Brighton & Hove City Council

Licensing Panel (Non Licensing Act 2003 Functions)

Date: **27 June 2023**

Time: **10.00am**

Venue **Virtual**

Members: Cattell, Nann and Pickett

Contact: **Thomas Bald**
Democratic Services Officer
01273 291354
thomas.bald@brighton-hove.gov.uk

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AGENDA

PART ONE **Page**

1 TO APPOINT A CHAIR FOR THE MEETING

2 PROCEDURAL BUSINESS

(a) **Declaration of Substitutes:** Where Councillors are unable to attend a meeting, a substitute Member from the Licensing Committee may attend, speak and vote in their place for that meeting.

(b) **Declarations of Interest:**

(a) Disclosable pecuniary interests;
(b) Any other interests required to be registered under the local code;
(c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare
(i) the item on the agenda the interest relates to;
(ii) the nature of the interest; and
(iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(c) **Exclusion of Press and Public:** To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: *Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.*

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.

3 LICENSING PANEL (GAMBLING ACT 2005 FUNCTIONS) **5 - 588**

Contact Officer: *Sarah Cornell* *Tel: 01273 295801*
Ward Affected: *Queen's Park*

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FURTHER INFORMATION
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- Do not re-enter the building until told that it is safe to do so.

Date of Publication - Monday, 19 June 2023

# Licensing Panel (Gambling Act 2005 Functions)	**Agenda Item** Brighton & Hove City Council

Subject:		**Application for a Variation of a Bingo Licence under the Gambling Act 2005**
Premises:		**Merkur Slots, 9 - 10 St James's Street, Brighton, BN2 1RE**
Applicant:		**Merkur Slots UK Limited**
Date of Meeting:		**27th June 2023**
Report of:		**Head of Regulatory Services**
Contact Officer:	Name:	**Emily Fountain** **Tel: (01273) 292143**
	E-mail:	**Emily.fountain@brighton-hove.gov.uk**
Wards Affected:		**Queens Park**

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 To determine an application for a Variation of a Bingo Licence under the Gambling Act 2005 for **Merkur Slots.**

2. RECOMMENDATIONS:

2.1 To determine an application for a Variation of a Bingo Licence under S187 of the Gambling Act 2005 for **Merkur Slots.**

2.2.The application is for:

A Variation of a Bingo Licence under the Gambling Act 2005.

- To remove the default hours for bingo as stated in 16c of the application
- To remove condition 1 on the premises licence restricting the hours permitted for machines to be made available
- To add additional safeguarding license conditions following discussions with the police.

	Existing	Proposed
Times when premises to be available for use for gambling facilities	Every Day to close at 24:00hrs	Every Day 00:00 – 24:00hrs

2.3 An application has been made by Merkur Slots UK Limited for variation of an existing Bingo licence for 9-10 St James's Street, Brighton, BN2 1RE.

2.4 A copy of the application form is attached as Appendix A. A map detailing the location of the premises is attached at Appendix B.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 **Representations received**
Details of the representations made are notified to applicants on receipt by the Licensing Authority. A summary appears below:

3.2 One representation was received. It was received from Sussex Police (Appendix C).

3.3 Representation received had concerns relating to:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- Protecting children and other vulnerable persons from being harmed or exploited by gambling**.**

3.4 Supporting information from the applicant can be found at Appendix D (Part 1, Part 2 and a Skeleton Argument).

4.0 Principles to be applied

4.1 The Act (s153) sets out that the licensing authority, in exercising their functions, shall aim to permit the use of premises for gambling in so far as the authority thinks it:

(a) in accordance with any relevant code of practice under section 24 of the Act (Gambling Commission Codes of Practice);

(b) in accordance with any relevant guidance issued by the Commission under section 25 (Gambling Commission Guidance to Licensing Authorities);

Guidance to licensing authorities (gamblingcommission.gov.uk)

(c) reasonably consistent with the licensing objectives (subject to paragraphs (a) and (b)); and

(d) in accordance with the statement published by the authority under s 349 of the Act (Statement of Licensing Policy – Gambling Act 2005) (subject to paragraphs (a) to (c)).
Gambling Policy (Statement of Principles) 2022 - 2024

4.2 The Gambling Commission Codes of Practice as mentioned above describes the arrangements that should be made by a person providing facilities for gambling for the purpose of:
(a) ensuring that gambling is conducted in a fair and open way;
(b) protecting children and other vulnerable persons from being harmed or exploited by gambling, and
(c) making assistance available to persons who are or may be affected by problems related to gambling.

4.3 The codes may also include provision about how facilities for gambling are advertised or described.

4.4 A copy of the Gambling Commission's Codes of Practice (consolidated for all forms of gambling) September 2022, can be found via the following link:
Licence Conditions and Codes of Practice (gamblingcommission.gov.uk)

4.5 The Act (s153(2)) also sets out that in determining whether to grant a premises licence a licensing authority may not have regard to the expected demand for the facilities which are proposed.

5.0 Mandatory and Default Licence Conditions attached to Bingo Premises licences

5.1 The Secretary of State provides for mandatory conditions (s167) and default conditions (s168) to be attached to specified premises licences. These can be found in The Gambling Act 2005 (Mandatory and Default Conditions) (England and Wales) Regulations 2007.

5.2 The default conditions for a bingo premises licence set out the opening times which can be found under Schedule 2, Part 2 of 5.1: Subject to paragraph 2, 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.

5.3 A copy of the mandatory and default conditions applicable to a bingo premises can be found here.

5.4 Section 187 of the Act provides for that where a licensing authority issue a premises licence:

(1)The holder of a premises licence may apply to the licensing authority to vary the licence by—
(a) adding, amending or removing an authorised activity,
(b) amending another detail of the licence,

(c) excluding a condition attached by virtue of section 168, or
(d) adding, amending or removing a condition attached to the licence under section 169.

5.5 A licensing authority may not attach a condition to a premises licence which prevents compliance with a condition of the operating licence which authorises the holder to carry out the activity in respect of which the premises licence is granted.

6. COMMENTARY

Commentary on gambling policy

6.1 The following extracts from Brighton & Hove City Council Gambling Policy (Statement of Principles) 2022 - 2024 are considered relevant to this application and numbered as they appear in the policy:

General

1. Introduction

1.1. Under the Gambling Act 2005 (the Act) Brighton and Hove Council is the licensing authority responsible for licensing premises for gambling activities as well as granting various other gambling permits. In this document, unless otherwise stated, any references to the Council are to the Brighton and Hove Licensing Authority.

1.2. The Council will carry out its functions under the Act with a view to aiming to permit the use of premises for gambling in so far as it is reasonably consistent with the three licensing objectives set out at Section 1 of the Act. The licensing objectives are: • 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. The Council is aware that in making decisions about premises licences, it should aim to permit the use of premises for gambling in so far as it thinks it is:
• in accordance with any relevant code of practice issued by the Gambling Commission
• in accordance with any relevant guidance issued by the Gambling Commission
• reasonable consistent with the licensing objectives, and • in accordance with this document.

10 Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

10.1 Applicants for premises licences will have to hold an operating licence from the Gambling Commission before the premises licence can be issued. The licensing authority will not need to investigate the suitability of an

applicant since the Commission will have already done so for both operating and personal licences.

10.2 If, during the course of considering a premises licence application, or at any other time, the licensing authority receives information that causes it to question the suitability of the applicant to hold an operating licence, these concerns should be brought to the attention of the Commission without delay.

10.3 Licensing authorities will need to consider the location of premises in the context of this objective. If an application for a licence or permit is received in relation to premises that are in an area noted for particular problems, e.g. organised crime, the authority should think about what controls might be appropriate to prevent those premises becoming a source of crime. These might include conditions being put on the licence. Section 169 of the Act allows the authority to impose conditions to prevent disorder.

10.4 Consideration may be given to imposition of conditions concerning:

- Security and door supervision – guarding premises against unauthorised access or occupation, or against outbreaks of disorder or against damage may only be undertaken by Security Industry Authority licensed personnel.
- As set by regulation.

10.5 There is no evidence that the operation of betting offices has required door supervisors for the protection of the public. The authority will make a door supervision requirement only if there is clear evidence from the history of trading at the premises, that the premises cannot be adequately supervised from the counter and that door supervision is both necessary and proportionate.

12 Protecting children and other vulnerable persons from being harmed or exploited by gambling

12.1 The Act provides the following definition for child and young adult in Section 45:

> Meaning of “child” and “young person”
> (1) In this Act “child” means and individual who is less than 16 years old.
> (2) In this Act “young person” means an individual who is not a child but who is less than 18 years old.

For the purpose of this section, protection of children will encompass both child and young person as defined by the Act.

12.2 The Council will pay particular attention to any codes of practice which the Gambling Commission issues as regards this licensing objective in relation to specific premises such as casinos.

12.3 Examples of the specific steps the Council may take to address this area can be found in the various sections covering specific premises types in Part C of this document and also in Part D which covers permits and notices.

12.4 In the case of premises licences, the Council is aware of the extensive requirements set out for operators in the Gambling Commission's Code of Practice. In this document, the Gambling Commission clearly describe the policies and procedures that operators should put in place regarding:

- Combating problem gambling
- Access to gambling by children and young persons
- Information on how to gamble responsibly and help for problem gamblers
- Customer interaction
- Self exclusion
- Employment of children and young persons

12.5 All applicants should familiarise themselves with the operator licence conditions and codes of practice relating to this objective, and determine if these policies and procedures are appropriate in their circumstances. The Council will communicate any concerns to the Gambling Commission about any absence of this required information.

12.6 Applicants may also like to make reference to the Sussex Safeguarding Adults Policy and Procedures which provides extensive guidance on identifying vulnerable people at risk of abuse or neglect and how to report a concern. This document can be accessed via https://sussexsafeguardingadults.procedures.org.uk/

12.7 The Act does not seek to prohibit particular groups of adults from gambling in the same way that it prohibits children. The Gambling Commission, in its Guidance to Local Authorities, does not seek to offer a definition for the term "vulnerable people" but will, for regulatory purposes, assume that this group includes people: "who gamble more than they want to, people who gamble beyond their means, elderly persons, and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, or because of the influence of alcohol or drugs".

Operators should make information publicly available via leaflets, etc about organisations that can provide advice and support, both in relation to gambling itself, to debt and mental wellbeing, e.g. GamCare, Gamblers Anonymous, Gordon House Association, National Debtline, local Citizens Advice Bureaux, Samaritans and independent advice agencies.

12.8 Applicants should consider the following proposed measures for protecting and supporting vulnerable persons, for example:

- leaflets offering assistance to problem gamblers should be available on gambling premises in a location that is both prominent and discreet, such as toilets;
- training for staff members which focuses on building an employee's ability to maintain a sense of awareness of how much (e.g. how long)

customers are gambling, as part of measures to detect persons who may be vulnerable.
• trained personnel for the purpose of identifying and providing support to vulnerable persons
• self exclusion schemes
• operators should demonstrate their understanding of best practice issued by organisations that represent the interests of vulnerable people
• posters with GamCare Helpline and website in prominent locations
• windows, entrances and advertisements to be positioned or designed not to entice passers-by.

12.9 It should be noted that some of these measures form part of the mandatory conditions placed on premises licences.

12.10 The Council may consider any of the above or similar measures as licence conditions should these not be adequately addressed by any mandatory conditions, default conditions or proposed by the applicant.

12.11 With limited exceptions, the intention of the Gambling Act is that children and young persons should not be permitted to gamble and should be prevented from entering those gambling premises that are adult-only environments. Children must be protected from being "harmed or exploited by gambling" which in practice means preventing them from taking part in, or being in close proximity to, gambling and for there to 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.

12.12 Specific measures to prevent this may include:-
• Supervision of entrances
• Segregation of gambling from areas frequented by children
• Supervision of gaming machines in non-adult gambling specific premises
• Gaming machines in betting shops should not be visible from outside the premises
• Enhanced DBS (Disclosure and Barring Service) checks may be required for all applicants in relation to Family Entertainment Centres and declaration from an applicant that he or she has not been convicted of a relevant offence.

These considerations will be particularly relevant on tracks (where children will be permitted in the betting areas on race-days).

12.13 Consideration must be given, in relation to particular premises, whether any special considerations apply in relation to the protection of vulnerable persons. Any such considerations will need to be balanced against the authority's objective to aim to permit the use of premises for gambling.

12.14 The licensing authority recognises Brighton & Hove Children's Services as being competent to advise on matters relating to the protection of children

from harm. Applicants shall copy their applications to: Head of Safeguarding, Brighton & Hove City Council, Children's Services, Moulsecoomb Hub North, Hodshrove Lane, Brighton, BN2 4SE in its capacity as the responsible authority.

12.15 Children are permitted to enter family entertainment centres and may play category D machines.

Local Area Profile

13.20 Each locality has its own character and challenges. In order to assist applicants, where there is an issue in a local area which impacts on how the applicant should complete their risk assessment, the Council has published a local area profile. This profile, compiled in conjunction with the Public Health Intelligence Team, can be obtained from Public Health Framework for Assessing Alcohol Licensing | Tableau Public.

13.21 The local area profile should be given careful consideration when making an application. Applicants may be asked to attend a meeting with licensing officers to discuss the profiles, appropriate measures to mitigate risk in the area and how they might be relevant to their application. The local area profile will be presented to any subsequent licensing sub-committee when they determine an application that has received representations.

13.22 The Council recognises that it cannot insist on applicants using the local area profile when completing their risk assessments. However, an applicant who decides to disregard the profile may face additional representations and the expense of a hearing as a result.

Conditions

13.23 The Council is aware that the Secretary of State has set mandatory conditions and default conditions and the Gambling Commission has set Licence Conditions and Codes of Practice which are necessary for the general good conduct of gambling premises, therefore it is unlikely that the Council will need to impose individual conditions imposing a more restricted regime in relation to matters that have already been dealt with. 13.24 Where there are specific risks or problems associated with a particular locality, or specific premises, or class of premises, the Council will attach individual conditions to address this.

13.25 Any conditions attached to a licence issued by the Council will be proportionate and will be:

- relevant to the need to make the proposed building suitable as a gambling facility
- directly related to the premises and the type of licence applied for and/or related to the area where the premises is based
- fairly and reasonably related to the scale, type and location of premises
- consistent with the licensing objectives, and
- reasonable in all other respects.

13.26 Decisions about individual conditions will be made on a case by case basis, although there will be a number of control measures the Council will consider using, such as supervision of entrances, 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 in this policy. The Council will also expect the applicant to offer his/her own suggestions as to the way in which the licensing objectives can be met effectively.

13.27 Where certain measures are not already addressed by the mandatory/default conditions or by the applicant, the Council may consider licence conditions to cover issues such as:

- proof of age schemes
- use of security to minimise risk of disturbances including CCTV, SIA licensed security presence at the venue.
- supervision of entrances
- supervision of machine areas
- a reduction in the number of betting machines (betting premises)
- the staffing of premises, including restricting single staffing operations (no lone working) due to concerns over timely age verification, safety of staff, supervision, ability to comply with company policies on problem gambling, and the ability to provide brief interventions.
- physical separation of areas
- location of entrance points
- notices/signage
- specific opening hours
- a requirement that children must be accompanied by an adult
- enhanced DBS checks of the applicant and/or staff
- support to persons with gambling addiction, including outline the amount and content of gambling harms support advertising that should be in the premises (including local treatment support).
- Provision of leaflets offering assistance to problem gamblers should be available on gambling premises in a location that is both prominent and discreet, such as toilets
- policies to address seasonal periods where children may more frequently attempt to gain access to premises and gamble such as pre and post school hours, and school holidays
- policies to address the problems associated with truant children who may attempt to gain access to premises and gamble
- any one or a combination of the measures as set out in this policy.

13.28 This list is not mandatory or exhaustive and is merely indicative of examples of certain measures which may satisfy the requirements of the licensing authority and the responsible authorities, depending on the nature and location of the premises and the gambling facilities to be provided.

13.29 There are conditions which the Council cannot attach to premises licences which are:

- any condition on the premises licence which makes it impossible for the applicant to comply with an operating licence condition;

• conditions relating to gaming machine categories, numbers, or method of operation;
• 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) and
• conditions in relation to stakes, fees, winnings or prizes.

17 Bingo Premises

17.1 There is no official definition for bingo in the Gambling Act 2005, however, from a licensing point of view there is a category of premises licence specifically for bingo premises which is used by traditional commercial bingo halls for both cash and prize bingo. In addition, this premises licence will authorise the provision of a limited number of gaming machines in line with the provisions of the Act (see Appendix 1).

17.2 The Council is aware that it is important that if children are allowed to enter premises licensed for bingo, they do not participate in gambling, other than on category D machines. Where category C or above machines are available in premises to which children are admitted, then the Council will ensure that:

• 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. For this purpose, a rope, floor markings or similar provision will not suffice and the Council may insist on a permanent barrier of at least one meter high
• Only adults are admitted to the area where the machines are located
• Access to the area where the machines are located is supervised at all times
• The area where the machines are located is arranged so that it can be observed by staff
• 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 18
• Children will not be admitted to bingo premises unless accompanied by an adult

17.3 The Gambling Commission has provided Guidance for Licensing Authorities and Licence Conditions and Code of Practice which are applied to Operators' Licences. The Council will take this into consideration when determining licence applications for bingo premises.

17.4 Where certain measures are not already addressed by the mandatory/default conditions, the Gambling Commission Code of Practice or the applicant, the Council may consider licence conditions to address such issues.

17.5 The Gambling Commission has issued Codes of Practice relating to Bingo premises and the Licensing Authority expects all applicants to comply with these codes. The Licensing Authority will not look favourably upon an application where an applicant seeks a Bingo Premises Licence with the sole intention of placing Category B2 Gaming Machines only in the premises with no provision for facilities for bingo, as this is not considered to be in the spirit of the Act. This is referred to in more detail in the Gaming Machines section of this Policy Statement. Applicants and premises licence holders are reminded of the Gambling Commission's operator licence conditions requiring that bingo is provided as the primary activity in any premises that hold or apply for bingo premises licence.

17.6 Where bingo is permitted in alcohol-licensed premises, this must be low turnover bingo only and applicants are expected to comply with any Codes of Practice and advice issued by the Gambling Commission. High turnover bingo will require a Bingo Operating Licence. Definitions of low and high turnover bingo are available by contacting the Licensing Team or by referring to the Gambling Commission's website.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 The Gambling Act 2005 provides for fees to be payable to the licensing authority in respect of the discharge of their functions. The fee levels are set centrally at a level to allow licensing authorities to fully recover the costs of administration, inspection and enforcement of the regime.

Finance Officer Consulted Michael Bentley Date: 21.06.2023

Legal Implications:

7.2 Any decision taken by the Council in regard to determination of licences, permits and registrations should aim to permit the use of premises for gambling in so far as it is reasonably consistent with the licensing objectives, which are:
• Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
• Ensuring gambling is conducted in a fair and open way.
• Protecting children and other vulnerable persons from being harmed or exploited by gambling

7.3 The Licensing sub-committee must take such of the following steps as it considers necessary with a view to promoting the licensing objectives and in accordance with the principles as set out at paragraph 4 of this report, and:

- Grant the application as applied for
- Grant the application and exclude any default conditions

• Grant the application with conditions provided these do not contravene s169(4) of the Act and prevent compliance of the Operating Licence, or mandatory conditions.
• Refuse the application

187 Application to vary licence

(7) In granting an application for variation a licensing authority—

(a) shall specify a time when the variation shall begin to have effect, and

(b) may make transitional provision.

7.4 The licensing authority must have regard to its Gambling Policy Statement of Principles and the guidance issued by the Gambling Commission in carrying out its functions.

Lawyer Consulted: Rebecca Sidell *Date: 21.03.23*

7.5 Equalities Implications:

Diversity is valued and strong, safe communities are vital to future prosperity. Licensing policy aims to protect children from harm including sale and supply of alcohol to children.

Equality and Diversity/Cohesion and Integration At the time of writing this report there were no implications for equality and diversity. Any decision taken by the Licensing Sub-Committee will be in accordance with the Gambling Act 2005.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix A – Application form

2. Appendix B – Map of area

3. Appendix C – Representation

4. Appendix D – Supporting information from applicants (Part 1, Part 2 and a Skeleton Argument)

Documents in Members' Rooms

Gambling Policy (Statement of Principles) 2022 – 2024.

Appendix A

Application to vary a premises licence under the Gambling Act 2005

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

Part 1 – Applicant Details

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

Section A

Individual applicant

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

2. Surname: Other name(s):

[Use the names given in the applicant's operating licence or, if the applicant does not hold an operating licence, as given in any application for an operating licence]

3. Applicant's address (home or business – *[delete as appropriate]*):

Postcode:

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

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

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

[Where there are further applicants, the information required in questions 1 to 4 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]

Section B

Application on behalf of an organisation

6. Name of applicant business or organisation:

Merkur Slots UK Ltd

7. The applicant's registered or principal address:

Seebeck House
1A Seebeck Place
Knowlhill
Milton Keynes

Postcode: **MK5 8FR**

8(a) The number of the applicant's operating licence (as given in the operating licence):

003266-N-103444

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

N/A

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

Part 2 – Premises Details

10. Trading name used at licensed premises:

Merkur Slots

11. Give the address of the premises or, if none, give a description of the premises and its location. Where the premises are a vessel, give the place indicated in the premises licence as the place in the licensing authority's area where the vessel is wholly or partly situated. Where possible this should include an address with a postcode:

9-10 St James Street
Brighton

Postcode: **BN2 1RE**

12. Telephone number at premises (if known):

13. Type of premises licence to be varied:

Regional Casino ☐	Large Casino ☐	Small Casino ☐
Converted Casino ☐	Bingo ☑	Adult Gaming Centre ☐
Betting (track) ☐	Betting (other) ☐	Family Entertainment Centre ☐

14. Premises licence number (if known): **2021/00929/GABN**

15. If you are making this application alongside an application for transfer or reinstatement of the premises licence into your name, please give the name of the current licence holder as it appears on the premises licence (if known):

Surname: Other name(s):

Part 3 – Details of variations applied for

16(a) Please give details of any variation which is being applied for. Where the application includes an application to exclude or vary a condition of the premises licence, identify the relevant condition here (unless it relates to hours of operation which are dealt with in questions 16(b) and 16(c)):

- **To remove the default hours for bingo as stated in 16c of the application**
- **To remove condition 1 on the premises licence restricting the hours permitted for machines to be made available.**
- **To add the following additional safeguarding licence conditions following discussions with the police;**

  - **1. The Licensee shall provide all staff with a copy of the Local Area Risk Assessment to advise them on the specific issues in the local area. Any advice or information on the local area provided to the licensee by the Licensing Authority or Police shall be included within the Local Area Risk Assessment and a copy kept on site at all times.**

  - **2. The licensee shall take reasonable steps to prevent street drinking of alcohol directly outside the premises and implement a policy of banning any customers who engage in crime or disorder or cause nuisance within or outside the premises. Notices visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.**

  - **3. For 6 months from the date of the grant of the premises licence variation, the date to be confirmed in writing to the Licensing Authority, If trading past midnight the Maglock will always be in use. Following the initial 6-month period, the Maglock will always be available for use, and consistent use shall be risk assessed and cognisance taken of police advice.**

  - **4. The Company's staff guard system or similar shall be installed and maintained at the premises, which allows direct communication with a central monitoring station permitting audio and CCTV communication.**

  - **5. There shall be no pre-planned single staffing at the premises from 22:00.**

16(b) Do you want the licensing authority to exclude or vary a condition of the licence so that the premises may be used for longer periods than would otherwise be the case?

Yes

16(c) If the answer to question 16(b) is yes, please complete the table below to indicate the times when you want the premises to be available for use under the premises licence.

	Start	*Finish*	*Details of any seasonal variation*
Mon	**0.00**	**24.00**	
Tue	**0.00**	**24.00**	
Wed	**0.00**	**24.00**	
Thurs	**0.00**	**24.00**	
Fri	**0.00**	**24.00**	
Sat	**0.00**	**24.00**	

Sun	**0.00**	**24.00**	

17. Please indicate any particular date on which you want the variation to take effect if approved:

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

We have considered the impact of the proposed variation and the operator, Merkur Slots UK Ltd, have consulted with the police and licensing authority who've confirmed they have no local concerns of the proposed variation to the hours as outlined in this application.

