general minimal level of incidents at its premises. Venue management are trained to manage and supervise all customers, which includes those in the immediate vicinity of the premises. For the majority of Cashino Gaming Limited's venues there is minimal congregation outside of premises, unlike betting premises for example, due to the customer demographic and nature of the gaming services provided.

Venue managers and staff are also encouraged to develop a strong relationship with local police teams and other local businesses to ensure that any local risks, whether or not they are not specifically related to gambling, can be addressed.

With regard to the Betwatch scheme, our client is always willing to participate in any such schemes to ensure local knowledge is shared and that all local risks are identified and mitigated.

The attached 'standards' document provides a general overview of the detailed security measures and training provided across the Cashino Gaming Limited estate and it is worth highlighting that all licensed premise employees receive induction and six-monthly refresher training during the course of their employment on social responsibility and safeguarding children and vulnerable people, with a particular focus on the prevention of harm.

I have also attached a copy of our client's compliance folder, which contains details of Cashino Gaming Limited' policies and procedures including protection of vulnerable individuals. Please can this document **not** be shared with third parties. If the application proceeds to a hearing extracts may be provided for the Committee members.

Our client has two national training centres. Our client also has a compliance/audit team which runs independently of the Operations Team and completes regular premises and staff audits to ensure that the Company's high standards are maintained and that any additional training or other matters are swiftly addressed.

I can also provide you with a copy of our client's Operations Manual, which may contain some irrelevant operational details but this also concludes operational aspect such as CCTV and other security systems?

Hours of operation

As you correctly identify, bingo can be operated from 9am until midnight. Whilst I appreciate that planning is not a consideration from a licensing perspective, any permission granted by the bingo licence would be subject to any other restriction, such as planning.

Whilst it is unlikely that the premises would want to operate well into the early hours, our client would like the potential to operate until 1am/2am the following day, if possible and subject to daily demand and viability.

Our client operates a no pre-planned single staffing policy after 8pm and also operates a maglock security system for later hours operation.

If you do require any further details, please let me know.

Kind regards,

Richard