Part 4 – Declarations and Checklist *(Please tick as appropriate)*

We confirm that, to the best of my/ our knowledge, the information contained in this application is true. I/ We understand that it is an offence under section 342 of the Gambling Act 2005 to give information which is false or misleading in, or in relation to, this application.	☑
We confirm that the applicant(s) have the right to occupy the premises.	☑
Checklist:	
• Payment of the appropriate fee has been made	☑
• A plan of the premises is enclosed	☑
• The existing premises licence is enclosed	☑
• The existing premises licence is not enclosed, but the application is accompanied by –	
◦ A statement explaining why it is not reasonably practicable to produce the licence and,	☐
◦ An application under the Section 190 of the Gambling Act 2005 for the issue of a copy of the licence	☐
• We understand that if the above requirements are not complied with the application may be rejected	☑
• We understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities	☑

Part 5 – Signatures

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

Signature:

Print Name: **Poppleston Allen**

Date: **07 March 2023** Capacity: **Solicitors for & on behalf of applicant**

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

Signature:

Print Name:

Date: (dd/mm/yyyy) Capacity:

Part 6 – Contact Details

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

REDACTED

21(b) Please give one or more telephone numbers at which the person identified in question 21(a) can be contacted: REDACTED

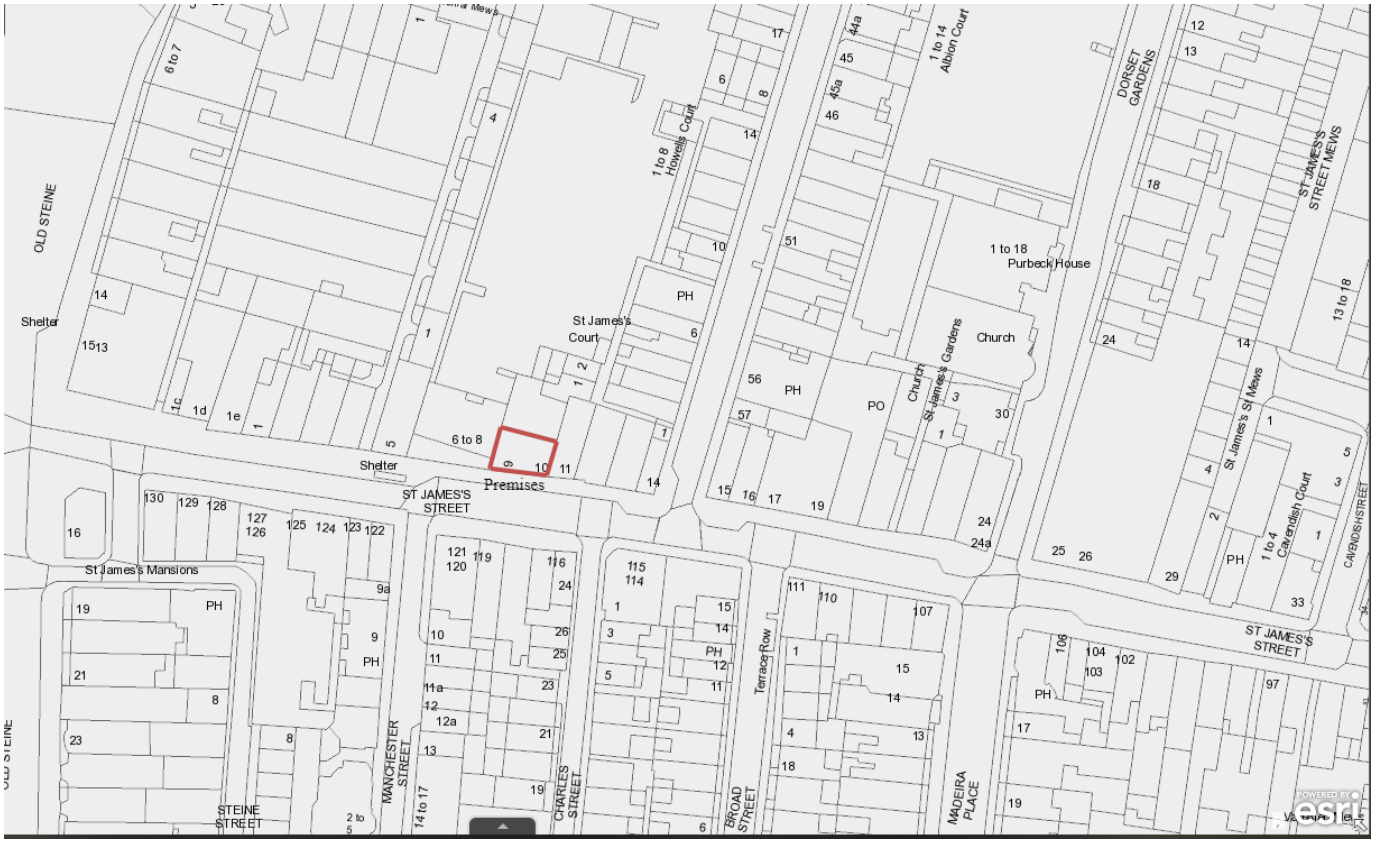
22. Postal address for correspondence associated with this application:

Poppleston Allen Solicitors
37 Stoney Street
The Lace Market
Nottingham
NG1 1LS

23. If you are happy for correspondence in relation to your application to be sent via e-mail, please give the e-mail address to which you would like correspondence to be sent:

REDACTED

Appendix B


Premises
ST JAMES'S STREET
OLD STEINE
Shelter
6 to 8
St James's Court
1 to 8 Howells Court
1 to 14 Albion Court
DORSET GARDENS
ST JAMES'S STREET MEWS
1 to 18 Purbeck House
Church
St James's Gardens
St James's St Mews
1 to 4 Cavendish Court
CAVENDISH STREET
PH
PO
St James's Mansions
MANCHESTER STREET
CHARLES STREET
BROAD STREET
Terrace Row
MADEIRA PLACE
STEINE STREET
14 to 17
2 to 5

Appendix C

Sussex Police
Serving Sussex
www.sussex.police.uk

Brighton & Hove Licensing Unit

Police Station
John Street
Brighton
BN2 0LA

Tel: 01273 404535 – REDACTED
Email: brighton.licensing@sussex.police.uk

Date: 30th March 2023

The Licensing Technical Support Officers
Environmental Health, Brighton & Hove City Council
Bartholomew House, Bartholomew Square
Brighton, East Sussex
BN1 1JP

Dear Emily Fountain,

RE: APPLICATION TO VARY A PREMISES LICENCE UNDER THE GAMBLING ACT 2005 FROM MERKUR SLOTS UK LTD.

I write on behalf of the Chief Officer of Police for Sussex to raise a representation against the above variation application which has been submitted by Merkur Slots UK Ltd in relation to their venue situated at 9-10 St James Street, Brighton, BN2 1RE on the grounds of:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This is an application to vary the current operating hours which requires the premises to be closed and cease all gambling activities by 24:00hrs (Midnight) under Premises Licence Number 2021/00929/GABN and extend this to permit 24hrs trading 7 days a week. Although several conditions have been offered by the applicant, Sussex Police believe there is a risk that this could undermine the licensing objectives and have a negative impact on the surrounding area for local residences, individuals, and Sussex Police itself.

When reviewing an application, consideration is taken regarding the premises location and to establish if this area attracts problems in regards to crime and disorder. Sussex Police believes St James Street, Brighton falls within this area of concern. There are regular incidents occurring within the locality requiring police attendance. It is an area that attracts street drinking and drug related offenses. These incidents are primarily during the day and in to the early hours however with the addition of a new 24hrs venue we could see these issues extending throughout the night due to additional people being drawn in to the area.

Although this is not an application for an alcohol licence, we do believe it's appropriate to review the Public Health Framework for assessing alcohol licensing. This is relevant when considering crime and disorder within the area. Queens Park ward of which this premises sits within is ranked 3rd out of 21 wards for police recorded alcohol related incidents.

People under the influence of drink and or drugs is one of main concerns especially when it comes to the safety of staff and customers. Within the operating schedule being offered by the applicant, there is no requirement for the premises to have a minimum staffing level during the night which could result in the premises being staffed by a lone employee. Although they will plan in to have 2 staff members, this is not a condition of opening. Should one go sick the venue can still be open. This would require the individual to deal with refusing entry or having to ask people to leave if they become unruly. Along with refusing entry to banned individuals and deal with persons who might become volatile due to losing money. Customers could also become targeted when leaving the venue throughout the night.

In to the early hours the location does become relatively quiet as many venues on the street have closed. Considering the area is heavily populated with multi occupancy dwellings, by permitting an additional 24hr venue this could impact on noise issues for the residents.

The applicant has provided us with a copy of their local area risk assessment as well as their security ops manual which goes further to evidence our concerns. Within the submission the applicant refers to the locality being higher than average within Sussex for crime recorded by Sussex Police - 82 crimes within half a mile of the premises for December 2022. The majority of these being for violence and sexual offences. And during the last 12 months, violence, sexual assaults, and anti-social behaviour accounting for the highest percentage of crimes reported in the area. Since opening 13 months ago they state they have had 17 incidents, 8 of these relating to aggressive behaviour.

We do acknowledge the presence of a 24hr gambling venue close by however we do not believe this is a reason to automatically permit a second operator trading 24/7. We feel there are significant concerns and challenges within the location and that this application should be heard before a panel to be fully scrutinised and if granted, robust conditions applied to protect employees and customers.

Yours sincerely,

A/Insp Mark Redbourn
Operations & Licensing
Sussex Police
John Street
Brighton

MERKUR SLOTS, 9-10 ST JAMES STREET, BRIGHTON

LICENSING SUB-COMMITTEE HEARING -27 JUNE 2023

BUNDLE INDEX

DOCUMENT	Document Number
List of conditions proposed with the application following consultation with the authorities, including the existing conditions to remain	3-4
Witness statement from Amanda Kiernan, Head of Compliance for Merkur Slots UK Limited	5-13
Witness statement from Steve Ambrose, Operations Director at Merkur Slots UK Limited	14-16
Witness statement from Andy Tipple, Head of Product at Merkur Slots UK Limited	17
Witness Statement from Joe Seaden, Area Manager for Merkur Slots UK Limited	18-19
Independent Observation Reports - Leveche Associates Limited	
- Nick Mason– Observation Report	20-28
- Appendix	29-55
Covert Inspection Reports: Operational Merkur premises:	
- 182-184 Edgware Road, London, W2 2DS	56-90
- 19 The Concourse, Edmonton Green Shopping Centre, London, N9 0TY	91-115
- 33 Town Centre, Hatfield, AL10 0JX	116-144
- 456 Holloway Road, London, N7 4QA	145-174
- 146 High Street, Hounslow, Middlesex, TW3 1LR	175-205
- 377-379 Harehills Lane, Leeds, LS9 6AP	206-239
- 3 Central Parade, 254 Streatham High Road, London, SW16 1HT & 110 Streatham Hill, London, SW2 4TD	240-273
- 69 Tottenham Court Road, London, W1T 2HA	274-308
- 403- 405, Green Street, Upton Park, Plaistow E13 9AU	309-338
- 91 High Road, Wood Green, London, N22 6BB	339-365
Copy of the updated Local Area Risk Assessment	366-385

Merkur Slots Social Responsibility, Operational Compliance & Training Documents, including: a. Operational Standards Document b. Working Together Document c. Licensing Objectives d. G-Tab - Bringing Traditional Bingo to the High Street e. Social Responsibility Policy f. Powers of the Gambling Commission g. Money Laundering Policy h. Keeping Alcohol Out i. Dealing with Aggressive Customers and keeping crime out j. Complaints Procedure k. Marketing and Promotional Guidelines l. Access to Gambling by Children and Young Persons m. Protection of Children and Vulnerable People from Gambling har n. Employment of Children and Young Persons o. Customer Interaction p. Self-Exclusion q. IHL Tablet Guide: Premises Compliance r. Compliance Policy; s. CCTV Policy t. Machine Fraud Policy u. Machine Ratio Check Policy v. Staff Guard Policy; w. Smoking/Vaping Policy x. Acceptable Proof of Age y. Machine Fraud Policy z. Machine Ratio Policy aa. Marketing Code of Practice bb. Staff Training workbook cc. Merkur Group G4 Accreditation dd. Think 25 Poster ee. Sample Premises frontage ff. Sample Responsible Gambling Messaging on premises door gg. Staying in Control Leaflet	386 - 480
Extracts of the Gambling Commission's Licence Conditions and Codes of Practice for Bingo Premises	481-536
Highlighted Extracts of the Gambling Commission's Guidance to Licensing Authorities	537-544
Extracts from Hansard Parliamentary Debate discussing the inclusion of the prevention of public nuisance as a Licensing Objective	545-546
Extracts of Paterson's Licensing Acts 2020 Part 8 Para 5.158 – Premises Licences	547-548
The Gambling Act 2005 (Mandatory and Default Conditions) (England and Wales) Regulations 2007: Schedule 2 Part 1 – Conditions attaching to bingo premises licences	549 - 550

2

Merkur Slots, 9-10 St James Street, Brighton, BN2 1RE

Existing Premises Licence Conditions to remain on the Licence

1. The premises shall install and maintain a comprehensive CCTV system, which shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.

2. Notices shall be prominently displayed within the premises stating that CCTV is in operation.

3. An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing Authority or the Police. Details to include:
    a. all crimes reported to the venue
    b. all ejections of patrons
    c. any complaints received concerning crime and disorder
    d. any incidents of disorder
    e. all seizures of drugs or offensive weapons
    f. any visit by a relevant authority or emergency service.
    g. any attempts by children and young persons to gain access to the premises to gamble
    h. any Challenge 25 Refusals.

4. A think 25 proof of age scheme shall be operated at the premises where any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry. Acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

5. Individuals who are deemed to be under the influence of excessive alcohol shall not be allowed to enter the premises.

6. The appropriate staffing levels will be assessed by way of risk assessment and cognisance will be taken of any police advice.

7. The licensee shall take reasonable steps to prevent nuisance directly outside the Premises.

8. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained at the premises and be available for use.

Additional conditions proposed within the application

9. The Licensee shall provide all staff with a copy of the Local Area Risk Assessment to advise them on the specific issues in the local area. Any advice or information on the local area provided to the licensee by the Licensing Authority or Police shall be included within the Local Area Risk Assessment and a copy kept on site at all times.

10. The licensee shall take reasonable steps to prevent street drinking of alcohol directly outside the premises and implement a policy of banning any customers who engage in crime or disorder or cause nuisance within or outside the premises. Notices visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.

11. For 6 months from the date of the grant of the premises licence variation, the date to be confirmed in writing to the Licensing Authority, If trading past midnight the Maglock will always be in use. Following the initial 6-month period, the Maglock will always be available for use, and consistent use shall be risk assessed and cognisance taken of police advice.

12. The Company's staff guard system or similar shall be installed and maintained at the premises, which allows direct communication with a central monitoring station permitting audio and CCTV communication.

13. There shall be no pre-planned single staffing at the premises from 22:00.

Additional conditions proposed to the Police in March 2023

14. The licensee shall participate in a local Betwatch or similar scheme, where available.

15. The Licensee shall train staff on specific issues related to the local area and shall conduct periodic refresher training. Participation in the training shall be formally recorded and the records produced to the police or licensing authority upon request.

16. The requirement for door staff shall be risk assessed and cognisance taken of police advice.

17. Should the premises be single staffed at any one time between 8pm and 6am, the magnetic door locking system must be in constant use.

LICENSING SUB - COMMITTEE HEARING – 27 JUNE 2023

SUPPLEMENTAL STATEMENT – AMANDA KIERNAN

1. I am a Chartered Institute of Internal Auditors (IIA) Qualified Internal Risk and Corporate Governance Auditor with over 25 years' experience working in risk-based customer facing environments within various industries, including High Street Retail and Optical Health. In 2011 I started working in the Gambling Industry occupying the role of Internal Audit Manager for Praesepe (the parent company of Merkur Slots UK Limited), responsible for all internal and external audit policies and procedures. During 2018 a merge of the Audit and Compliance departments created the role of Head of Compliance, I now hold this position and am responsible for Internal Audit, Risk/Fraud Management and the Regulatory Compliance of the Merkur organisation.

2. Merkur operates a national estate of over 220 licensed bingo, adult gaming centre and family entertainment centre premises.

3. Merkur is a leading national operator of bingo premises with clear and proactive policies to promote the Gambling Licensing Objectives. We always endeavour to liaise with Responsible Authorities concerning the operation of our premises and pre-consult with the police prior to making new applications.

4. Merkur has full authority to provide bingo facilities through the grant of an Operating Licence issued by the Gambling Commission, which has approved the measures which Merkur has put in place to ensure that it implements effective player protection, anti-money laundering procedures, security procedures and trades responsibly in accordance with gambling legislation, the Licensing Objectives and the Licence Conditions and Codes of Practice.

5. Merkur Slots UK Limited, has never had a review of a trading premises licence, which evidences the high standard of operation applied across the Company's licensed estate. Two premises licences were subject to review applications last year in Enfield, but both applications were rejected by the Authority without a hearing, as the substance of both applications was based on objections to gambling in principle rather than identifying any concerns with the proposed operation at the premises.

6. Merkur holds key positions within the Bingo Association and BACTA (the trade association for the amusement and gaming machine industry in the UK) Executive and Social Responsibility Committees, working closely with these groups to innovate and promote Compliance and Social Responsibility within the industry.

7. Merkur has over 50 Personal Management Licence Holders throughout its operational structure, all of whom are aware of their roles and responsibilities in regard to the Licence Conditions and Codes of Practice (LCCP). Legal obligations are placed upon personal licence holders to promote the Licensing Objectives whilst undertaking their respective duties.

8. Merkur has appointed a dedicated team of compliance auditors that work independently of its Operations Team to continually assess premises' compliance with the governing legislative standards and Company Policy and Procedure. The Company conducts a minimum of two compliance audits per year in each venue. Audits include Regulatory Compliance, Customer Interaction, Incidents, Self-exclusion breaches and Age Verification records. During the audits, premises staff are tested on their level of knowledge and understanding of all relevant criteria. Venues may be re-visited and any additional training needs addressed. Records of incidents, interactions, self-exclusion breaches and age

verification checks are collated on a central hub, which is regularly reviewed and monthly reports are provided to Operations Teams.

9. Merkur operates a strict marketing and promotional guidelines policy, which has been developed in accordance with the Gambling Commission's Licence Conditions and Codes of Practice and the Advertising Standards Authority's Committee of Advertising Practice (CAP) and Broadcast Committee of Advertising Practice (BCAP) Codes. A copy of the Company's Marketing Code of Practice and sample window displays can be seen in the supporting documents.

10. Venue window displays are designed in consideration of premises' location, particularly in busy high street areas where Children and Young Persons may pass by, and maintain the Company's focus that all gambling should be carried out in a socially responsible manner. Direct line of sight into premises is blocked by appropriate window displays and barriers adjacent to entrances, which minimise exposure of underage individuals to ambient gambling.

Relationship with the Responsible Authorities and Interested Parties

11. Merkur takes its duty to operate safe and Gambling Act 2005 compliant premises seriously. To this end, the Company has always sought to maintain good relations with local police and licensing authority teams.

12. For the purposes of the variation to bingo premises licence application, the local Police Licensing Team and Licensing Authority were initially contacted in January 2023.

13. A site visit was planned with the local Police licensing team to visit the premises with myself and our legal advisors, however due to operational reasons this was cancelled by the Police.

14. Following submission of the application, a teams meeting was held by our legal advisors with the Police Licensing officer, Clare Abdelkaer and the Licensing Authority officer, Emily Fountain. Clare explained that since the opening of the premises in early 2022, there has been two police call outs to the venue, both of which were in the summer of 2022 and around 6:30pm.

15. Following the call, the application was submitted, and additional conditions were included within the application to appease any concerns of the Police.

16. In March 2023, our legal advisor was advised by PC Mark Thorogood that due to operational reasons he would be dealing with this matter going forward, and that the police had made the decision they would be submitting a representation.

17. Correspondence was had with PC Thorogood and a call organised to discuss their concerns with PC Thorogood and PC Mark Redbourn. I was in attendance at this call with my colleague Joe Seaden and our legal advisors.

18. During the call it was raised that the premise called Admiral Casino, 125-127 St James Street operates 24 hours, of which neither officer raised any specific concerns directly relating to the premises.

19. The meeting was ended amicably and the Police confirmed that this application would be required to be heard by the licensing sub-committee.

20. Following the call, an additional four conditions were offered to the Police, and they confirmed in writing their objection will still remain.

21. The Licensing Authority did not provide any opinionated comment following the initial due diligence, or objection to the application.

22. All other responsible authorities, including Child Protection team and Gambling Commission did not raise any concerns regarding Merkur's bingo premises licence proposals and did not object to the application.

23. Merkur's detailed policies and procedures are designed to ensure that all gambling in Company premises remains responsible, controlled and that the Licensing Objectives are Continually promoted.

24. Merkur has considered local police crime statistics and the premises location along with the Council's Statement of Licensing Principles under the Gambling Act 2005. We understand that the local area may suffer with general crime and disorder and nuisance, albeit not specifically associated with gambling premises. It has been our consistent experience in the majority of circumstances that we do not experience the kind of difficulties sometimes experienced by betting offices in terms of crime and disorder and nuisance, due to our different clientele, product, layout and management. A position which is supported by the police comments. Nevertheless, lines of communication will be maintained with the local police and the Licensing Authority to ensure that local knowledge is continuously shared and that the premises adapt to any emerging risks or local concerns identified.

25. We have identified local providers of vulnerability support services within the local area risk assessment and we will endeavor to contact any relevant organisations and invite feedback on any local concerns that can be incorporated into premises training and evaluation. The Company is also committed to working with all Responsible Authorities to ensure that any emerging risks are identified, incorporated into the premises risk assessment and effectively addressed

Merkur Compliance – Protection of Children and Vulnerable

26. Merkur was selected by the Gambling Commission as one of the first top 40 licensees to prepare an annual assurance statement due to its size and scale of operation. Annual Assurance Statements enable an annual comprehensive review of the business, completed at Board level, in consideration of the effectiveness of the Company's governance and risk management arrangements designed to facilitate positive consumer protection, address gambling-related harm and crime prevention measures. This process ensures that the highest standards are implemented across the Company's estate from Board through to premises level.

27. In August 2020, Praesepe Limited, Merkur's parent Company, and Merkur's brand premises obtained G4 Global Gambling Guidance Group accreditation, which can be seen in the supporting documents. G4 is a group of international experts in the field of problem gambling and responsible gambling and accreditation is awarded to responsible operators. Audit reports identified that 'Customer care is of an exemplary standard in all Merkur Venues, regulatory compliance policies and procedures are excellent…and provide a strong foundation for consistent approaches to Responsible Gambling across the (Company's) estate'.

28. In February 2022, Merkur were subject to the G4 follow up audit where it retained its accreditation status. The auditor commended the senior management training in regards to gambling harm and social responsibility (YGAM), noted that Merkurs Safer Gambling ethics shine through as priority and customer care is a strong focus of the business. The auditor further noted that staff loyalty, enthusiasm and knowledge were all of a high standard.

29. Merkur operates training upon recruitment and then 6-monthly refresher training programmes for all employees. Training modules include 'The Essentials of Compliance and Social Responsibility' which covers the Gambling Act 2005, Licence Conditions and Codes of Practice, the Licensing Objectives under the Gambling Act 2005 and 'Safeguarding Children & Vulnerable People', which focus on assisting staff to recognise and respond to indicative behaviours of potential problem gambling and vulnerability and how to conduct effective customer interaction. Initial six-week, classroom based, induction training is completed for all new venue teams and includes customer interaction role play and exposure to operation and customers in live venues. Following site opening, new teams are provided regular follow up and support. The Company also incorporates accredited Social Responsibility and Interaction training for its premises management teams. Excerpts from the Company's training platform are provided in the supporting documents.

30. Merkur have one National Training Centre where venue teams receive face to face training which includes identifying signs of potential problem gambling and other vulnerabilities such as homelessness. Staff are rigorously trained to take appropriate action, such as where to offer gambling control support including managing time spent playing (time outs), controlling stake limits, providing information on gambling support agencies such as GambleAware, offering participation in the Bingo Association's national self-exclusion scheme and refusing service, where deemed necessary.

31. Merkur ensures that all staff continue to promote responsible gambling through customer behaviour observation and interaction. As part of this process, customer play, duration and spend is monitored and customer interactions are triggered to ensure play remains responsible.

32. Following a customer interaction, customers may be offered a variety of self-help measures to control and monitor spend and time spent gambling, time outs, information regarding gambling support services and self-exclusion. For customers deemed to be at risk who do not agree to self-exclusion we reserve the right to bar customers, should the need arise. Staff members are provided detailed training to ensure that interaction is completed in a sensitive manner whilst ensuring that the Company's policies and procedures are effectively implemented.

33. Merkur has undergone Gambling Commission inspection and Company training and compliance policies and procedures comply with the Licence Conditions and Codes of Practice attached to the Company's Operating Licence.

34. Examples of some of Merkur's responsible gambling information have been provided in the supporting documents.

35. As part of Merkur's continuing commitment to high standards of staff training and compliance, the Company engaged the services of the charities YGAM (Young Gamers & Gamblers Education Trust) and Betknowmore to assist with the development and provision of additional Safer Gambling training and resources for venue and area managers. This training has been designed to complement our existing face to face training, is City and Guilds accredited and has been delivered to over 200 venue and area managers to date.

36. In October 2020, Merkur launched its 360 Safer Gambling Program, which was developed in consultation with the Global Gambling Guidance Group (G4) and comprises an Advisory Board of Senior Executives and external specialists. The program cements the Company's commitment to safer gambling and includes the establishment of a Customer Experience Group, which provides customer feedback on the effectiveness of the Company's customer interaction, safer gambling tools, messaging and support services.

37. All Merkur's bingo premises are adult only and operate a strict Think 25 policy. Age verification procedures are embedded in Company training platforms and responsible gambling policies. Age verification test purchasing and mystery shopper visits are frequently carried out by third party companies (Check Policy and Store Checker) and test results can be provided to the Licensing Authority upon request. Merkur prides itself on its high standard of venue compliance and its test purchase success rates nationally.

38. A copy of Merkur Slots Social Responsibility, Operational Compliance and Training Documents have been included within our hearing documentation, which highlight the priority given to responsible gambling and the provision of responsible gambling information to our customers and staff members.

Site location

39. A detailed and updated local area risk assessment has been supplied in the supporting documentation, designed in consideration of the councils Gambling Statement of Licensing principles, local crime statistics, local demographics and establishments that may impact on potential customer vulnerability and local crime and disorder.

40. Local analysis is an invaluable tool to direct local resources and assists with the identification of potential risks and the development of local training and partnership to ensure that potential risks are mitigated and that gaming in Merkur Slots premises remains responsible.

41. Merkur is an experienced operator with premises in many large cities and towns across the country, each with their own local profiles and risk. Merkur effectively and responsibly operates in these areas, some if which are subject to greater and lower levels of general crime and disorder and deprivation. The Company's responsible gambling safeguards, security measures and strictly controlled marketing practices are proven to be effective and management will always adapt to local circumstances.

42. As a result of the Company's commitment to responsible operation and the resources directed to responsible play, none of Merkur's operational premises licences have been subject to review proceedings or revocation.

43. In February 2023, Merkur Slots Brighton joined Business Crime Reduction Partnership for Brighton & Hove.

Underage Gambling

44. Merkur's detailed policies and procedures are designed to ensure that all gambling in Company premises remains responsible, controlled and that the Licensing Objectives are continually promoted.

45. By law, licensed bingo premises can permit under 18s on the premises and can also apply for a premises licence under the Licensing Act 2003. However, Merkur's premises are strictly adult only, operate Think 25 and will not obtain a licence under the Licensing Act 2003.

46. Unlike many other licensed operators, such as some licensed betting premises and adult gaming centres, the Merkur Slots venue will apply our strict marketing and advertising policy, ensuring that advertising is not appealing to underage individuals and that line of site into the venue is restricted. This will ensure that children and young persons cannot see into the premises, preventing exposure to ambient gambling with all gaming activities hidden from view.

47. Merkur Slots customer demographics are up to 50% female with an average age over 30.

48. Staff training and company policy is designed to mitigate the potential risk of underage gambling and exposure to ambient gambling.

49. To ensure the effectiveness of the Company's Think 25 policy, venues regularly undergo random test purchasing and details can be provided to local authorities upon request.

50. In our experience venues are not more susceptible to access by underage individuals due to the nature of our gaming services and customer demographics. This is consistently seen across our licensed estate and Merkur's products do not appeal to underage individuals.

51. The Company's partnership approach and high standard of staff training, customer monitoring and interaction has continued to ensure that all potential risks are mitigated and the occurrence of incidents remains minimal.

Crime and Vulnerability

52. It is rare for our premises to be associated with anti-social behaviour or crime and disorder but our staff training procedures and security measures, including external CCTV, are designed to monitor customer behaviour and external areas for anti-social behaviour. Company policy ensures that appropriate steps are taken to minimise any risks and we record and report any incidents or concerns to Company management, for internal review and assessment, and local authorities.

53. Merkur is an experienced operator with a proven history of operating premises in some challenging areas and incidents relating to crime and disorder are rare.

54. All staff training is developed to consider local area characteristics and Merkur Slots operates on the basis that its controls and best practice are adopted at all times.

55. Local premises management will always work with local authorities under the Act, other authorities, trade groups and vulnerability support services to reinforce any local concerns and identify any emerging local risks within premises' training and operation.

56. It is rare for our venues that operate late at night to attract customers leaving alcohol licensed venues as the entertainment offering is significantly different. Merkur's late night operation appeals to shift workers and employees of the late night economy and our detailed policies, procedures and safeguards are designed to ensure that premises operation remains safe and secure for both staff and our customers.

57. Merkur operate a business-wide Anti-Money Laundering (AML) policy, which is reviewed annually, and ensures that the risks of money laundering in these premises are low. The premise layout is designed to allow customer supervision at all times. All machines within the premises are linked to a central machine data capture system, which identifies and sends alerts of suspicious activity and allows the venues to individually analyse live transactional activity for money laundering. All AML incidents, rare as they are, are reported by the venue staff via a tablet which also provides an automated email alert to myself, as the dedicated AML manager.

58. All Merkur Slots venues operate a strict zero tolerance drugs policy and refuse service to individuals who are deemed to be under the influence of alcohol. The company's extensive training, which incorporates Gamcare approved social responsibility and customer interaction tools are designed to ensure minimal conflict and successful implementation of our strict polices. In our experience, incidents of customers attempting to enter our venues whilst intoxicated or attempting to consume alcohol within our venues remains low across the Company's licensed estate regardless of premises location.

59. As an Operating Licence holder, Merkur Slots UK Limited provides details of incident records and self-exclusion to the Gambling Commission as part of its Regulatory Returns and compliance process. Whilst incidents across our licensed estate are rare, all records are regularly evaluated to ensure that premises operate safely and responsibly.

Local Concerns

60. The representations received from the Police identify the potential for increased anti-social behavior and the increased risk to vulnerable people and children in the area should the Licensing Sub-Committee be minded to grant the current premises licence application.

61. All comments made within the representations were reviewed and appropriate safeguards, conditions and comments were made to alleviate these concerns, including the proposal of additional safeguarding conditions.

62. Merkur has provided a detailed local area risk assessment, reviewed local area statistics and demographics, discussed the application with the local police licensing team and reviewed the Council's detailed policies in order to effectively identify any potential risks to the proposed operation.

63. Merkur will implement robust security policies and procedures to monitor customer behaviour both within the premises and immediately outside the venue, refuse service to individuals who may be under the influence of alcohol or drugs and work in partnership with the local police in the unlikely event that any incidents of crime or disorder occur.

64. Merkur Slots premises, from experience, are not attractive to young persons and sites rarely have issues with young person's attempting to gain access. All our premises are over 18s and operate a Challenge 25 policy.

65. Merkur Slots premises usually only have low numbers of customers within the premise at any one time, with members of staff continually walking around. This safeguards the premises that in the rare event a young person will attempt to enter the premises, they would be intercepted and challenged for their ID at the earliest opportunity.

66. The Company's detailed training procedures and evaluation tools have been designed to mitigate any local risk to the Licensing Objectives, with a particular focus on the protection of children and the vulnerable from harms associated with gambling. As part of Merkur's Socially Responsible Gambling Policy, customers are continually monitored and interactions completed where concerns are identified. As part of the interaction process, customer play is assessed to trigger customer affordability and source of funds enquiries to ensure that all gaming remains controlled. I have described the Company's approach above, and it will of course be implemented in these premises.

67. Should the Committee members be minded to grant the new licence application we believe all potential operational risks will be effectively mitigated.

68. Merkur understands that local risk assessment and staff training is a live matter, which is regularly assessed and adapts to any emerging or changing risks in the locations in which it operates. This premises will be no exception.

69. Due to the nature of the gaming that is provided at Merkur venues, it is rare for customers to congregate outside, unlike betting premises, as there is no ongoing entertainment such as a sporting event. It is also rare for our venues to have significant customer numbers at any one time with total customer numbers almost always in single figures. Customers leaving our premises rarely cause concern to our local neighbours.

70. Merkur is committed to partnership working and will always engage with local Betwatch, Pubwatch, or other similar schemes to share best practice and local knowledge of venue operation or identified risks, whether or not they strictly relate to gambling premises.

Premises Operation

71. The premises is currently, and will continue to be so, managed by an experienced shop manager who has been the premises manager since its opening, and who will in turn be supported by a complement of staff who will all have received the comprehensive level of training appropriate to their specific role. Training focuses on the promotion of the Licensing Objectives and a copy our Policies and Procedures has been provided as part of our hearing bundle.

72. The Merkur Slots premises layout has been developed to facilitate customer observation and all staff members provide regular sweeps of the premises to ensure positive engagement with our customers and facilitate continuous observation and customer interaction.

73. Merkur Slots staff members are not restricted to counter positions that may be found in other licensed venues, such as betting premises. Our staff are actively encouraged to move throughout the premises and proactively engage with all customers, particularly on entry, not only to implement our Think 25 policy, but to build customer relationships and ensure effective identification of potentially vulnerable individuals.

74. All Merkur's staff members actively monitor and manage the area immediately outside their premises and record all incidents should they occur. Reporting lines are set up with local police teams to ensure that any potential local issues are identified and addressed.

75. All Merkur premises operate extensive CCTV throughout customer facing areas and also external areas to assist with monitoring customer behaviour and that of other individuals in the immediate vicinity of the premises. CCTV displays are appropriately situated to ensure that all customer areas are monitored.

76. Staff numbers and premises operation are regularly risk assessed, incorporating monitoring of premises operation, internal compliance audit completed by our field based compliance team, evaluation of customer numbers and feedback from Responsible Authorities and Interested Parties. These effective measures ensure that premises are able to quickly adapt to any emerging risk or local concern. Staff numbers and rotas are continuously reviewed to adapt to customer numbers and cognisance is taken of police advice.

77. Merkur Slots premises do not play any music above background level, and in addition due to the low footfall of customers at any one time, are rarely a cause of neighborhood nuisance. No complaints have been made directly to the premises from local residents, nor has the premises been notified of any nuisance complaints by the Environmental Health noise team.

Conclusion

78. The current premises has been operating successfully and with little serious crime and disorder, which is evidenced through the comments made by Clare Abdelkaer and the absence of any evidence of direct crime and disorder issues relating to Merkur Slots from the Police Licensing team.

79. The business of Merkur is the provision of safe and pleasant gaming environments. It remains crucial to the business that customers feel safe and welcome in Merkur Slots premises. This principle is fundamental to Company management strategy from head office to premises level. It is a principle which as a company we have achieved in all of our venues, which provide safe, welcoming and congenial environments for our customers.

80. In the rare case that issues do arise, the resources and commitment are in place to ensure that they are speedily resolved. For obvious reasons, Merkur does not wish to run licensed venues which cause regulatory issues, and the Company devotes a great deal of time and resources to ensuring that there are none.

81. In my experience a good manager and their team will know regular customers well and new customers will always attract raised awareness.

82. I can state that it is rare for our premises to be the cause of, or otherwise associated with, crime, disorder or nuisance to nearby premises due to the nature of our gaming premises and our customer base.

83. Merkur continues to take very seriously any issue which its presence creates, both out of respect for the local community and because its licence and commercial reputation depends upon it.

Ms Amanda Kiernan, Head of Compliance, Merkur Slots UK Limited

Date: 14/06/2023

LICENSING SUB - COMMITTEE HEARING – 27 JUNE 2023

SUPPLEMENTAL STATEMENT – STEVE AMBROSE

1. I am the Operations Director for Merkur having held this position since December 2016 responsible for all day to day operations across our estate of Adult Gaming Centres, High Street Bingo premises and Bingo Halls.

2. I am a Director of the Bingo Trade Association "The Bingo Association" and the Division 3 Chairman of the Amusement Trade Association "BACTA" covering Adult Gaming Centres across Great Britain.

3. I started in the Gaming Industry in 1992 and have held a multitude of positions ranging from Customer Service Assistant right up to my present position of Operations Director, this experience has enabled me to gain an understanding of the complexities of operating in gaming businesses both big and small, in rural and city centre locations.

4. Through my years of working in the gambling industry I can state categorically that it is rare for Merkur Slots UK Limited's venues, and specifically its high street bingo premises, to be associated with crime and disorder, anti-social behaviour or local nuisance.

5. Whilst I appreciate this may be different to perceived risks that may be associated with other licensed gambling venues, such as betting premises, I believe this reflects the type of gaming operated by Merkur and its customer demographic, which is approximately 50% female with an average age of over 30.

6. Due to the nature of the gaming services provided at our high street bingo venues, customers do not congregate outside our venues, unlike betting premises that may show sporting events over long periods of time. In our high street venues, there is no 'event' taking place.

7. Across the high street bingo estate, average customer numbers at any one time remain relatively low, in single figures, and customer numbers between 5 and 10 at any one time, would be considered an exceptionally busy period.

8. Customer numbers do not vary significantly throughout the hours of premises operation and due to the relatively low numbers, later hours of operation are often sought, with the majority of Merkur premises operating into the early hours. Later hours of opening appeal to shift workers and employees of the late-night economy and Merkur Slots policies, procedures, safeguards, and security measures are designed to ensure that premises operate securely and safely at all hours of operation.

9. We operate premises throughout the UK in busy high street locations that have a high footfall of Children and Young persons. Due to the nature of our gambling premises, customer demographic and presentation of our venues on the high street, we do not see a significant number of underage individuals seeking to gain access to our premises regardless of location. In our experience, Merkur's product does not appeal to the younger generation.

10. Merkur's Think 25 policy and its implementation are effective tools ensuring that our venues operate responsibly. By strictly controlling our marketing and advertising and limiting line of site into venues, individuals that pass by our venues are not exposed to ambient gambling, which may be visible in other operator's venues, such as some betting premises and public houses that provide gaming machines.

11. All our venues operate CCTV throughout, which is designed to not only assist with monitoring all customer facing areas but to cover the area immediately in front of our venues, which provides additional security in the high street areas in which we operate.

10. Our venue teams seek to form genuine relationships with local police, town centre groups, support services and Betwatch or Pubwatch schemes should they be available. Our staff are proud of the areas in which they live and work and do not wish to see any level of anti-social behaviour.

11. We set out to provide a comfortable and convivial atmosphere. Our premises are carpeted, well-appointed and spotlessly clean. Our staff are smart and friendly. They are not positioned behind a counter, but are present on the trading floor, circulating and interacting with customers and offering tea and snacks.

12. Staff levels are continually risk assessed to ensure that sufficient numbers are maintained not only to enable effective premises management but also to ensure that customers can be continually monitored and assisted where necessary. As part of our commitment to working with local authorities, we will always liaise with local police licensing teams to ensure that where local police concerns are identified, sufficient staff members are on site during premises hours of operation,

13. Customer monitoring, interaction and any incidents including implementation of our Think 25 policy are recorded on electronic IHL tablets. This technology enables all recording to be logged whilst staff are present in customer facing areas and it is rare for staff to be called away to back office areas during their shifts. IHL tablets are linked through a central system so that Merkur Slots UK Limited's independent audit team can regularly monitor all records.

14. The Company's audit department collates and evaluates monthly reports on venue operations and management to allow continued assessment of operational compliance, including monitoring self-exclusions, under-age checks and any untoward behaviour. The monitoring process allows venues to adapt to any emerging risks and staff training requirements.

15. Our venues operate a ticket in ticket out system, which minimises the need for cash handling on site during opening hours.

16. Machine emptying is only carried out when customer numbers are low and security systems implemented, which include activating the premises maglock and ensuring sufficient staff remain on duty.

17. Merkur Slots UK Limited's venues also operate time delay safes where keys are stored. All cash is retained within the GeWeTe change machine on the venue floor.

18. Venues are equipped with our staff guard system. The system allows direct communication with a central monitoring station through audio and CCTV. The central monitoring station would then contact the relevant emergency services in case of incident.

19. The entrance to all venues are fitted with a magnetic door locking system. This allows staff members working to manage the entrants to the venue when in use.

20. The use of door supervision at any premises is decided on a risk assessment basis based on a multitude of factors per premises, with cognisance always taken of local Police and Licensing knowledge and advice.

21. We have considered the local concerns raised by the Interested Parties and believe that should the Committee members be minded to grant the new premises licence all perceived operational risks and fears should have been effectively addressed through the provision of the additional conditions provided in the application and future correspondence with the Police.

22. In our local area risk assessment we have identified a number of organisations that provide support services to local vulnerable individuals. Merkur is committed to working in partnership with local authorities and any organisations identified to discuss local concerns, ensuring that local risks are identified and incorporated into our risk assessment and management training.

23. All of these features mean that our premises provide safe and congenial environments and do not impact on their localities. In my experience, while concerns are sometimes expressed by local residents and some authorities with regard to theoretical risks and the potential impact when applications are made, such concerns vanish once premises actually open.

24. The current premises has been operating successfully and with minimal serious crime and disorder.

Mr Steve Ambrose, Operations Director, Merkur Slots UK Limited

Date: 14/06/2023

LICENSING SUB-COMMITTEE HEARING – 27 JUNE 2023

SUPPLEMENTAL STATEMENT - ANDY TIPPLE

1. I am Currently Head of Product for Merkur Casino UK and have over 35 years' experience in the Gaming Industry and have held a multitude of positions ranging from Arcade Manager, Service Manager to Gaming Manager. This experience has enabled me to gain an understanding of the intricacies of operating across all our gaming platforms.

2. Merkur Slots UK Limited operates over 220 'High Street Bingo' premises, bingo clubs, Family Entertainment Centres and Adult Gaming Centres throughout Great Britain.

3. The development of High Street Bingo has occurred because customers are becoming less interested in attending large, sub-regional bingo halls and increasingly wish to play bingo with a portable electronic terminal rather than marking numbers off a card. Accordingly the High Street Bingo model has evolved, with a customer offer of live and automated bingo played on terminals, as well as on paper, with gaming machines in accordance with the permission provided by a bingo premises licence. The Gambling Commission is fully aware of the presentation of bingo in our high street premises.

4. In our premises, customers can move around with the terminal, choosing to play while standing or in seating provided around the premises.

5. As for gaming machines, the governing legislation provides strict limits on the types of machines that may be made available in bingo premises, which is the same as that permitted in licensed Adult Gaming Centres.

6. High Street Bingo premises operate a combination of category B3 and C gaming terminals with stakes ranging from 10p through to £2.

7. Across Merkur Slots UK Limited's venues the average stake placed is between 30p and 40p. Only 20% of the gaming machines provided may be category B3s. The remainder, being the category C gaming machines, have the same stake and prize levels as those offered in pubs

9. All Merkur Slots UK Limited premises are sufficiently staffed to ensure effective implementation of the Company's Think 25 policy and all staff are fully trained on the three Licensing Objectives under the Gambling Act 2005, with particular focus on the protection of vulnerable persons from being harmed or exploited by gambling. Full written details of the training and the Company's operating procedures have been provided in the hearing bundle.

10. As stated above, electronic bingo is a natural evolution of 'traditional bingo' and has been operated nationally for many years since the inception of the Gambling Act 2005 and is approved and understood by the Gambling Commission.

Mr Andy Tipple, Head of Product, Merkur Slots UK Limited

Date: 14/06/2023

LICENSING SUB-COMMITTEE HEARING – 27 JUNE 2023

SUPPLEMENTAL STATEMENT – JOE SEADEN

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1. I am currently the Area Manager for Merkur Slots venues across the Kent and Southeast London district. This area includes the St James, Brighton premises. This position includes responsibility for all operations across the Bing Premises and Adult Gaming Centres within this district.

2. I originally joined Merkur Slots in January 2019 as a business development manager. This position entailed writing compliance policies and practices whilst ensuring implementation across the entire Merkur Slots UK Limited estate.

3. In October 2019 I changed position to become an area manager within Mekur Slots. I am currently undertaking my Level 5 apprenticeship along side my role manager role.

4. I have spent several months previously in Brighton overseeing the premises and getting to know the locality of the site. The premise is situated on a local high street with a variety of retail shops, coffee shops and restaurants within a close proximity of the site.

5. Throughout my years of my working in the gambling industry and for Merkur Slots, I can confidently state that it is a rare for a Merkur Slots UK Limited's site, and specifically the high street bingo premises, to be associated with local nuisance, crime and disorder or anti-social behaviour.

6. In relation to this site specifically, in my role as an Area Manager covering the St James Street premises I have not experienced regular major crime and disorder at this site.

7. Prior to my joining Merkur Slots UK Limited I worked in a variety of retail outlets, managing various known shopping outlets. I would anticipate more issues in relation to crime and disorder and public nuisance in these shops than any gambling premises run by Merkur Slots Gaming UK Limited.

8. In our premises, customers are free to move around the site playing bingo on portable electronic terminals as well as the option for paper participation. Additionally, players are able to play on terminal gaming machines provided in accordance with government legislation.

9. The Brighton premise operates a combination of category B3 and C gaming terminal with stakes ranging from 10p through to £2.

10. Due to the nature of the gaming services provided at our high street bingo venues, customer interaction is high. Many of the staff in the Brighton premises have relationships with regular local customers.

11. The premises manager has worked at the site since it opened in February 2022 and has built a significant rapport with local customers and thoroughly understands the local area and the special nature of Brighton.

12. The Brighton venue team has aimed to form genuine relationships with local police, town centre groups and support services. Currently the site has an active membership in the Brighton Business Crime Reduction Partnership and Brighton & Hove shop safe scheme.

13. I attended a meeting with our legal advisors, Amanda Kiernan, Head of Compliance, and Police Licensing officers PC Thorogood and PC Mark Redbourn. During this call, the officers highlighted no direct specific concerns with the operation of the St James Street venue, nor the nearby Admiral, however requested the application be heard by the committee.

14. Across the Merkur UK Limited estate there are numerous safety and security features in place for the protection of staff and customers. The premises are equipped with a Maglock safety

feature, as well as a panic button for staff. The maglock safety feature has not been required to be used so far this year at the Brighton site, however the use of this has been offered as a condition during the extended hours.

15. The Brighton venue operates CCTV throughout, which is designed to assist staff with monitoring all customer facing areas but also covers the area immediately outside the venue, which provides the additional safety feature in the need of an emergency evacuation or invacuation.

16. Previously the sites CCTV has been able to assist the police following an incident in the neighboring Morrisons in May 2023.

17. Due to the presentation and nature of the venue, the site does not see a significant number of underage individuals seeking to gain access to the premises. In my experience the Merkur gaming experience does not appeal to a younger audience.

18. Merkur Slots many compliance policies for example the Think 25 policy are used as effective tools to ensure that the venue operate responsibly. The venue does not allow intoxicated individuals into the venue or those who have been drinking. Additionally, no alcohol is allowed within the venue.

19. Staff on site are trained in de-escalation, identification of vulnerable customers and customer monitoring. So far this year the premise has not recorded any incident on site and has received no nuisance complaints.

20. The site aims to provide a comfortable and convivial atmosphere. Our premises are carpeted, well-appointed and spotlessly clean. Our staff are smart and friendly. They are not positioned behind a counter, but are present on the trading floor, circulating and interacting with customers and offering tea and snacks.

21. All of features offered by the Brighton site means that the premises provides safe and congenial environment to customer and do not impact on their localities.

22. The current premises has been operating successfully and without major incident.

Mr Joe Seaden, Area Manager, Merkur Slots UK Limited.

Date: 15.06.23

Full Observation Report

Mr Nicholas Mason – Consultant

Leveche Associates Limited

Merkur Slots

9-10 St James's Street
Brighton BN2 1RE

Executive Summary

1. Observations were conducted on Merkur Slots premises at 9-10 St James's Street Brighton BN2 1RE and the surrounding area. The premises are situated in a side road less than a mile from Brighton Main Line Rail Station. The timing of these observations was relevant to the application to vary the premises licence under the Gambling Act 2005 to extend the opening hours of the premises daily from 09:00 – 00:00 hours to opening 24-hours a day 7- days a week.

2. There are concerns that allowing the premises to operate 24-hours will attract alcohol related incidents, drugs offences and anti-social behaviour requiring police attendance during unsociable hours.

3. The local bars and restaurants in this area increased the pedestrian footfall but this was not excessive and appeared to be the transient community leaving local licensed premises and heading for the transport hubs or other places of entertainment closer to Brighton Town Centre and the Seafront.

4. Covert visits were made to the Merkur Slots premises and another gaming venue in the vicinity of the Merkur premises known as Admiral Casino that operates 24-hours a day, 7-days a week. Observations showed both premises to be well run and operating correctly with no issues. No anti-social behaviour or crime was observed.

5. Once the licensed bars and restaurants closed the area was very quiet. From the observations it is clear that for the Merkur Slots premises at 9-10 St James's Street Brighton BN2 1RE operating 24-hours a day will not increase anti-social behaviour, noise or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure or wider local community.

6. Photographic images support these observations and the conclusions reached.

Introduction

7. We are instructed to conduct independent observations at Merkur Slots premises at 9-10 St James's Street Brighton BN2 1RE and the surrounding area.

8. Merkur Slots UK operate the venue which has a licence under the Gambling Act 2005 to trade from 9 -10 St James's Street Brighton BN2 1RE. The current premises licence restricts opening hours to between 09:00 - 00:00 hours.

9. The premises come under the jurisdiction of Brighton and Hove City Council.

Personal Summary – Nicholas Mason

10. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the private sector. I am a former Police Officer having retired from the MPS upon completion of over 30 years exemplary service.

11. Throughout my police career the majority of my service was as a Detective at different ranks. I attained the rank of Detective Chief Inspector with responsibility for the risk assessment and management of intelligence led operations by covert means, including the disruption of organised crime groups infiltrating the licensing industry.

12. For a number of years, I performed the role of 'On Call Senior Investigating Officer' for the MPS Serious Crime Directorate with responsibility for advising 'fast time' best practice and investigation strategy in the most serious of incidents.

13. As a senior Detective of the MPS Crime Reporting & Investigation Bureau I had responsibility for the strategic overview of all recorded crime for London and the Management of Investigations transferred into MPS through other UK crime authorities / Police forces.

14. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

15. I am the holder of the Chartered Management Institute level 5 Certificate in Police Management.

16. I am a Registered Close Protection Operative - Level 3 Certificate (Security Industry Authority - SIA).

17. I hold the UK Award for Personal Licence Holders (APLH) under the Licensing Act 2003.

Observations

18. Observations were carried out at Merkur Slots premises at 9-10 St James's Street Brighton BN2 1RE and the defined area around these premises on Friday 19th May from 21:00hrs to Saturday 20th May 2023 at 06:00hrs – Image A1.

19. Observations concentrated on signs of criminality, begging, anti-social behaviour, vulnerable persons, other persons at risk, noise and the general environment including identifying the presence of waste alcohol cans/bottles and drug related paraphernalia.

20. St James's Street runs west to east and is a single lane road for one-way traffic that can pass the front of the venue. During the period of observations traffic was varied with buses, taxis and private vehicles though not busy.

21. Boundaries of observations were set along St James's Street at Old Steine to the west – Image A9, up to Camelford Street to the east – Image A4. This encompassed the area with its many commercial premises, that included mini supermarkets, bookmakers, cafes, estate agents, restaurants, bars and fast-food shops. There are residential flats above many of the commercial premises – Image A2, A3, A4, A5 .

22. North and south of St James's Street and close to the Merkur premises are numerous residential roads with houses, flats and some other bars. Much of this appears to be student accommodation that serves the local University. Additionally there are residential hotels / bed and breakfast establishments.

23. The Merkur Slots premises has a main access door on the north side of St James's Street where there is a wide footway – Image A12. Adjacent to the premises to the east is the Twin Pines Coffee Shop and to the west a Morrisons Supermarket.– Image A18.

24. The area is well served for public transport with Brighton Main Line Rail Station less than a mile away. In the immediate vicinity are numerous bus routes advertised as travelling towards Brighton Marina, Rottingdean and Queens Park with a bus service provided throughout the night. There is a bus stop close to and west of the Merkur Slots premises. During the period of observations numerous taxis were available seen travelling along St James's Street. This abundance of public transport facilities provided an easy option for those wishing to leave the

area for onward travel. Car parking is provided for by local 'Pay and Display' parking areas.

25. There is one other Adult Gaming Centre in the vicinity of the Merkur Slots premises, Admiral Casino 126-127 St James's Street. This premises has a similar business model to Merkur Slots UK and operates 24-hrs a day 7 days a week. Adjacent to the Admiral Casino is a Betfred Bookmakers at 124-125 St James's Street. The Betfred premises were open during the course of observations but closed as advertised at 22:00hrs – Image A7. Opposite and slightly west of the Admiral Casino is a Ladbrokes Bookmakers at 1E St James's Street. The Ladbroke premises were open during the course of observations but closed as advertised at 22:00hrs – Image A10.

26. These premises can be divided into two main types:

    a. Betting premises not licensed to serve alcohol.
    b. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

27. There are some religious premises in the area with St Mary's Church located at 61 St James's Street but this was well east of the Merkur Slots premises and not in the immediate vicinity. There are no schools in the immediate vicinity and no children were seen in the area at the time of these overnight observations.

28. The area is illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

29. Photographic images of what was seen were obtained to support my findings. These images are documented in Appendix A.

Deployment

30. On Friday 19th May at 21:00hrs observations commenced and went through the night until 06:00 hours on Saturday 20th May 2023.

31. At 21:00hrs the Merkur Slots premises were open as were the bars, restaurants, coffee shops and fast food shops in the area. The Merkur premises had a smart corporate and professional looking frontage that was well maintained and clean. There was a flow of pedestrians passing the Merkur Slots premises, there was no evidence of anti-social behaviour and both the Merkur Slots premises and Admiral Casino appeared quiet – Image A1, A7.

32. The area was busy with young people using the pubs, bars, restaurants and fast food facilities. A number of groups of 'Hen' nights were seen passing through the area but none stopped at the bars and pubs located in St James's Street or the surrounding Streets.

33. The Bulldog Bar is located at 31 St James's Street west of the Merkur Slots premises and is advertised as a 'Landmark LGBT pub and hangout'. The premises

is highly visible with its bright pink external fluorescent lighting. During the course of observations the premises had 2 external door security staff managing entry to these premises. Both were dressed in black clothing and displayed Security Industry Association (SIA) badges on their arms. There was no anti-social behaviour or disturbance at this location – Image A4.

34. There were a number of other bar and public house premises located in St James's Street;

    i. Affinity Bar – 129 St James's Street – advertised opening times Monday – Sunday 12:00-00:00hrs.

    ii. Nautilus Wine Bar – 129-130 St James's Street – advertised a variety of opening times.

    iii. St James Pub – Located on the junction with St James's Street and Madeira Place east of the Merkur Slots premises – advertised opening times Monday – Thursday and Sunday 12:00-00:00hrs, Friday and Saturday 12:00-01:00hrs.

35. During the course of observations there was no evidence of any anti-social behaviour at these premises. The St James pub was busy with people standing outside on the pavement drinking. Aside from the congestion to the footway this did not cause any other issues.

36. 'Green City' at 95 St James's Street was trading at the time of observations and offers paraphernalia associated with the use of recreational drugs. The premises were well lit but not busy. There was no anti-social behaviour in the vicinity of these premises.

37. During the course of observations at the western end of St James's Street in and around the junction with Steine Street a number of homeless people and street drinkers were seen. At 22:15hrs Street drinkers were observed shouting and drinking from cans at this location though this was not for a prolonged period – Image A14. None of these people were connected to or used the Adult Gaming Centres or Bookmakers in St James's Street. At the same time there was an apparently drunk and homeless male walking east along St James's Street though he was not causing a disturbance – Image A15.

38. At 23:05hrs two uniform police officers were walking east along St James's Street near to The Bulldog Bar. They spoke to a colleague who was driving past in a marked police vehicle and all then continued along St James's Street. There was no obvious reason for their presence and the assumption is that this was part of a routine patrol - Image A20.

39. Between 23:07hrs and 23:29hrs I conducted a covert visit to the Merkur Slots premises at 9-10 St James's Street – Image A21. As I approached I could see signage on the front door that stated no smoking on the premises, over 18's only, no alcohol and that CCTV was in use. The front door was not locked and I entered.

40. As I entered I saw that there were two members of staff, one male and one female, both wearing black Merkur liveried clothing who both greeted me. On the wall to the left the premises licence, policies and other literature were clearly available for customers to view and read.

41. Throughout the premises the floor was carpeted and there were a variety of gaming machines available for customers use and a reception area for preparing drinks that was clean and tidy. There were toilets located at the rear of the premises.

42. As I walked through the premises I noted that there were no other customers on the premises. I went to the rear and right hand side of the premises, selected a machine and sat down to play.

43. After a couple of minutes, the female staff member approached and asked if I wanted a drink. I asked if I could have a beer but was told no alcoholic drinks were available. I asked for a coffee but was told that the coffee machine was turned off and that it was only cold drinks that were available so I requested a coke which was brought to me a short time later.

44. I continued to play the machine and was approached by the male member of staff who was carrying a tray of sweet snacks that he offered to me. I selected a snack and then continued playing the machine.

45. A short time later the female member of staff approached and offered a promotional offer and explained the detail which I declined.

46. During my visit I did not see any customers enter the venue. However, a male that was clearly a friend of the male member of staff entered, used the toilet facilities and then engaged in conversation.

47. Whilst inside the premises I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy. I was not pressurised or encouraged to spend money. Whilst I was using the machine the female member of staff was vacuuming the carpet in the premises

48. Before leaving I went to use the toilet facilities. The door was locked and the male member of staff unlocked it at my request. On entering I found it to be clean and tidy. On the wall I saw a toilet check sheet that showed the toilets were checked on an hourly basis– Image A22. Gambling Safeguarding literature and GamCare leaflets were displayed on the wall – Image A23. I used the toilet and then left the premises at 23:29hrs, as I went out through the door there was no one loitering outside or looking to gain entry. There was no anti-social behaviour inside, or in the vicinity of the premises.

49. At 23:37hrs a liveried private security company vehicle displaying the name Padoda Secure drove along St James's Street. There was no interaction with this vehicle and no obvious reason for its presence.

50. At 23:38hrs a second private security company vehicle displaying the words ‘Mobile Response Unit’ drove past, though again there was no obvious reason for its presence.

51. At 23:32hrs an apparently homeless male was sat on the pavement outside Sainsburys Store at the west end of St James’s Street and was begging – Image A26.

52. At 23:46hrs the external shutters to the left of the front door of the Merkur Slots premises were rolled down prior to closing – Image A27.

53. At 00:02hrs the two members of staff that were seen during the covert visit to the premises exited, locked the front door and walked away with all internal lights of the Merkur Slots premises now turned off.– Image A29.

54. From 00:02hrs the majority of premises had closed and the area was quiet with light pedestrian and vehicle traffic – Image A29, A30, A31, A32, A33.

55. Between 01:10hrs and 01:25hrs I conducted a covert visit to the Admiral Casino premises at 126-127 St James’s Street – Image A34. As I approached I could see signage on the left hand door that stated entry was restricted to persons over 18 years of age. I pushed at the front door to enter but the door was controlled by a Mag-Lock. I pressed the bell for entry and the door was opened by a male member of staff wearing a black suit.

56. As I entered there was a board that displayed the premises policies, trading rules, licences, action to be taken in the event of a fire, ‘Challenge 25’ notice, ‘Gamcare’ information and that no smoking was allowed on the premises.

57. In the main floor area there were numerous gaming machines available for customers use. located around the walls of the premises and through the middle floor. The floor was carpeted providing a lounge effect. On the right-hand side of the premises was a reception area where refreshments could be prepared, this area was clean and tidy. There were no other obvious members of staff with the male member of staff who had opened the door being the only person supervising the premises. I selected a machine to the right of the premises and sat down to play.

58. Other customers were on the premises with two men aged about thirty five years old using machines located close to the front door. Further inside the premises there were five other customers all using machines, four males and one female. All were aged late thirties to early forties in age and casually dressed.

59. The customer toilets for the premises were located at the rear and after playing the machine for a short while I went to use them. The door was controlled by a combination lock and I asked the male member of the staff for the code to enter which he provided.

60. The toilets were found to be clean and tidy. On the rear of the door was a sign stating that the toilets were checked regularly but there was no ‘Check Sheet’ –

Image A35. On the wall next to the hot air hand dryer a poster and leaflets were displayed relating to 'GamCare' – Image A36. I used the toilet and then returned to the machine I had been playing.

61. Whilst in the premises I was not offered any refreshments or assistance in using the various different machines as is often the case in Adult Gaming Centres of this type. The only staff member remained near the front of the premises available to open the access door if required.

62. During my visit I noted that the other customers were all quietly enjoying playing the machines. They were clearly not being pressurised or encouraged to spend money and they were not vulnerable or drunk. Whilst inside the premises I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy.

63. I left the premises at 01:25hrs, as I went out through the door there was no one loitering outside or looking to gain entry. There was no anti-social behaviour inside or outside in the vicinity of the premises – Image A37.

64. As the night progressed there was some pedestrian footfall as members of the public walked along St James's Street, there was very little vehicular traffic – Image A38.

65. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the immediate vicinity of the Merkur Slots premises, the Admiral Casino premises or St James's Street itself. – Image A2, A3, A5, A6, A7, A8, A9, A11, A16, A18, A19, A21, A24, A25, A27, A28, A30, A32, A33, A34, A37, A38, A39, A40, A41, A42, A43, A44, A45, A46, A47, A48, A49, A50, A51.

66. During the course of observations the only police officers I saw were those who appeared to be on a routine patrol observed at 23:05hrs.

67. At 06:02hrs I obtained a further image of the area around the Merkur Slots premises demonstrating that there was no evidence of anti-social behaviour or criminality – Image A52. Observations were then concluded.

Summary

68. During the observation periods I found some evidence of anti-social behaviour and begging by the apparently homeless people observed at the West End of St James's Street. However there was no evidence of crime and disorder, drug use / dealing or groups of youths loitering in the area at or near to the Merkur premises and the surrounding area of St James's Street with its other licensed premises.

69. There was no evidence of discarded alcohol bottles or nitrous oxide gas gannisters. Waste bins were deployed along St James's Street and refuse disposal operatives were observed working overnight that attended to any street rubbish from the take away food facilities.

70. Leveche Associates Ltd have carried out covert visits on numerous Adult Gaming Centres that operate throughout the UK 24-hrs a day, 7-days a week including the following Merkur Slots premises on dates shown:

	Merkur Slots Premises Address	Date of visit
i	157 High Street North, East Ham E6 1JB	01/06/2021
ii	12 The Broadway Southall UB1 1PS	27/10/2021
iii	23 High Street Sutton SM1 1DJ	14/02/2022
iv	37-39 St Sepulchre Gate Doncaster DN1 1TD	17/02/2022
v	7 Abington Street Northampton NN1 2AN	18/02/2022
vi	89 Above Bar Street Southampton SO14 7FG	26/04/2022
vii	146 High Street Hounslow TW3 1LR	25/06/2022
viii	33 Town Centre Hatfield AL10 0JX	10/08/2022
ix	110 Streatham Hill London SW2 4RD	28/08/2022
x	87 Burnt Oak Broadway Edgware HA8 5EP	10/09/2022

71. Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the Gambling Act objectives and don't attract or take advantage of juveniles or other vulnerable persons. The visits also established that Merkur Slots customers do not cause crime or anti-social behaviour.

72. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

73. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

74. In conclusion, from my visits it is my opinion these types of 24-hour gaming premises are well run and do not increase anti-social behaviour, or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure or wider local community.

75. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Nick Mason - Consultant
Leveche Associates Limited
21st May 2023

LEVECHE

LEVECHE

ASSOCIATES LIMITED

57

Appendix A

Observation Images

19th - 20th May 2023

Merkur Slots

9-10 St James's Street

Brighton

BN2 1RE

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

Image A1

21:20hrs

Merkur Slots Brighton

Image A2

21:20hrs

St James's Street looking west

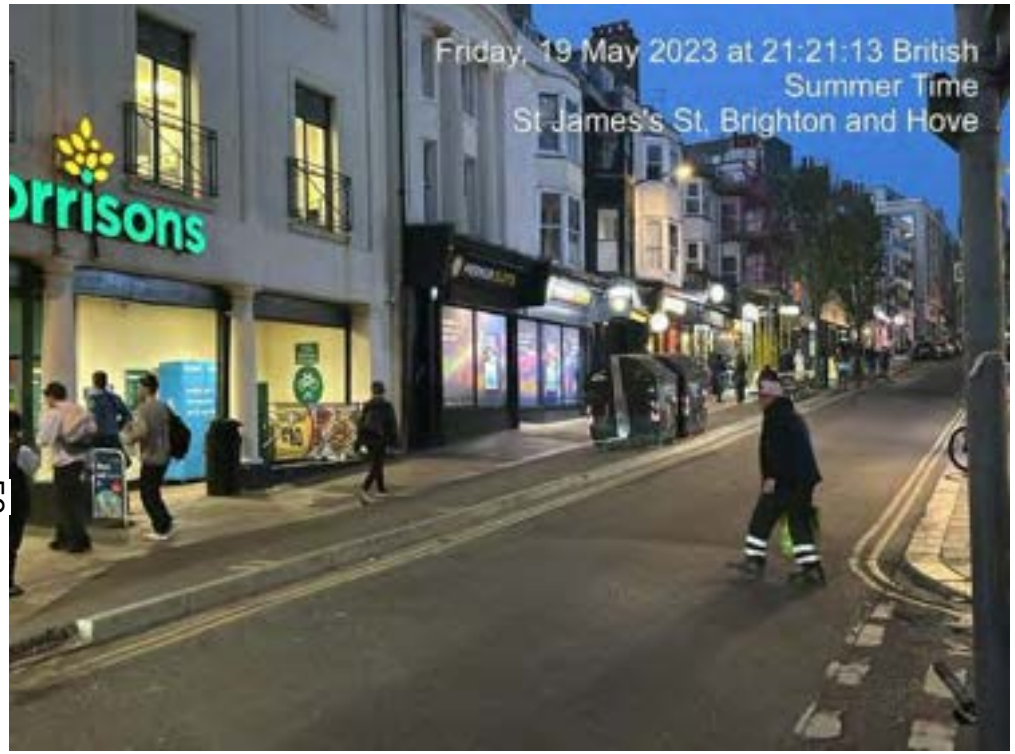

Image A3

21:21hrs

St James's Street looking east

Image A4

21:40hrs

St James's Street looking west from Camelford Street

Image A5

21:43hrs

St James's Street looking west towards Merkur Slots

Image A6

21:44hrs

Merkur Slots Brighton

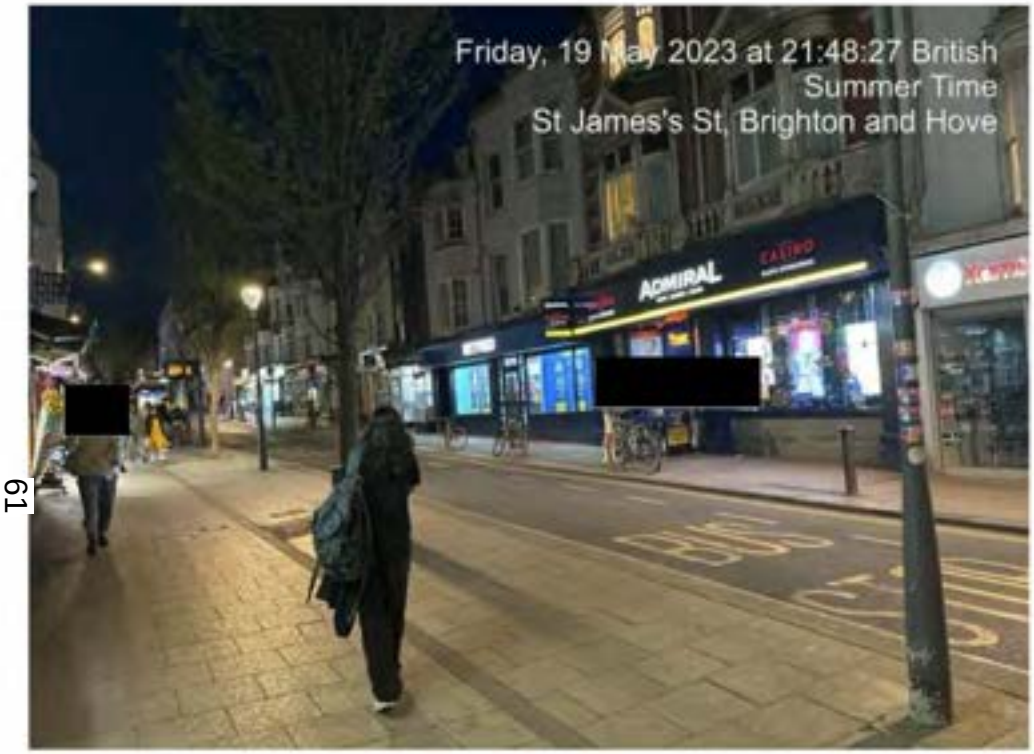

Image A7

21:48hrs

Admiral Casino 126-127 & Betfred Bookmakers 124-125 St James's Street

Image A8

21:49hrs

St James's Street looking east from Old Steine

Image A9

21:49hrs

St James's Street looking east from Old Steine

Image A10

21:49hrs

Ladbrokes Bookmakers 1E St James's Street Brighton

Image A11

22:09hrs

Merkur Slots Brighton

Image A12

22:10hrs

Entrance to Merkur Slots Brighton

Image A13

22:11hrs

Admiral Casino

Image A14

22:15hrs

Street Drinkers & apparently Homeless persons
Steine Street

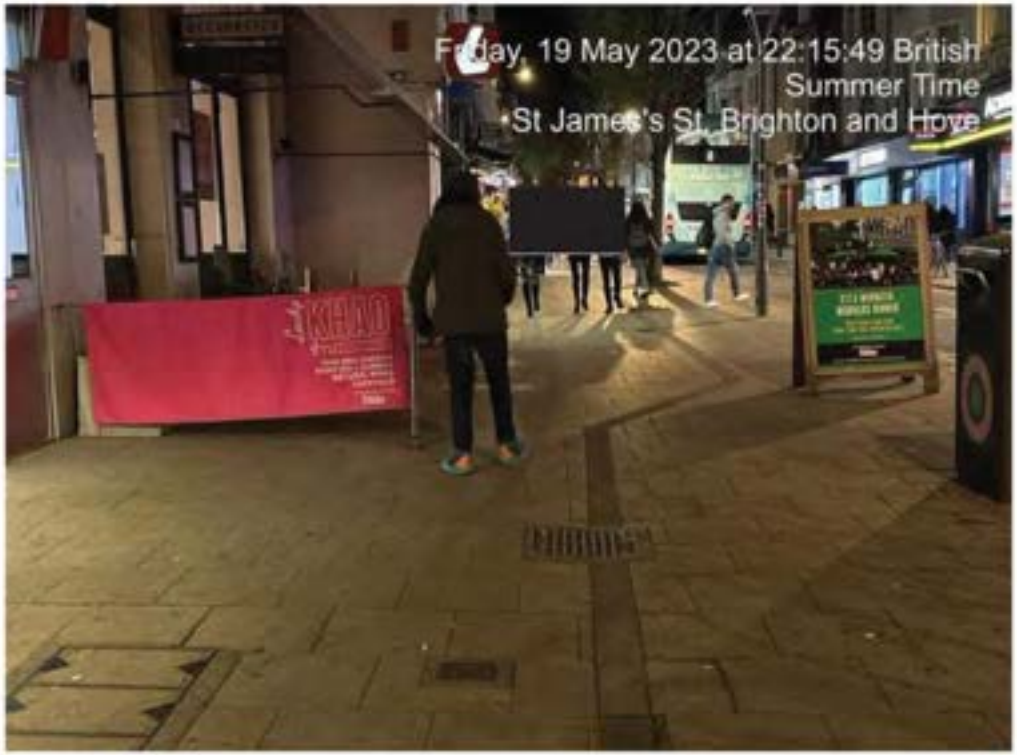

Image A15

22:15hrs

Drunk Male St James's Street

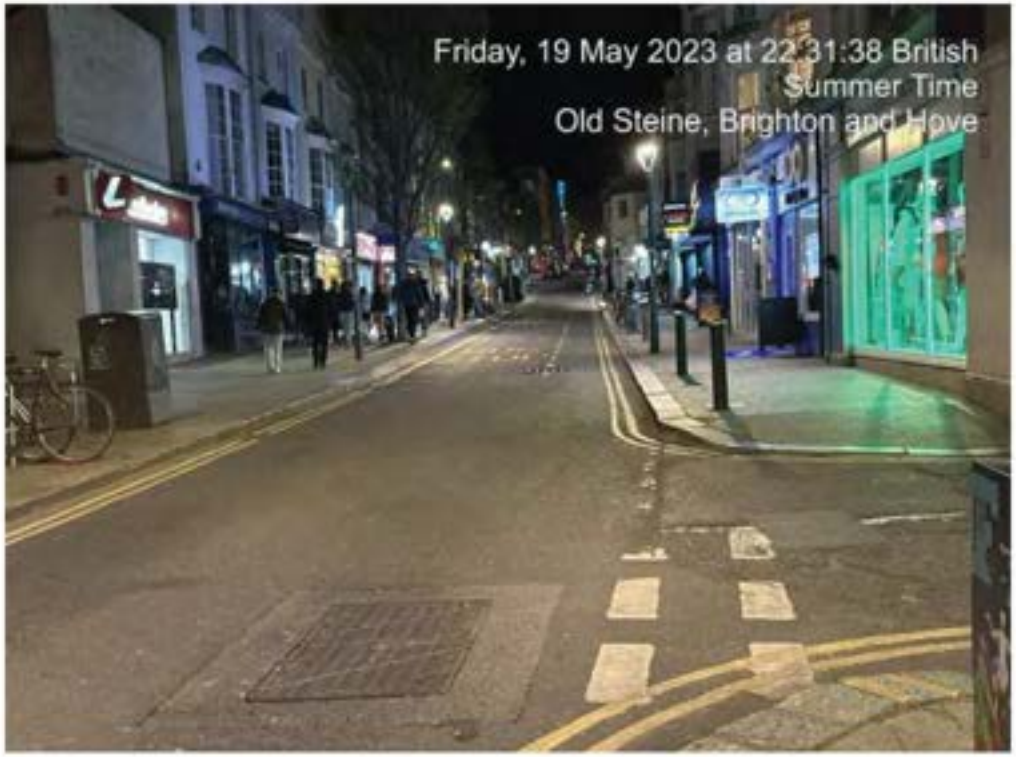

Image A16

22:31hrs

St James's Street looking east from Old Steine

Image A17
22:32hrs
Admiral Casino

Image A18
22:33hrs
Merkur Slots

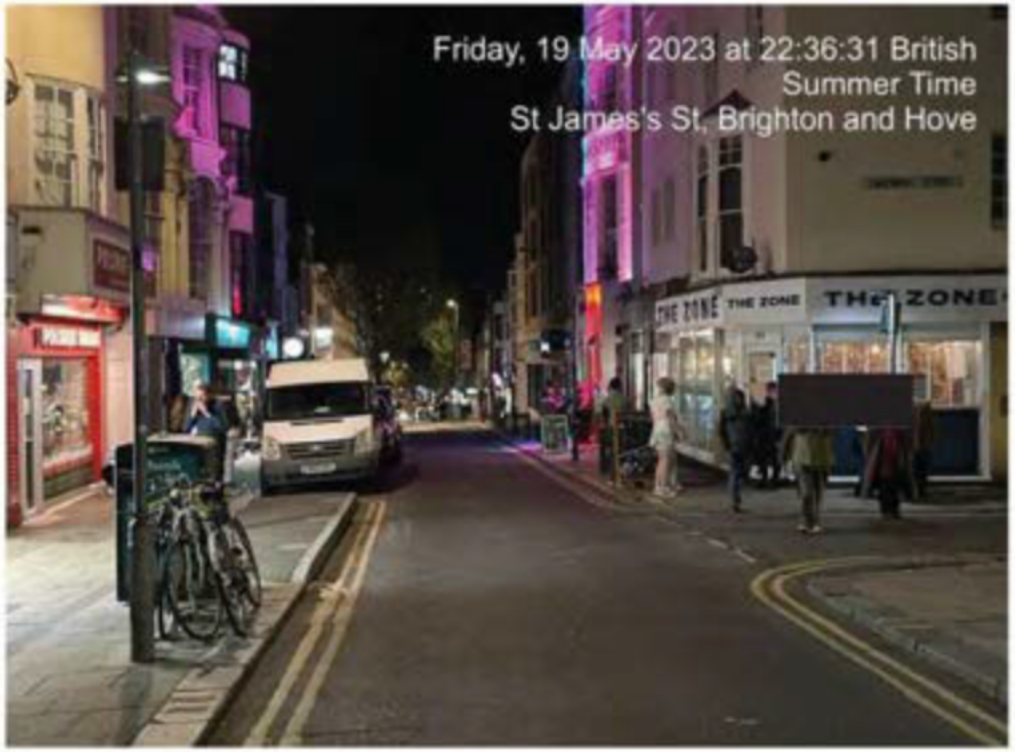

Image A19

22:36hrs

St James's Street looking west from Camelford Street

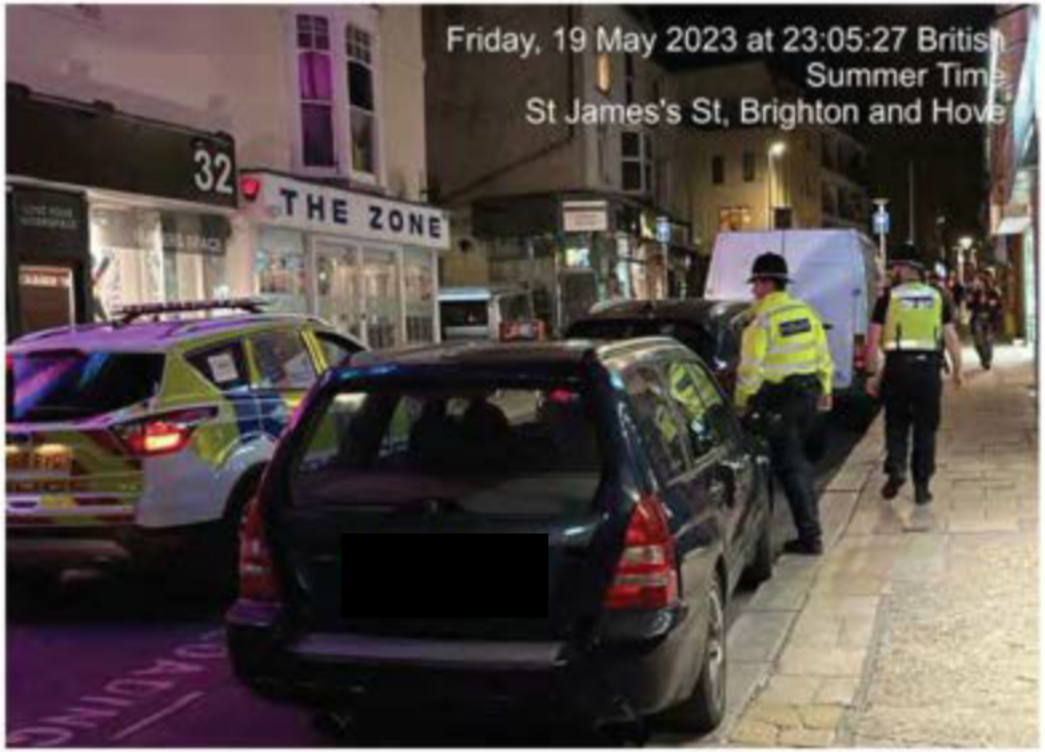

Image A20

23:05hrs

Police Officers - St James's Street

Image A21

23:07hrs

Merkur Slots

Image A22

23:26hrs

Toilet Check Street - Merkur Slots

Image A23

23:26hrs

Gamcare Leaflets - Merkur Slots

Image A24

23:29hrs

Merkur Slots

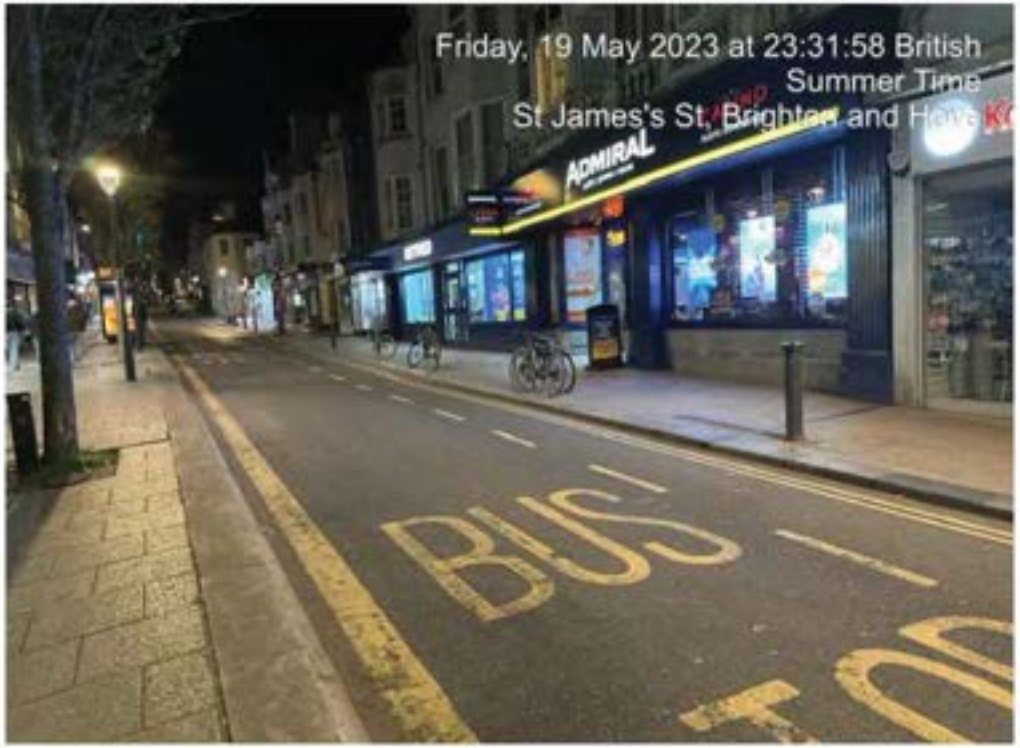

Image A25

23:31hrs

Admiral Casino

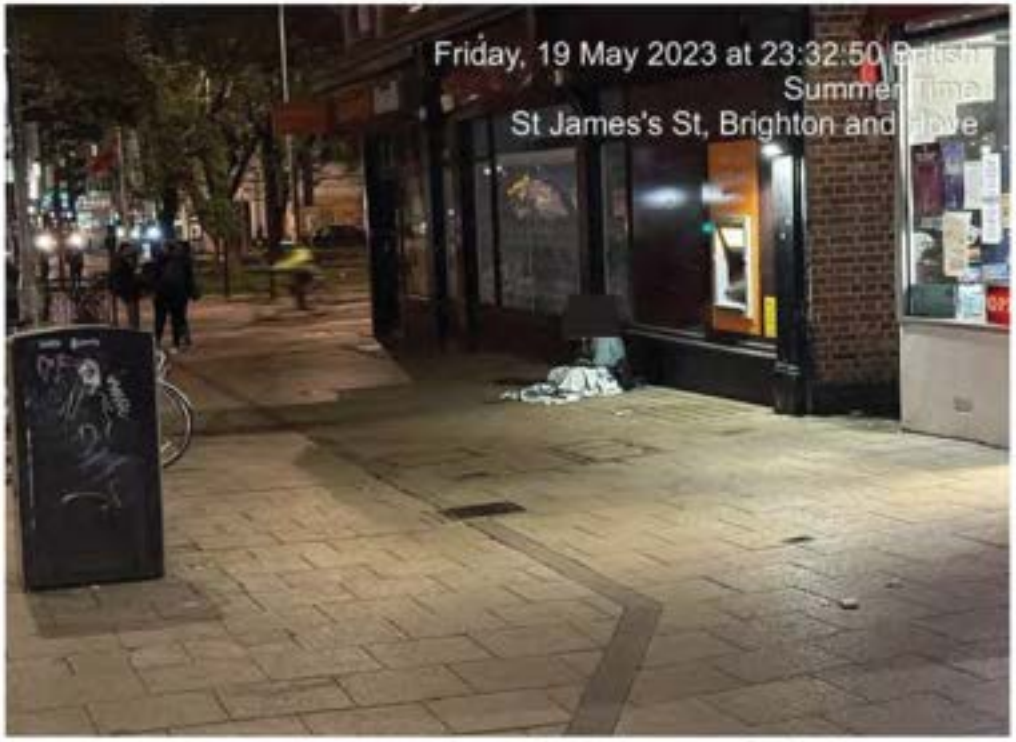

Image A26

23:32hrs

Homeless male outside Sainsbury's St James's Street

Image A27

23:46hrs

Shutters roll down Merkur Slots

Image A28

23:47hrs

St James's Street looking towards Admiral Casino

Image A29

00:02hrs

Merkur Slots – Closed & staff leave premises

Image A30

00:03hrs

St James's Street looking east from Old Steine

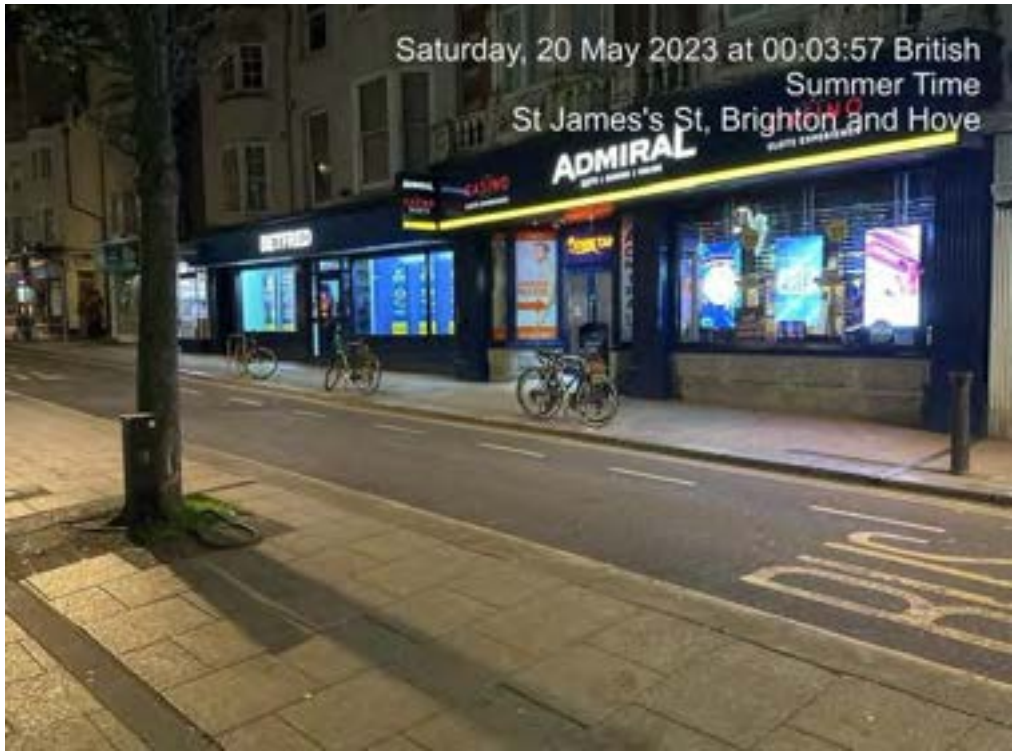

Image A31

00:03hrs

Admiral Casino

Image A32

01:08hrs

St James's Street j/w Manchester Street looking west

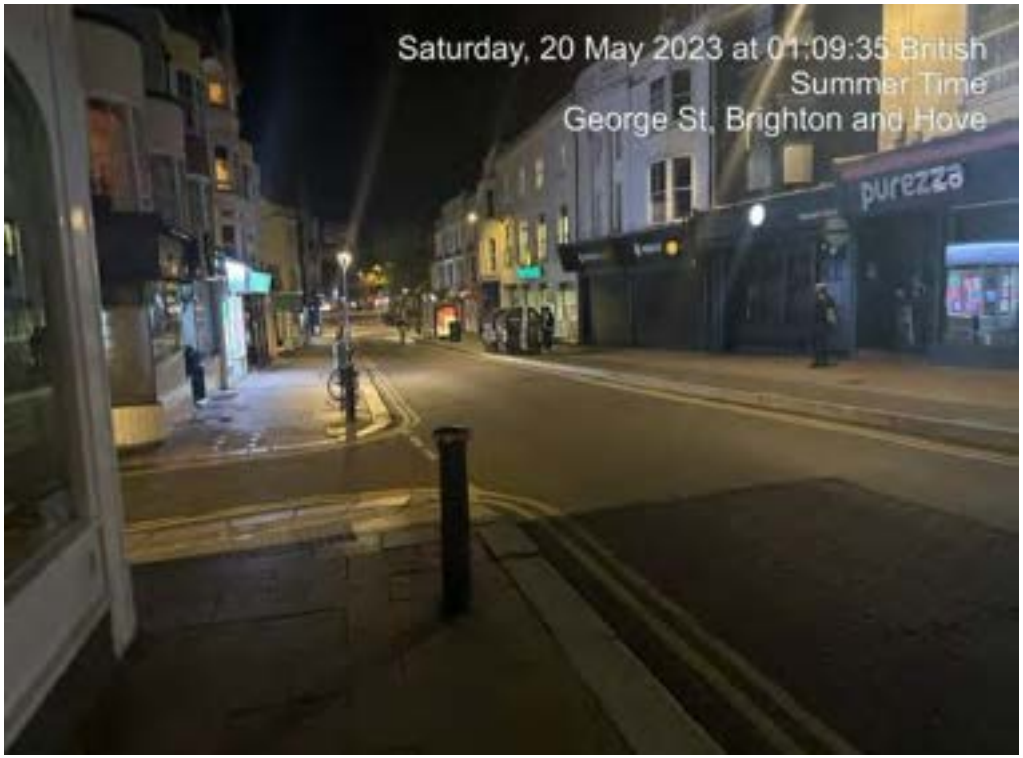

Image A33

01:09hrs

St James's Street looking towards Merkur Slots

Image A34

01:10hrs

Admiral Casino

Image A35

01:20hrs

Admiral Casino - Toilet Notice

Image A36

01:20hrs

Admiral Casino - Gamcare Leaflets

Image A37

01:26hrs

St James's Street looking east from Old Steine

Image A38

01:27hrs

St James's Street looking west towards Merkur Slots

Image A39

01:30hrs

St James's Street looking west from Camelford Street

Image A40

02:06hrs

Merkur Slots

Image A41

02:09hrs

Admiral Casino

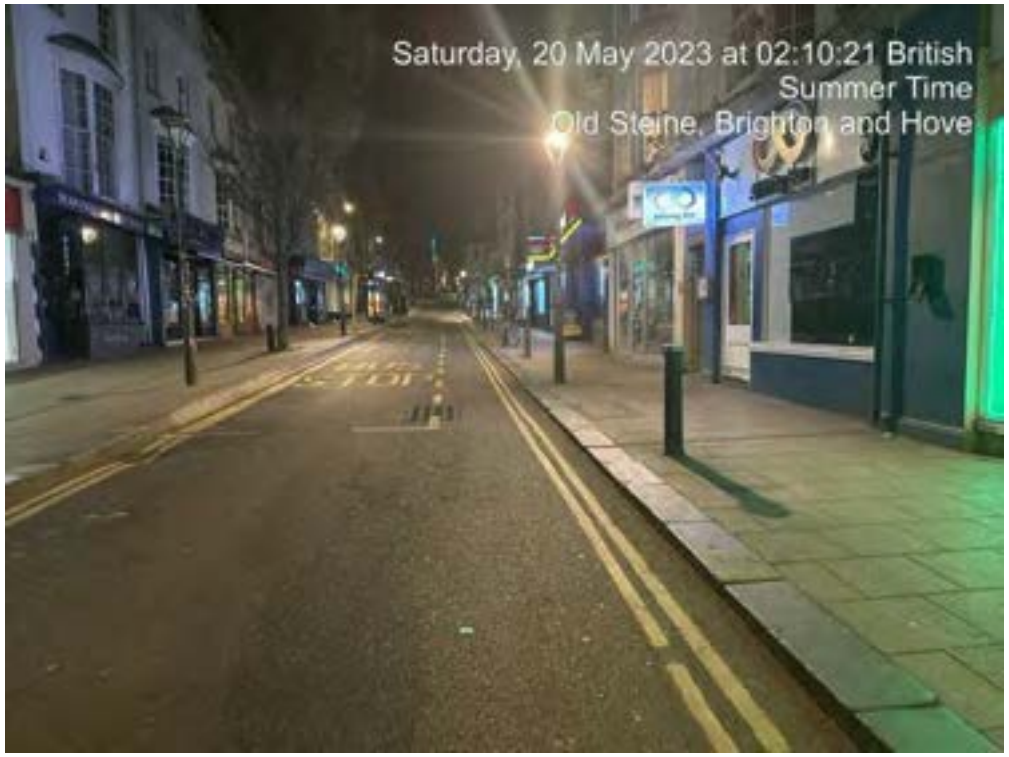

Image 42

02:10hrs

St James's Street looking east towards Admiral Casino

Image A43

02:54hrs

St James's Street looking west towards Merkur Slots

Image A44

02:56hrs

Admiral Casino

Image A45

04:02hrs

St James's Street looking west towards Merkur Slots

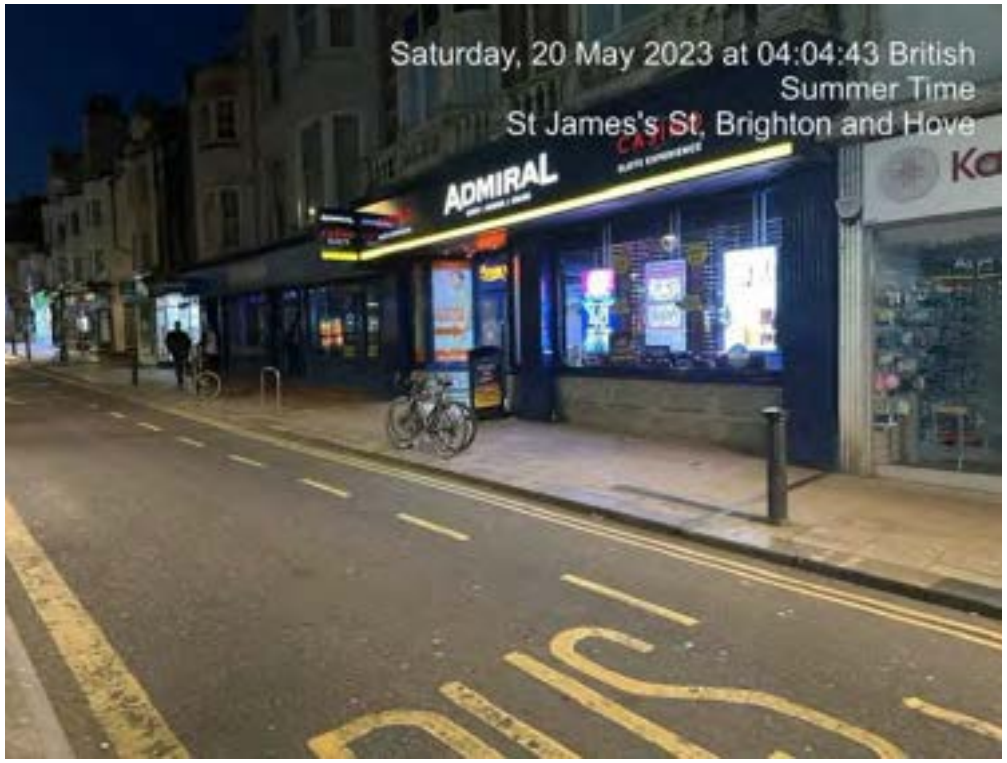

Image A46

04:04hrs

Admiral Casino

Image A47

04:04hrs

St James's Street looking east

Image A48

05:02hrs

St James's Street looking west towards Merkur Slots

Image A49

05:03hrs

Admiral Casino

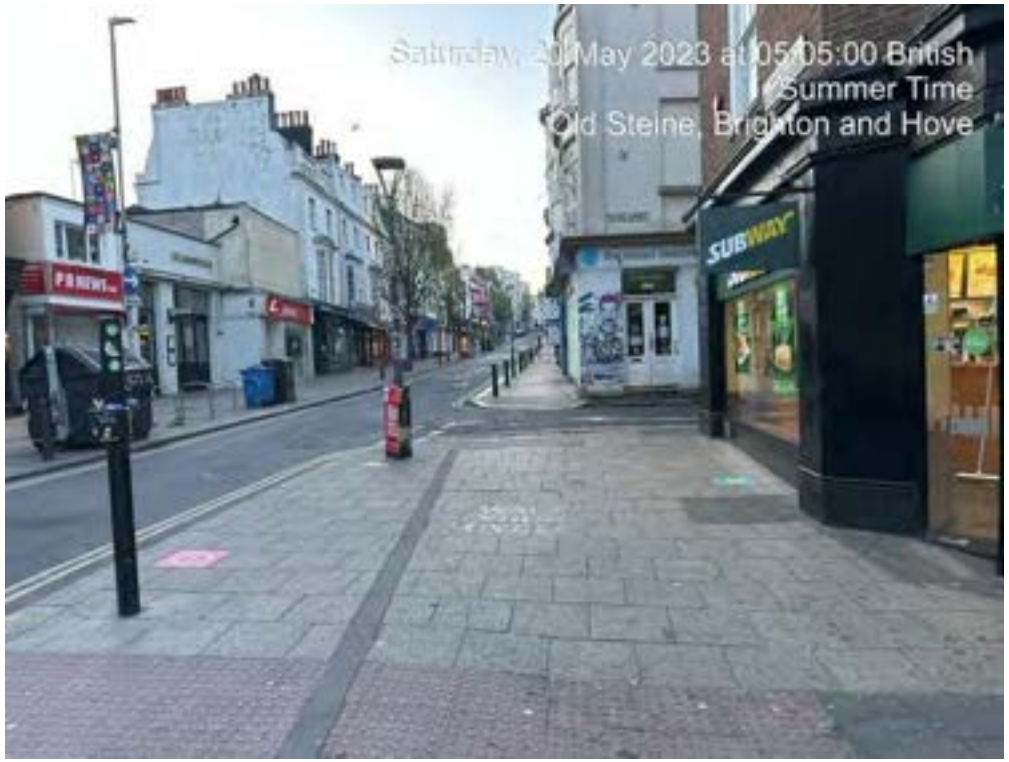

Image A50

05:05hrs

St James's Street looking east from Old Steine

Image A51

06:02hrs

St James's Street looking west towards Merkur Slots

Image A52

06:03hrs

St James's Street looking east towards Admiral Casino

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

182-184 Edgware Road London W2 2DS

Executive Summary

1. Observations were conducted on Merkur Slots premises at 182-184 Edgware Road London W2 2DS and the surrounding area between 21:00 hours on Thursday 1st September 2022 and 06:15 hours on Friday 2nd September 2022, then again between 22:50 hours and 23:35 hours on Thursday 15th September 2022.

2. Two covert visit were made to the site and the surrounding area. The observations showed the premises are situated on a busy high street within a parade of shops on the A5 Edgware Road. The visits showed the premises to be well run with no issues on each occasion.

3. There are two other operators in the area with a similar business model to Merkur Slots which are Little Vic Casino 156 – 158 Edgware Road W2 2DS and Reel Time 212 Edgware Road W2 1DH which are advertised as being open 24-hours a day. From the observations and my visits to the area, it is clear that Merkur Slots operating 24-hours a day would not create anti-social behaviour, noise or any other crime and disorder and does not have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

4. I have been instructed to conduct independent observations on the Merkur Slots premises at 182-184 Edgware Road London W2 2DS and the surrounding areas.

5. These premises are licenced under the Gaming Act 2005 and are open Sunday to Thursday 07:00 to 01:00 hours and Friday and Saturday 07:00 hours to 02:00 hours.

6. The premises come under the jurisdiction of Westminster City Council.

Personal – Stuart Jenkins

7. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

8. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

9. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

10. I was a Home Office qualified Crime Prevention Design Advisor.

11. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

12. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

13. I carried out my observations of Merkur Slots premises at 182-184 Edgware Road and the surrounding area between 21:00 hours on Thursday 1st September 2022 and 06:15 hours on Friday 2nd September 2022, and again between 22:50 hours and 23:35 hours on Thursday 15th September 2022.

14. The area felt safe with members of the public going about their business, working, shopping, and socialising.

15. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

16. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.

17. The area of observations is densely populated with many retail premises, licensed bars, and restaurants. Edgware Road is well served by public transport with regular bus routes, taxis, and trains. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. There are London Underground Stations located at Edgware Road to the north of the premises and Marble Arch to the south. These transport mediums allow the public to arrive and leave the area safely and quickly.

18. The area has a diverse community living together in a mixture of privately owned and rental accommodation. The area also has several hotels and bed and breakfast establishments.

19. The premises is situated on the A5 a busy road running North to South. The southern end finishes at one of London's iconic tourist venues, Marble Arch and Hyde Park with the exclusive premises of Park Lane close by. To the north is the Marylebone Flyover which connects to the A40 a main arterial route into London. The road has two-way vehicular traffic passing the venue.

20. Running off Edgware Road, east to west are numerous residential hotel and commercial premises. On either side of Edgware Road there are many retail outlets including independent shop premises, licensed premises, gaming premises, betting shops, restaurants, estate agents, supermarkets, mini–supermarkets, hairdressers, barber shops, chemists and fast-food premises.

21. Immediately north of the premises is an empty shop then the junction with Crawford Place. Immediately south of the premises is a McDonalds Restaurant and then a large Waitrose Supermarket. Opposite there are a number of small independent shops including a mobile phone sales and service premises (Mr Tech and Linku), a Salon (Baghdad Salon) and a Pharmacy.

22. Pedestrian and vehicular traffic varied during the times of the observations. There was zoned parking in local side roads and additional underground parking for some of the residential apartment premises.

23. The area of observations was from Chapel Street in the north and George Street in the south.

24. There are seven other gambling premises in the Edgware Road W2 area of observations. The four bookmaker premises were all closed by 22:00 hours, the other gaming premises were open 24-hours:

    i. Coral Bookmakers 214 Edgware Road W2 1DH – Image A16
    ii. Ladbrokes Bookmakers 113-115 Edgware Road W2 2HX – Image A18
    iii. Paddy Power Bookmakers 242 Edgware Road W2 1DS – Image A15
    iv. William Hill Bookmakers 95 Edgware Road W2 2HX – Image A19
    v. Little Vic Casino 156 – 158 Edgware Road W2 2DS – Image A10

vi. Reel Time 212 Edgware Road W2 1DH – Image A16
vii. The Victoria - Grosvenor Casino 150-162 Edgware Road W2 2DS – Image A11

25. These premises can be divided into three main types:

i. Casino premises that serve alcohol.
ii. Betting premises not licensed to serve alcohol.
iii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

26. There are two gaming premises that have a similar business model to Merkur Slots – Little Vic Casino 156-158 Edgware Road and Reel Time 212 Edgware Road which are both able to open 24-hours a day 7-days a week.

27. Throughout my observations in and around Edgware Road I saw no street drinkers, drug dealing, anti-social behaviour or other criminal activity around the premises or the area. There was begging taking place and homeless sleeping in doorways however this was well away from Merkur Slots and not linked to the premises in anyway – Image A8, A9.

28. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendices A and B.

Covert Observations

Deployment One

29. I conducted my covert observations from 21:00 hours on Thursday 1st September 2022 to 06:15 hours on Friday 2nd September 2022.

30. At 21:00 hours I arrived in the area of the Merkur Slots premises 182-184 Edgware Road W2 2DS and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall – Image A1.

31. Pedestrian and vehicular traffic passing the premises was constant throughout my observations but varied dependent on the time of night. Most of the shops had closed when I arrived. The bookmakers were still open but soon closed without any issues – Image A2, A3, A4, A5, A6.

32. At 21:28 hours I saw a female engaged in begging outside Lloyds Bank Edgware Road with a homeless person sleeping nearby – Image A8.

33. At 21:30 hours I saw a homeless male and female couple asleep outside Barclays Bank Edgware Road – Image A9.

34. Between 22:00 hours and 01:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting the shops, restaurants and late-night

takeaway shops. During this time there were no groups of youths hanging around the premises or in the nearby streets. Pedestrians and vehicles made their way along Edgware Road with purpose – Images A21, A22, A23, A24.

35. Between 00:11 hours and – 00:21 hours I conducted a covert visit to the Merkur Slots Edgware Road – Images A25, A26.

36. The front display of the premises was clean, well maintained and looked professional. The signage was clear and bright.

37. At 00:11 hours I went to the entrance door which was closed. I saw that entry was controlled by using a bell security entry system. On the glass of the door, I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in use.

38. I pushed the door and entered. On entry I saw to the right was a display board with the rules, policies and licences on show for customers and the authorities.

39. On entering this main area, the room opened into a large deep room. I saw it was on one level which was carpeted and there were gaming machines of various types throughout the premises.

40. About half way down on the left I saw a reception area where refreshments were also prepared. At the reception desk I saw two male members of staff dressed in smart corporate clothing.

41. One of the males approached and informed me that the premises was due to close in about 10 minutes. I stated I thought it closed at 1am and he stated it did, but they were closing early to allow staff to thoroughly clean the gaming machines and room. I saw that he had an SIA door supervisor badge clearly displayed. The other member of staff then spoke to me confirming I only had 10 minutes to use the machines until the premises closed, I replied that would be fine.

42. I saw there was one other customer in the premises. He was male about 27 years of age and casually dressed. No other customers came into the venue during my visit.

43. I found a gaming machine to play and sat down. I asked the second male if there were drinks available. He stated there were only soft drinks available as they were about to close. I declined the offer and carried on playing the machine.

44. There was a facility to prepare hot and soft drinks at the reception desk area which was clean and tidy.

45. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend money. The staff were friendly, polite, informative and I found the premises clean and tidy.

46. After 10 minutes in the premises, I was informed by staff that they were now closed, and I needed to leave. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 00:21 hours – Image A26.

47. At 01:00 hours Merkur Slots Edgware Road formally closed without any issues or incidents.

48. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Images A27, A28, A29, A30, A31, A32, A33, A34, A35, A36, A37, A38, A39, A40, A41.

49. I remained in the area until 06:15 hours when I concluded my observations.

Deployment Two

50. I conducted my covert observations from between 22:50 hours to 23:35 hours on Thursday 15th September 2022.

51. At 22:50 hours I arrived in the area of the Merkur Slots 182-184 Edgware Road W2 2DS and started my observations by monitoring the venue and the immediate area around it – Image B1.

52. Pedestrian and vehicular traffic passing the premises was constant but varied as is typical with Edgware Road 24-hours 7-days a week.

53. Between 22:56 hours and 23:28 hours I conducted a covert visit to the Merkur Slots 182-184 Edgware Road W2 2DS – Image B2.

54. At 22:56 hours I went to the entrance door which was closed. The front of the premises was as I have described previously.

55. I pushed the door and entered the premises. In front of me was the board with the premises policies, rules and licences on display. I passed the policies board and entered the main area which was the same as when I visited previously.

56. I saw there were two male staff on duty who were dressed in smart corporate clothing. One of the males was also wearing an SIA door supervisor badge.

57. The member of staff without the SIA badge approached me, welcomed me to the venue and asked if I needed any help with choosing a gaming machine to play. I stated I was fine and looked around the premises.

58. I saw there were five other customers in the venue at the time of my visit. All five were male aged between 28 years and 55 years and casually dressed.

59. I found a gaming machine beyond the reception desk. The staff left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

60. Whilst I was playing the machine the male member of staff who spoke to me originally asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.

61. After a couple of minutes, the staff member brought over my coffee and stated if I needed any help to ask him or his colleague.

62. The hot and soft drinks were prepared at the reception desk area which was clean and tidy.

63. As before whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend money. The staff were friendly, polite, informative and I found the premises clean and tidy.

64. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image B3, B4.

65. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. Prior to me leaving two male customers left and did not return. I left the premises at 23:28 hours – Image B5.

66. Throughout my continuing observations I recorded a further photographic image that demonstrated there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Image B6.

67. I remained in the area until 23:35 hours when I concluded my observations.

Summary

68. I found Merkur Slots in Edgware Road to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming.

69. At the time of my visits to the location, I saw mature females engaged in begging and homeless people sleeping in doorways on Edgware Road. However, this activity took place well away from Merkur Slots and was not linked to the premises in any way.

70. I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing or groups of youths hanging around.

71. People entering these premises were vetted before entering or immediately upon entry to ensure drunken or other vulnerable people didn't gain access to the premises.

72. It is clear the presence of Merkur Slots in Edgware Road does not lead to or result in people, who have been on a night out, staying in the area any longer than they had planned to.

73. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

    ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

    iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

    iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

74. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

75. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

76. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

77. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of. It is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

78. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
20/09/2022

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Appendix A

Observation Images

1st - 2nd September 2022

Merkur Slots

182-184 Edgware Road

London

W2 2DS

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

94

Image A1

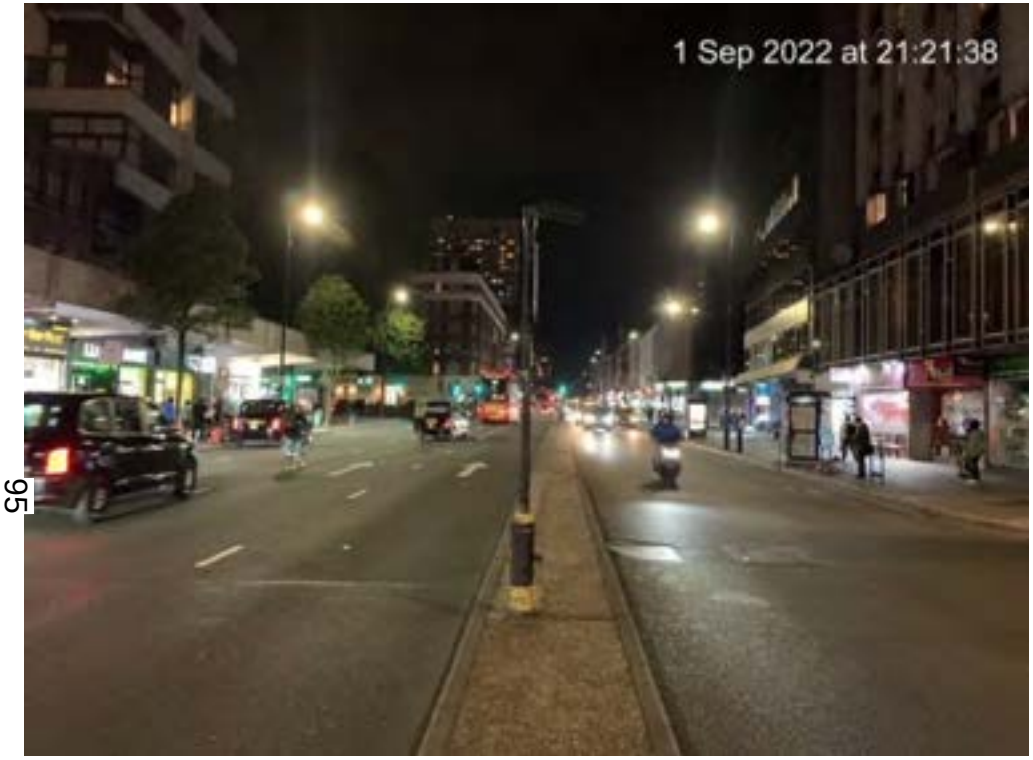
21:21hrs

Merkur Slots 182-184 Edgware Road London W2 2DS

Image A2

21:21hrs

Edgware Road looking south



95

Image A3

21:21hrs

Edgware Road looking north

Image A4

21:26hrs

McDonalds 178 - 180 Edgware Road W2 2DS

96

Image A5

21:26hrs

Waitrose Supermarket
168 - 176 Edgware Road W2 2DX

Image A6

21:27hrs

Edgware Road looking north

Image A7

21:27hrs

Pharmacentre 149 Edgware Road (opposite Merkur Slots)

Image A8

21:28hrs

Female engaged in begging Edgware Road looking north

86

Image A9

21:30hrs

Rough Sleeper Edgware Road looking north

Image A10

21:30hrs

The Little Vic Casino 156 Edgware Road W2 2DS

Image A11

21:31hrs

Victoria Casino 150 -162 Edgware Road W2 2DT

Image A12

21:32hrs

Female engaged in begging Edgware Road

Image A13

21:32hrs

Congestion Charge Restrictions Signage Edgware Road

Image A14

21:40hrs

Edgware Road j/w Chapel Street and Praed Street looking south

101

Image A15

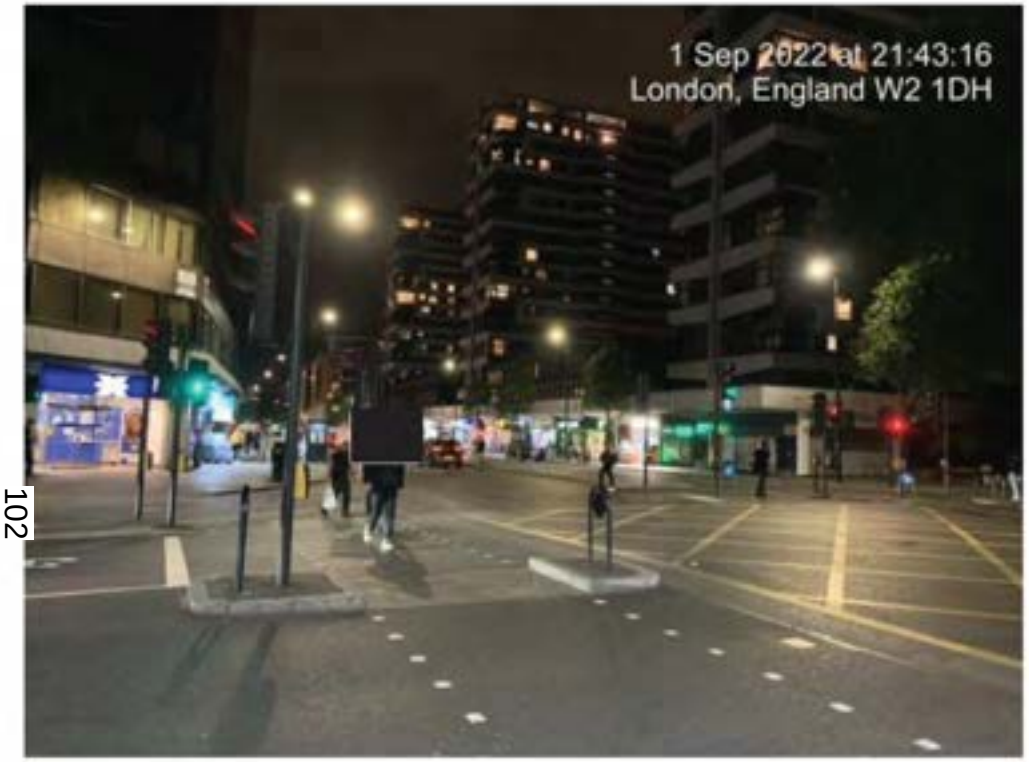
21:40hrs

Paddy Power 242 Edgware Road W2 1DS

Image A16

21:42hrs

Coral Bookmakers 214 Edgware Road W2 1DH



102

Image A17

21:43hrs

Reel Time 212 Edgware Road W2 1DH

Image A18

21:47hrs

Ladbrokes Bookmakers
113 - 115 Edgware Road W2 2HX

103

Image A19

21:49hrs

William Hill Bookmakers 95 Edgware Road W2 2HX

Image A20

21:50hrs

Edgware Road looking north

104

Image A21

23:53hrs

Merkur Slots 182 - 184 Edgware Road W2

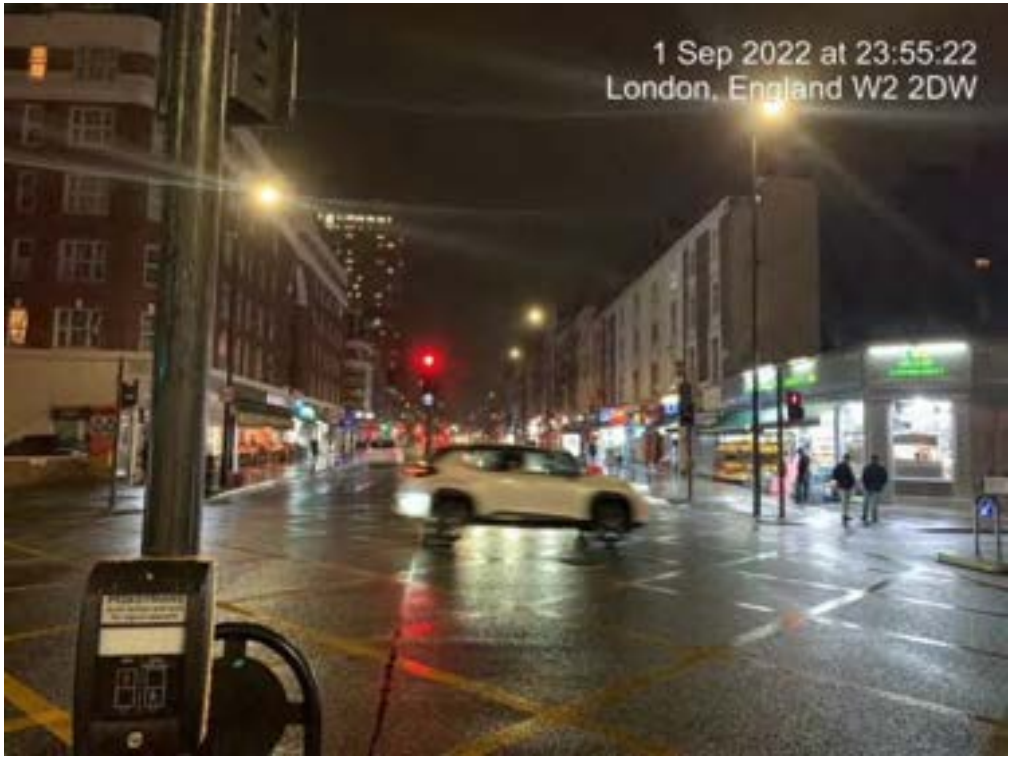


Image A22

23:55hrs

Edgware Road j/w Sussex Gardens looking north

105

Image A23

23:55hrs

Edgware Road looking south

Image A24

23:58hrs

Edgware Road looking north

106

Image A25

00:10hrs

Merkur Slots 182 – 184 Edgware Road

Image A26

00:22hrs

Merkur Slots 182 – 184 Edgware Road

Image A27

02:40hrs

Merkur Slots 182 – 184 Edgware Road

Image A28

02:40hrs

Edgware Road looking south

108

Image A29

02:40hrs

Edgware Road looking north

Image A30

02:41hrs

Al Mustafa Express 135 Edgware Road W2 2HR

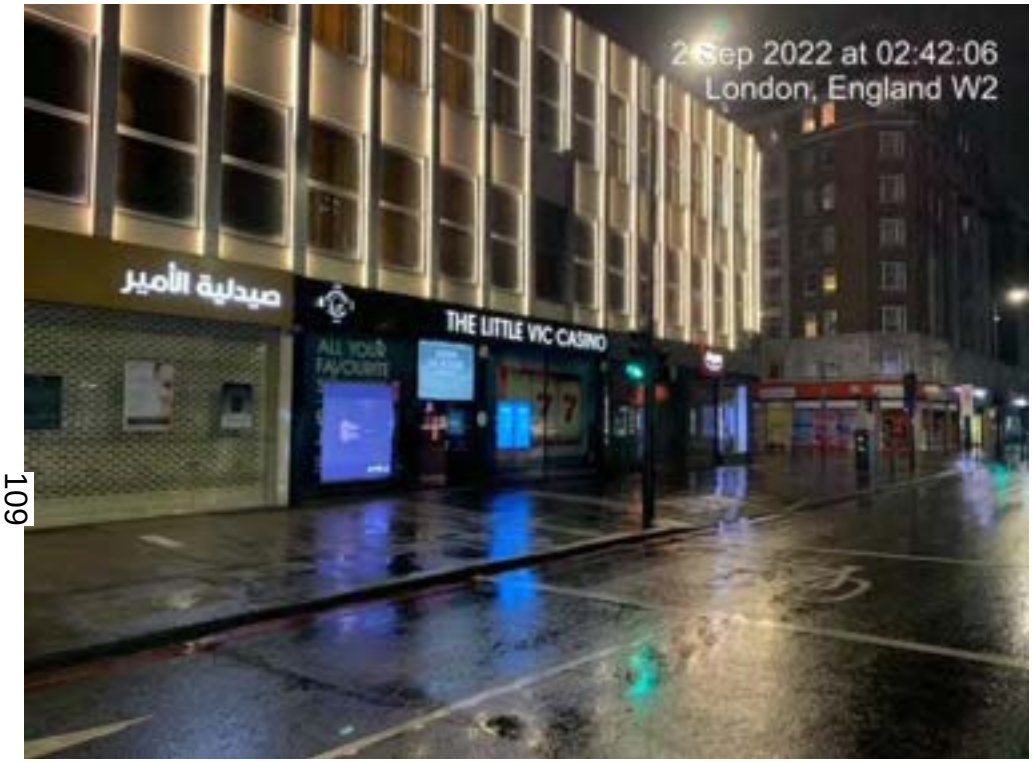


Image A31

02:42hrs

Little Vic Casino Edgware Road

Image A32

02:42hrs

Edgware Road looking south

110

Image A33

04:37hrs

Merkur Slots 182 – 184 Edgware Road

Image A34

04:37hrs

Edgware Road looking north

111

Image A35

04:37hrs

Edgware Road looking south

Image A36

04:38hrs

Rough Sleepers Edgware Road looking north

112

Image A37

04:39hrs

The Little Vic Casino Edgware Road

Image A38

06:04hrs

Merlur Slots 182 - 184 Edgware Road

113

Image A39

06:04hrs

McDonalds Edgware Road

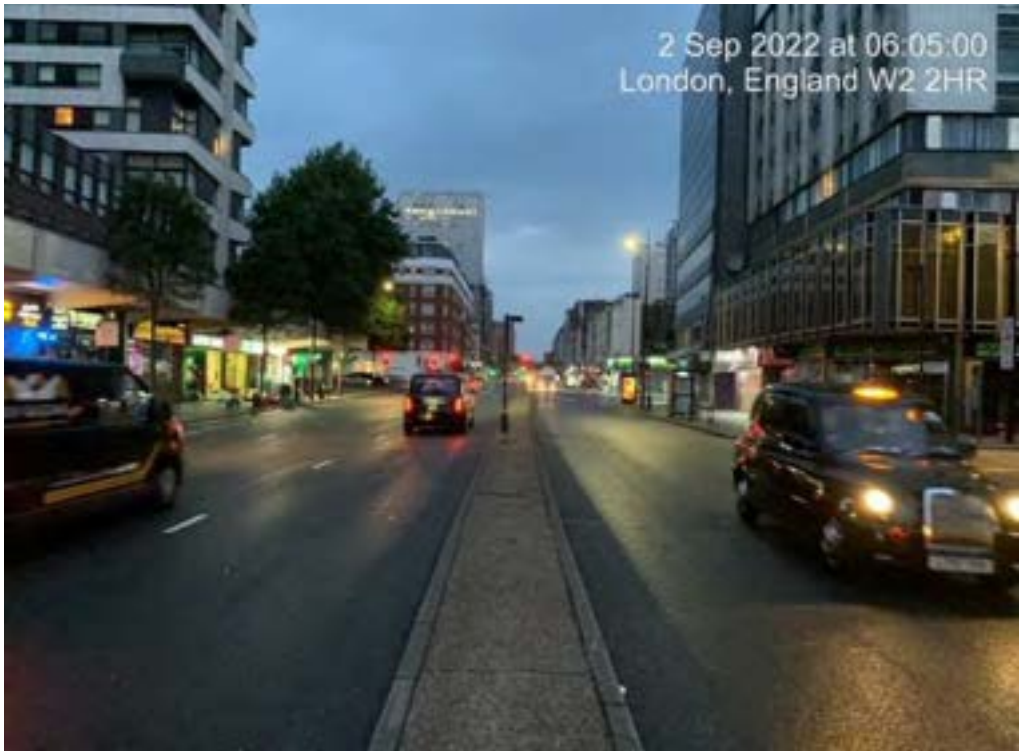


Image A40

06:05hrs

Edgware Road looking north

Image A41

06:05hrs

Edgware Road looking south

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Appendix B

Observation Images

15th September 2022

Merkur Slots

182 -184 Edgware Road

London

W2 2DS

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

116

Image B1

22:54hrs

Edgware Road looking north

Image B2

22:55hrs

Merkur Slots 182 -184 Edgware Road W2 2DS

117

Image B3

23:22hrs

Toilet Check Sheet
Merkur Slots 182 - 184 Edgware Road

Image B4

23:22hrs

Staying in Control Literature / Gamcare Leaflets
Toilets Merkur Slots 182-184 Edgware Road

Image B5

23:28hrs

Merkur Slots 182 - 184 Edgware Road

Image B6

23:28hrs

Edgware Road looking south

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Full Observation Report

Mr Nicholas Mason – Consultant

Leveche Associates Limited

Merkur Slots

19 The Concourse

Edmonton Green N9 0TQ

Executive Summary

1. Observations were conducted on Merkur Slots premises at 19 The Concourse Edmonton Green N9 0TQ and the surrounding area between 20:45hrs on Thursday 22nd September 2022 and 05:45hrs on Friday 23rd September 2022. The premises are situated in a pedestrianised area of Edmonton Green.

2. One covert visit was made to the Merkur premises and the surrounding area. Observations showed the premises to be well run and operating correctly with no issues.

3. There are no other gaming premises with a similar business model to Merkur Slots in the immediate area. From the observations, it is clear that Merkur Slots operating 24-hours a day does not create anti-social behaviour, noise or any other crime and disorder and does not have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

4. We are instructed to conduct independent observations at Merkur Slots premises at 19 The Concourse Edmonton Green Shopping Centre N9 0TQ and the surrounding area.

5. The premises has a 24-hour licence under the Gaming Act 2005 and is open 24-hours a day 7-days a week.

6. The premises come under the jurisdiction of the London Borough of Enfield Council and the Edmonton Green Ward for the Metropolitan Police.

Personal Summary – Nicholas Mason

7. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the private sector. I am a former Police Officer having retired from the MPS upon completion of over 30 years exemplary service.

8. Throughout my police career the majority of my service was as a Detective at different ranks. I attained the rank of Detective Chief Inspector with responsibility for the risk assessment and management of intelligence led operations by covert means, including the disruption of organised crime groups infiltrating the licensing industry.

9. For a number of years, I performed the role of 'On Call Senior Investigating Officer' for the MPS Serious Crime Directorate with responsibility for advising 'fast time' best practice and investigation strategy in the most serious of incidents.

10. As a senior Detective of the MPS Crime Reporting & Investigation Bureau I had responsibility for the strategic overview of all recorded crime for London and the Management of Investigations transferred into MPS through other UK crime authorities / Police forces.

11. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

12. I am the holder of the Chartered Management Institute level 5 Certificate in Police Management.

13. I am a Registered Close Protection Operative - Level 3 Certificate (Security Industry Authority - SIA).

14. I hold the UK Award for Personal Licence Holders (APLH) under the Licensing Act 2003.

Observations

15. Observations were carried out at Merkur Slots premises at 19 The Concourse Edmonton Green Shopping Centre N9 0TQ and the surrounding area on Thursday 22nd September 2022 into the early hours of Friday 23rd September 2022.

16. The premises are situated in a pedestrianised area of Edmonton Green. The footway in front of the Merkur Slots premises runs generally east to west. Immediately next door and to the east is the Betfred Bookmakers and to the west is a large Lidl Supermarket – Image A1 .

17. Betfred is the only bookmaker premises in the vicinity of Merkur Slots. The Betfred premises trades Monday to Sunday 07:30hrs to 22:00hrs. There are other Bookmakers within Edmonton Shopping Centre but they are some distance away and unlikely to impact on the operation of the Merkur Slots premises.

18. There are no other Adult Gaming Centres at this location and no other premises that operate a similar business model to Merkur Slots premises.

19. There are only a small number of other shops in the vicinity of the Merkur Slots premises which include a Pharmacy, Café , Barbers, Chinese Medical Centre, Opticians, a Clothing Shop and a Western Union Money transfer premises. All of these premises were closed for the period of observations.

20. Opposite the Merkur Slots premises are fast food shops, The Lime Tree Café, Hi Wok take away and the Baraja Bakery. The Hi Wok was open when observations commenced but had closed by 21:30hrs, as had all the other premises.

21. At the eastern end of the pedestrian area is Edmonton Green Market which has numerous market stall premises and leads into Edmonton Green Shopping Centre though all of this area was closed at the time of observations – Image A2, A3, A4.

22. Parking in the surrounding streets is restricted by double yellow lines and residents parking permits. There is a large car park available that serves Edmonton Shopping Centre.

23. The location is well served for public transport with the main bus station only 100 metres from the Merkur premises at Edmonton Green providing transport away from the town centre. Edmonton Rail Station is within 150 metres of the Merkur premises and provides another transport option both locally and with a connection to Central London. During the course of observations numerous licensed taxis / Ubers were seen serving the locality – Image A5, A8.

24. Opposite the Bus Station there is an additional transport option with a 24hr Mini cab office – Image A10, there are also a number of fast food take away / restaurant premises and a mini-supermarket – Image A11.

25. On the roundabout opposite the war memorial at 29 The Concourse is BIMs Burger Shop. This was a focal point for Deliveroo delivery riders to congregate with their motorcycles, though the pavement is wide enough at this point for them not to impact on passing pedestrians – Image A6, A7.

26. Away from the pedestrianised area the location has multiple side streets with privately owned and rented residential accommodation including some tower blocks that overlook the pedestrian area – Image A12.

27. In front of the Lidl Supermarket and near the Merkur Slots premises the paved area extends and a number of benches are located.

28. There are no public houses or bars in the immediate vicinity of the Merkur Slots premises.

29. There are no religious premises or schools in the immediate vicinity of the Merkur Slots premises and no children were seen in the area at the time of these overnight observations.

30. The area is well lit and illuminated from street lighting, lighting from the Bus Station and shop front lights. I had clear and unobstructed views throughout the observations.

31. Photographic images of what was seen were obtained to support my findings. These images are documented in Appendix A.

Covert Observations

32. On Thursday 22nd September at 20:45hrs observations commenced and went through the night until 05:45 hours on Friday 23rd September 2022.

33. The Merkur Slots premises were open as were the adjacent premises, the Betfred Bookmakers and Lidl supermarket. The Merkur premises had a smart corporate and professional looking frontage that was well maintained and clean. There was no evidence of anti-social behaviour – Image A1.

34. From around 21:50hrs I positioned myself in the vicinity of the Betfred Bookmakers as it was closing for the evening. There was no evidence of criminality, additional noise or anti-social behaviour as the premises closed – Image A13.

35. At 22:01hrs 5 customers, 4 men and 1 woman left Merkur Slots premise. They walked past where I was standing and I could hear them talking. There was no disturbance or anti-social behaviour – Image A14.

36. At 22:06hrs the staff from Betfred Bookmakers left the premises, locked the front door and walked away in the direction of the bus station. Again, there was no disturbance or anti-social behaviour – Image A15 .

37. At 22:11hrs a group of young men were seated or standing by the benches outside Lidl Supermarket, some were drinking from what I believed to be beer cans and were occasionally shouting. None of these men were linked to the Betfred Bookmakers or the Merkur Slots premises – Image A16.

38. At 23:24hrs I was in the vicinity of the Merkur Slots premises and surrounding area, there was no evidence of additional noise or anti-social behaviour – Image A17, A18, A19.

39. At 23:25hrs I saw a white male in a blue casual track-suit approach the front door of the Merkur premises. I heard the buzz of the security bell and the man then walked into the premises and out of sight – Image A19.

40. At 00:47hrs I was in the vicinity of the Merkur Slots premises and surrounding area, there was no evidence of additional noise or anti-social behaviour – Image A20, A21, A22.

41. Between 01:00hrs and 01:40hrs I conducted a covert visit to the Merkur Slots premises at 19, The Concourse. As I approached I could see signage on the front door that stated no smoking on the premises, over 18' only, no alcohol and that CCTV was in use.

42. The design of the frontage meant I was unable to see into the premises from the street. The premises were advertised as being open for 24-hrs per day.

43. The front door was locked, there was a CCTV camera to my left with a push button that I pressed. The door was unlocked and opened by a member of security staff who was wearing a blue blazer saying security and had a lanyard around his neck that held an SIA badge. He greeted me and I walked in.

44. Once inside the entrance I saw there was an information board on my right. On this board were Merkur Slots information documents, premises rules, policies and licenses. The documents displayed included:

    i. The premises licence.

    ii. The company codes of practice.

    iii. It was a no smoking venue.

    iv. Think 25 poster.

    v. GamCare poster.

45. I walked through the premises and could see there was a series of gaming machines going from the front to the back of the premises along both walls. The floor was carpeted providing a lounge style effect and at the rear of the premises was a reception area. Behind a Perspex shield was an area for preparing drinks, this area appeared clean and tidy. Two other members of staff, wearing Merkur liveried black shirts with black trousers were standing there.

46. I walked around the premises looking for a machine to play. There were 3 other customers playing machines, each was about 35 years old, they were all male casually addressed and each appeared to be on their own. I selected a machine along the left-hand wall near the front of the premises and sat down.

47. I began to play a machine when I was approached by a member of staff who I had seen at the rear of the premises. He asked if I would like a drink and I asked what

was available. He explained that there were soft drinks or coffee and I asked for a black coffee. He walked off returning with the coffee a few minutes later.

48. I continued to play the machine and noted that both staff I had seen at the rear of the premises were cleaning, one with spray, wiping down the machines while the staff member I had spoken to had a hand-held vacuum and was cleaning the carpet in different areas.

49. I paused playing my machine and spoke to the member of staff who had brought my coffee and asked if the toilet was at the rear of the premises. He confirmed that it was but then explained that it was out of order, there had been a leak, a plumber had been to look at it and would be returning in the morning.

50. I returned to playing the machine, neither I or any of the other 3 customers were pressurised or encouraged to spend money and I did not see anyone who was vulnerable or drunk. The staff were friendly and polite and the premises clean and tidy.

51. During the course of my visit no other persons entered the premises. I stood up to leave and as I did so the security guard walked to the front door and unlocked it. I thanked him and walked out of the premises at 01:19hrs. As I went out through the door there was no one loitering outside or looking to gain entry. There was no anti-social behaviour inside or outside in the vicinity of the premises – Image A23.

52. At 01:41hrs I saw an elderly male and female couple standing at the paved area in front of the Lidl Supermarket. The female was shouting at the male who was clearly very drunk. They were joined by another elderly couple and stood by the scaffolding close to Domino's Pizza delivery shop opposite the bus station. None of these people were linked to the Merkur Slots premises and after a short while walked away towards the bus station and out of my sight – Image A24.

53. As the night progressed there was some footfall and local traffic but nothing out of the ordinary. I obtained images from the vicinity of the Merkur Slots premises which demonstrate there was no evidence of any anti-social behaviour or criminality – Image A25, A26, A27, A28, A29, A30, A31.

54. At 05:45hrs I concluded my observations – Image A32.

Summary

55. During the observation periods I found no evidence of anti-social behaviour or criminality at the Merkur Slots premises or linked to it.

56. Early on during my observations at 22:11hrs I witnessed a group of young men at the benches outside Lidl Supermarket, some were drinking from what I believed to be beer cans and were occasionally shouting. None of these men were linked to the Betfred Bookmakers or the Merkur Slots premises.

57. At 01:41hrs I saw the elderly drunk male with his wife and another couple. None of these people were linked to the Merkur Slots premises.

58. During the course of my observations I saw no other evidence of anti-social behaviour, begging, crime and disorder, drug dealing or other groups of youths loitering in the area.

59. People entering the Merkur Slots premises were supervised on entry and whilst on the premises to ensure that anyone heavily intoxicated, juveniles or other vulnerable people didn't gain access.

60. The visit to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

61. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

62. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

- Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

- Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

- In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

- Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

63. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

64. In conclusion, from this visit and my visits to other Merkur premises it is my opinion these types of 24-hour gaming premises are well run and do not increase anti-social behaviour, noise or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure or wider local community.

65. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Nick Mason - Consultant
Leveche Associates Limited
23rd September 2022

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Appendix A

Observation Images

22nd - 23rd September 2022

Merkur Slots

19 The Concourse

Edmonton Green

N9 0TQ

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

128

Image A1

20:55hrs

Merkur Slots 19 The Concourse Edmonton Green

Image A2

20:57hrs

Edmonton Green Market

100

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129

Image A3

20:57hrs

Edmonton Green Market looking towards Merkur Slots

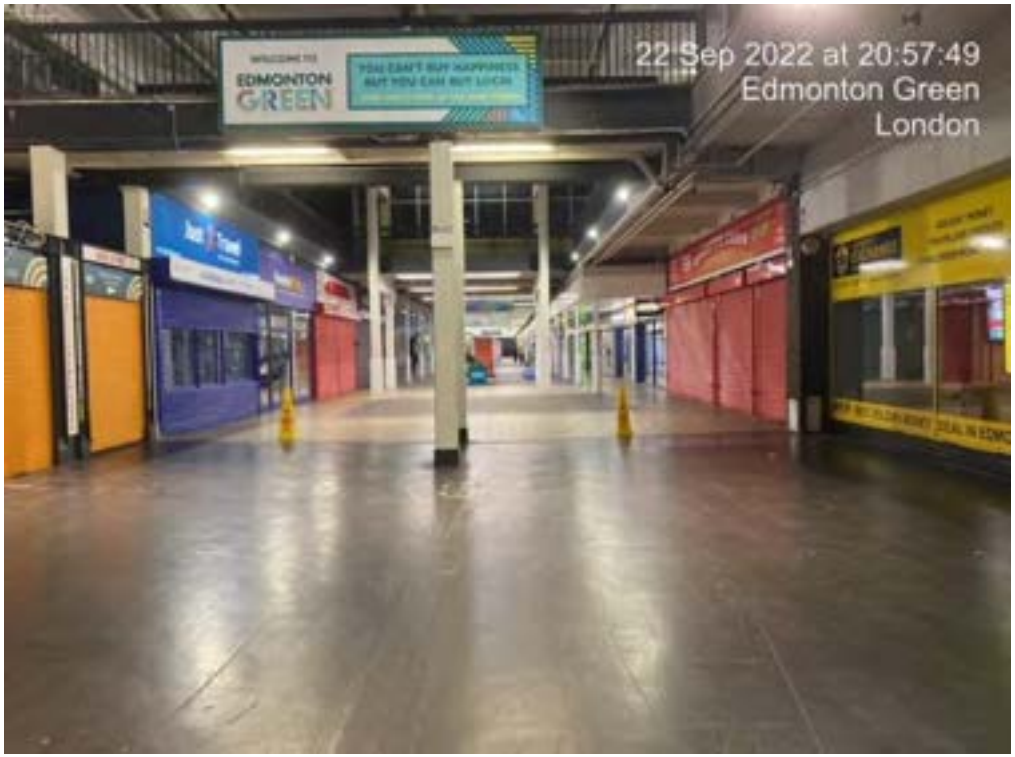


Image A4

20:57hrs

Edmonton Green Market looking towards Shopping Centre

Image A5

21:00hrs

Edmonton Bus Station

Image A6

21:02hrs

Deliveroo riders outside BIMS Burger shop

131

Image A7

21:02hrs

Deliveroo riders outside BIMS Burger shop

Image A8

21:04hrs

Edmonton Green Rail Station

132

Image A9

21:08hrs

Merkur Slots 19 The Concourse Edmonton Green

Image A10

21:10hrs

24hr Mini Cabs opposite Bus Station

133

Image A11

21:10hrs

Food premises / Mini Supermarket opposite Bus Station

Image A12

21:53hrs

Residential Tower Blocks Edmonton Green

Image A13

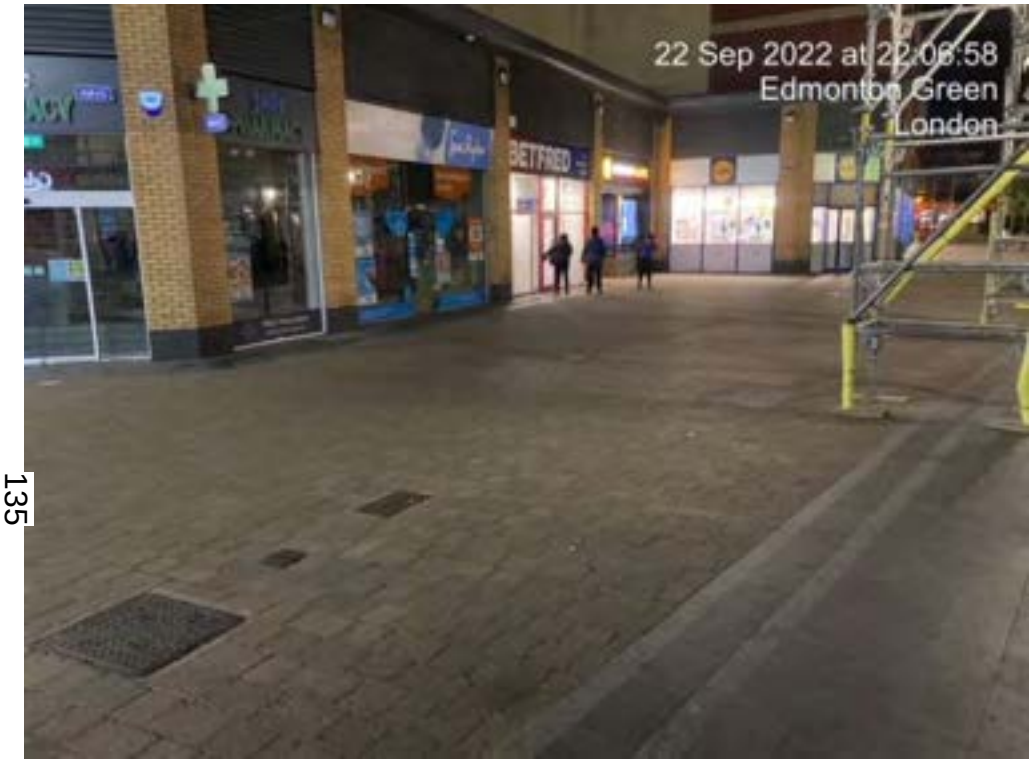
21:56hrs

Betfred Bookmakers

Image A14

22:01hrs

Customers leave Merkur Slots Edmonton Green



135

Image A15

22:06hrs

Betfred Bookmakers closing time

Image A16

22:11hrs

Paved area outside Lidl Supermarket

136

Image A17

23:24hrs

Paved area outside Lidl Supermarket

Image A18

23:24hrs

Edmonton Bus Station

137

Image A19

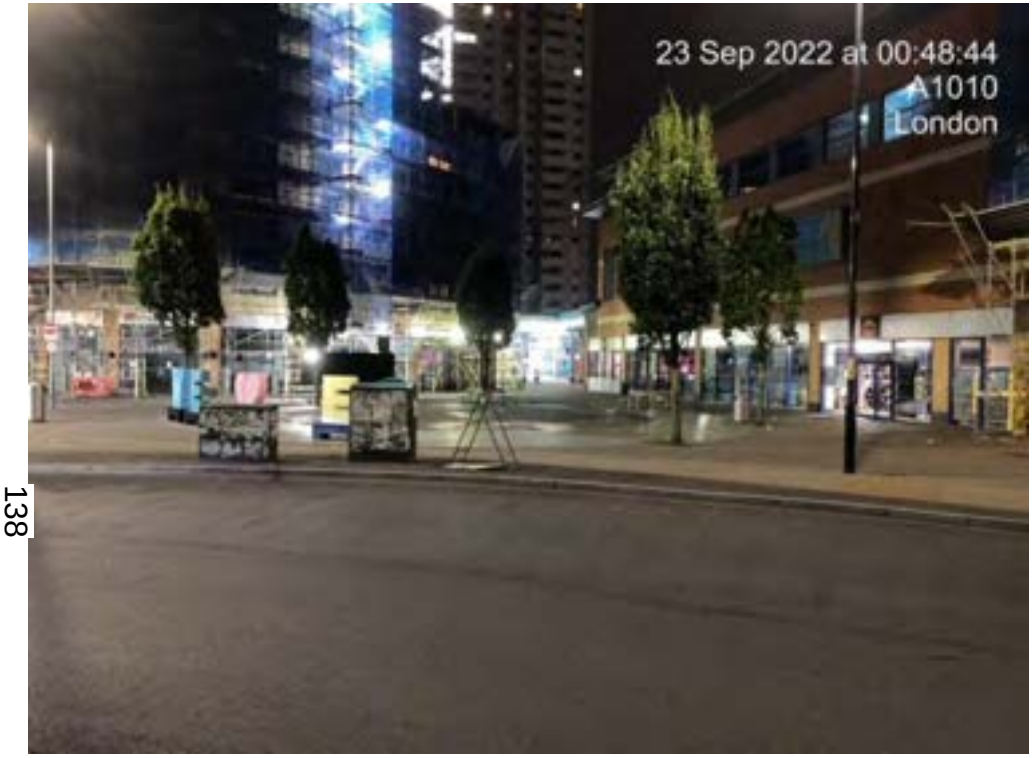
23:25hrs

Merkur Slots 19 The Concourse Edmonton Green

Image A20

00:47hrs

Food premises / Mini Supermarket opposite Bus Station



138

Image A21

00:48hrs

Paved area outside Lidl Supermarket

Image A22

00:52hrs

Merkur Slots 19 The Concourse Edmonton Green

139

Image A23

01:19hrs

Merkur Slots 19 The Concourse Edmonton Green

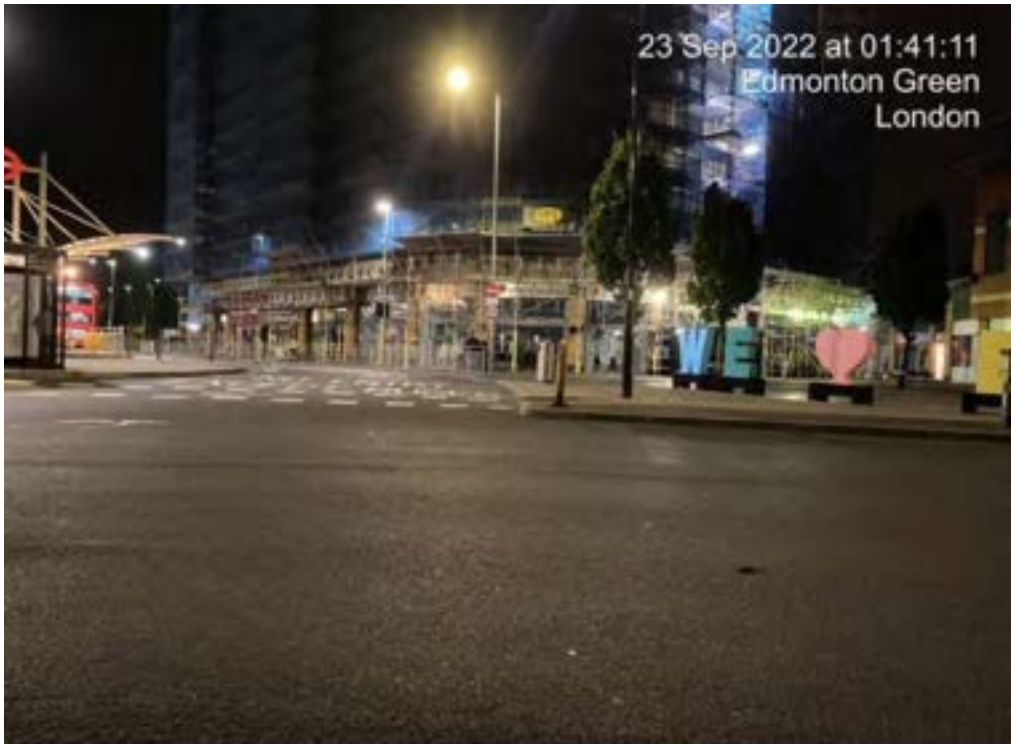


Image A24

01:41hrs

Paved area outside Lidl Supermarket

111

LEVECHE
ASSOCIATES LIMITED

140

Image A25

02:11hrs

Paved area outside Lidl Supermarket

Image A26

02:11hrs

Merkur Slots 19 The Concourse Edmonton Green

141

Image A27

03:30hrs

Merkur Slots Edmonton Green

Image A28

03:30hrs

Paved area outside Lidl Supermarket

142

Image A29

04:42hrs

Paved area outside Lidl Supermarket

Image A30

04:42hrs

Merkur Slots Edmonton Green

143

Image A31

05:44hrs

Merkur Slots Edmonton Green

Image A32

05:44hrs

Paved area outside Lidl Supermarket

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

33 Town Centre Hatfield AL10 0JX

Executive Summary

1. Observations were conducted on Merkur Slots 33 Town Centre Hatfield AL10 0JX and the surrounding area between 20:00 hours on Wednesday 10th August 2022 and 06:45 hours on Thursday 11th August 2022. One covert visit was made to the site and the surrounding area. The observations showed the premises are in a quiet pedestrianised shopping area in the Town Centre of Hatfield with some residential accommodation above the shops. The covert visit showed the premises to be well run with no issues. There are no other gaming premises with a similar operation to Merkur Slots in the area. From the observations, it is clear that Merkur Slots operating 24-hours a day does not create anti-social behaviour, noise or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

2. I have been instructed to conduct independent observations on the Merkur Slots premises at 33 Town Centre Hatfield AL10 0JX and the surrounding area.

3. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.

4. The premises come under the jurisdiction of the Hatfield Central Ward of Welwyn Hatfield Borough Council.

Personal – Stuart Jenkins

5. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

6. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

7. I was a Home Office qualified Crime Prevention Design Advisor.

8. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

9. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

10. I carried out my observations of 33 Town Centre, Hatfield AL10 0JX and the surrounding area between 20:00 hours on Wednesday 10th August 2022 and 06:45 hours on Thursday 11th August 2022.

11. The area felt safe with members of the public going about their business, working, shopping, and socialising.

12. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

13. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.

14. The Merkur Slots premises is situated in the main pedestrianised Town Centre in Hatfield which encompasses pedestrianised shopping streets and a large square. Many of these shops have residential properties above them too. The section of the Town Centre that Merkur Slots is in, runs generally east to west. No vehicular traffic passess the venue but pedestrians can pass the premises in either direction – Image A1.

15. Mainstream shops line the pedestrian Town Centre, Town Square and Market Place.

16. During the observations pedestrian traffic passing the Town Centre and Market Place was varied. Vehicular traffic varied and passed Hatfield Town Centre via the B6426 Bypass, Wellfield Road, The Common and Lemsford Road - Image A2 and A3.

17. East of and next to the premises is Jade Pharmacy 31 Town Centre AL10 0JT. To the west of and next to the premises is an empty shop. Other shops line the Town Centre, Town Centre Square and Market Place.

18. Hatfield Mainline Train Station is a 15-minute walk from the Town Centre.

19. The area of observations is densely populated with many retail premises, that include supermarkets, mini supermarkets, department stores, pubs, nightclubs, cafes, hairdressers, estate agents, charity shops, bookmakers, restaurants, fast-food shops, and pawn brokers which service the transient and residential population alike.

20. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

21. The Town Centre is well served by public transport with a variety of bus routes, mainline rail and taxis. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

22. There are three other gambling premises in the Town Centre area, all of which close by 22:00 hours. Namely:

    i. Betfred 19 Town Centre Hatfield AL10 0JT
    ii. Bet Zone 88 Town Centre Hatfield AL10 0JT
    iii. Ladbrokes The Common Hatfield AL10 0LU

23. These premises can be divided into two main types:

    i. Betting premises not licensed to serve alcohol.

ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

24. There are no other gaming venues in Hatfield Town Centre with a similar business model to Merkur Slots UK.

25. There is one public house in the Town Centre called The White Hart, which is advertised as operating Monday, Tuesday and Wednesday 11:00 hours – 23:00 hours, Thursday 11:00 hours – 00:00 hours, Friday and Saturday 11:00 hours – 02:00 hours and Sunday 12:00 hours – 22:00 hours. At the time of my visit, it appeared to be well run and closed on time.

26. Throughout my observations in the Town Centre, Market Place and The Common I saw no begging taking place in the street, no street drinkers, vagrants, or drug dealing around the premises or the area.

27. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

28. I conducted my covert observations from 20:00 hours on Wednesday 10th August 2022 to 06:45 hours on Thursday 11th August 2022.

29. At 20:00 hours I arrived in the area of the Merkur Slots premises 33 Town Centre Hatfield and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall.

30. There was little pedestrian traffic in and around the Town Centre and Market Place. There were only a couple of shops open at the time of my arrival which included a hairdresser shop, large Asda Supermarket and takeaway / eat in premises. All of these remaining closed at various times between 21:00 hours and 00:00 hours. They were well run and had no issues.

31. Between 20:00 hours and 00:00 hours small groups of residents and visitors to the area sat in the Town Centre Square socialising with some using the public table tennis tables in the square. By 01:00 hours pedestrian activity was reduced to single people cycling or walking past Merkur Slots and through the Town Centre Square.

32. Between 00:10 hours and 00:25 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 4 pedestrians passed the venue.

33. Between 02:16 hours and 02:41 hours I conducted a covert visit to the Merkur Slots 33 Town Centre Hatfield.

34. At 02:16 hours I went to the entrance door. Entry was controlled by using a bell security entry system. On the glass of the door, I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

35. After a short time, the door was opened and I was greeted by a male member of staff who invited me into the premises. This male was wearing a smart corporate clothing – Image A28.

36. He escorted me into the premises. I saw it was on one level which was carpeted and there were gaming machines of various types throughout the premises.

37. There was a reception desk to one side with a female member of staff behind it. She was smartly dressed in corporate clothing.

38. The male staff member asked me if I needed any help with the gaming machines or choosing one to play. I stated I was fine and chose a machine to play, towards the back of the premises.

39. He then asked if I would like a soft drink, water, coffee, or tea. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.

40. After a couple of minutes, the male staff member brought over my coffee and stated if I needed any help to ask him or his colleague.

41. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

42. The hot and soft drinks were prepared at a reception desk area which was clean and tidy. During my visit no other customers came into the venue.

43. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend vast sums of money. The staff were friendly, polite, informative and I found the premises clean and tidy.

44. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away.

45. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 02:41 hours – Image A29.

46. Between 02:45 hours and 03:00 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 0 pedestrians passed the venue.

47. Between 04:08 hours and 04:23 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 0 pedestrians passed the venue – Images A40, A41 and A42.

48. At around 06:00 hours shop traders started to arrive to prepare and open their premises ready for the day ahead – Images A33, A34, A35, A36 and A37.

49. I remained in the area until I completed my observations at 06:45 hours when I left.

Summary

50. I found Merkur Slots Hatfield to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing, begging or groups of youths hanging around.

51. People entering these premises were vetted before being allowed entry to ensure drunken or other vulnerable people didn't gain access to the premises.

52. It is clear the presence of Merkur Slots in the Town Centre does not lead to or result in people, who have been on a night out, staying in the city centre any longer than they had planned to.

53. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

- Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

- Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

- In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

- Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

54. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

55. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

56. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

57. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of.

58. From my observations it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

59. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
20/08/2022

LEVECHE

LEVECHE

ASSOCIATES LIMITED

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Appendix A

Observation Images

10th August 2022

Merkur Slots

33 Town Centre

Hatfield

AL10 0JX

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

152

Image A1

20:02hrs

33 Town Centre Hatfield AL10 0JX

Image A2

20:02hrs

Merkur Slots looking east along Town Centre Pedestrian Street

153

Image A3

20:03hrs

Merkur Slots looking east towards Town Centre Square

Image A4

20:03hrs

Betfred 19 Town Centre Hatfield AL10 0JT

Image A5

20:05hrs

Hatfield Town Centre Pedestrian Square

Image A6

20:06hrs

Hatfield Town Centre Pedestrian Square looking north

Image A7

20:08hrs

Hatfield Town Centre Pedestrian Square looking west

Image A8

20:08hrs

Hatfield Town Centre looking west towards Merkur Slots

156

Image A9

20:16hrs

Hatfield Town Centre looking east towards Merkur Slots

Image A10

20:17hrs

Asda Supermarket Hatfield Town Centre

157

Image A11

20:17hrs

Asda Supermarket Car Park Hatfield Town Centre

Image A12

21:31hrs

Ladbrokes 44 The Common Hatfield AL10 0LU

Image A13

21:32hrs

The Common looking towards Asda Supermarket

Image A14

21:33hrs

The Common looking towards Asda Car Park

Image A15

21:55hrs

Hatfield Town Centre Square looking west towards Merkur Slots

Image A16

21:55hrs

Hatfield Town Centre Square looking north

160

Image A17

21:56hrs

Hatfield Town Centre Square looking south

Image A18

21:56hrs

Shops off Hatfield Town Centre Square southern end looking south

161

Image A19

21:57hrs

Merkur Slots Hatfield Town Centre

Image A20

21:59hrs

Hatfield Town Centre looking east

Image A21

23:55hrs

Merkur Slots Hatfield Town Centre

Image A22

23:55hrs

Town Centre Hatfield looking east

163

Image A23

23:55hrs

Town Centre Hatfield looking west

Image A24

00:08hrs

Rear of Merkur Slots Hatfield

164

Image A25

00:11hrs

Hatfield Town Centre Square looking north

Image A26

00:20hrs

Hatfield Town Centre Square looking north

136

LEVECHE
ASSOCIATES LIMITED

165

Image A27

02:14hrs

Hatfield Town Centre looking east

Image A28

02:15hrs

Merkur Slots Hatfield

166

Image A29

02:41hrs

Merkur Slots Hatfield

Image A30

02:42hrs

Hatfield Town Centre Square looking north

Image A31

02:42hrs

Hatfield Town Centre Square looking east

Image A32

04:06hrs

Hatfield Town Centre looking east towards Merkur Slots

168

Image A33

04:08hrs

Merkur Slots Hatfield

Image A34

04:09hrs

Hatfield Town Centre Square looking north

169

Image A35

04:09hrs

Hatfield Town Centre Square looking west towards Merkur Slots

Image A36

04:09hrs

Shops off Hatfield Town Centre Square southern end looking south

170

Image A37

04:11hrs

Shops in Market Place Hatfield

Image A38

04:12hrs

The White Hart Public House Queensway Hatfield AL10 0LW

171

Image A39

06:20hrs

Hatfield Town Centre looking east

Image A40

06:21hrs

Merkur Slots Hatfield

172

Image A41

06:23hrs

Hatfield Town Centre Square looking west

Image A42

06:23hrs

Hatfield Town Centre Square looking north

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

456 Holloway Road London N7 6QA

Executive Summary

1. Observations were conducted on Merkur Slots premises at 456 Holloway Road London N7 6QA and the surrounding area. The premises are situated on the crossroad junction of Holloway Road (A1) Seven Sisters Road (A503) and Parkhurst Road (A503) and are in a parade of shops on a busy crossroads. The premises operates 24-hours a day 7-days a week.

2. One covert visit was made to the site and the surrounding area. The covert visit showed the premises to be well run with no issues. There was one other gaming premises with a similar business model to Merkur Slots in the area, Admiral Casino 3 Seven Sisters Road N7 6AJ.

3. From the observations, it is clear that Merkur Slots, operating 24-hours a day does not create anti-social behaviour or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

4. Photographic images support these observations and the conclusions reached.

Introduction

5. We are instructed to conduct independent observations at Merkur Slots premises 456 Holloway Road London N7 6QA and the surrounding area.

6. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.

7. The premises come under the jurisdiction of Islington Council.

Personal – Stuart Jenkins

8. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the Private Sector. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

9. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

10. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

11. I was a Home Office qualified Crime Prevention Design Advisor.

12. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

13. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

14. Observations were carried out at Merkur Slots premises 456 Holloway Road London N7 6QA and the surrounding area between 21:00 hours on Saturday 3rd September 2022 and 06:00 hours on Sunday 4th September 2022.

15. The area felt safe with members of the public going about their business, working, shopping, and socialising.

16. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

17. During observations I concentrated on signs of criminality, begging, anti-social behaviour, vulnerable persons, other persons at risk and the general environment.

18. Merkur Slots is situated on the crossroad junction of Holloway Road (A1) Seven Sisters Road (A503) and Parkhurst Road (A503). The premises are in a parade of shops on a busy crossroads and operates 24-hours a day 7-days a week. There are shops and commercial businesses on either side of Holloway Road. Many of these shops have residential properties above them – Image A1.

19. Holloway Road generally runs north to south and Seven Sisters Road east to west. The premises had two entrances in use, the main one on the Holloway Road junction with Seven Sisters Road and a second one in Seven Sisters Road. There was a third entrance on Holloway Road but this did not appear to be in use. Holloway Road is a main arterial 'A' road with two and sometimes three traffic lanes in each direction. Seven Sisters Road is a two-lane one-way road with the traffic travelling northbound.

20. Immediately outside the venue is a wide footpath then the roads themselves. During the observations vehicular and pedestrian traffic never stopped but was varied – Image A2.

21. East of and next to the premises is Vodaphone 454 Holloway Road N7 6QA. To the west of, next to the premises and the other side of the junction with Seven Sisters Road is Three (Phone Shop) 458 Holloway Road N7 6HT. To the north and next to the premises is Photo 7 Studio, 2 Seven Sisters Road N7 6AH. Other shops line the Holloway Road and Seven Sisters Road on both sides of the roads.

22. The area of observations was Holloway Road from Camden Road in the east and Hercules Road in the west and Seven Sisters Road to the junction with Salterton Road in the north.

23. This area is densely populated with many retail premises, that include supermarkets, mini supermarkets, small food shops, pub, cafes, hairdressers, barbers, estate agents, slots casinos, bookmakers, restaurants, fast-food shops and pawn brokers which service the transient and residential population alike.

24. The area has a diverse community living together in a mixture of privately owned, local authority and rental accommodation.

25. Holloway Road and the immediate area are well served by public transport with a variety of bus routes, taxis, underground and mainline trains. There was ample car parking available in a nearby pay and display car park and restricted

parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

26. Tufnell Park and Caledonian Road Underground Stations are nearby and Drayton Park Mainline Station 19 minutes' walk (0.9 miles).

27. There are five other gambling premises in the immediate area, all of which close by 22:00 hours except Admiral Casino:

    i. Admiral Casino 3 Seven Sisters Road N7 6AJ– Image A3
    ii. Betfred 10-12 Seven Sisters Road N7 6AH – Image A6
    iii. Paddy Power 42-44 Seven Sisters Road N7 6AA - Image A8
    iv. Ladbrokes 502 Holloway Road N7 6JA– Image A21
    v. William Hill 37 Seven Sisters Road N7 6AX – Image A9

28. These premises can be divided into two main types:

    i. Betting premises not licensed to serve alcohol.
    ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

29. Admiral Casino has a similar business model to Merkur Slots UK which operates 24-hours, 7-days a week.

30. There were three public houses in the vicinity of the gaming premises – The Enkel Arms 34 Seven Sisters Road N7 6AA, Big Red 385 Holloway Road N7 0RY and The Hercules Public House 505 Holloway Road N7 6JA. At the time of my visit, they all appeared to be well run and there were no issues – Images A7, A18, A22.

31. Throughout my observations in and around the area I saw no street drinkers, vagrants, or drug dealing around the premises. However, on two occasions I saw a female engaged in begging, approaching customers as they left McDonalds Restaurant 13-15 Seven Sisters Road N7 6AJ. There was no begging taking place anywhere near Merkur Slots premises.

32. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

33. I conducted covert observations from between 21:00 hours on Saturday 3rd September 2022 and 06:00 hours on Sunday 4th September 2022.

34. At 21:00 hours I arrived in the area of the Merkur Slots premises 456 Holloway Road N7 6QA and started observations by monitoring the venue and the immediate area around it.

35. Between 21:00 hours and 22:15 hours McDonalds in Seven Sisters Road was busy with customers. Delivery riders were parked on the road and footpaths outside McDonalds and other restaurants waiting to service fast food deliveries – Image A5.

36. There was a good volume of pedestrian traffic in and around shops that were open in Holloway Road and Seven Sisters Road. At this time most of the shops had closed. The bookmakers were still open but soon closed without any issues. After 22:00 hours the only premises open close to Merkur Slots were fast-food take aways, Admiral Casino, the pubs and some restaurants. They were well run and had no issues.

37. Between 22:15 hours and 01:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting the 24-hour mini supermarkets and fast-food shops – Images A8, A9, A10, A11, A12, A13, A14, A15, A16, A17, A18, A19, A20, A21, A22, A23, A24, A27, A28, A29.

38. Between 01:00 hours and 02:46 hours pedestrian and traffic numbers reduced but there was still traffic in the area – Images A30, A31, A32, A33, A34.

39. Between 02:47 hours and 03.18 hours I conducted a covert visit to the Merkur Slots 456 Holloway Road– Image A35.

40. At 02:47 hours I went to the main central entrance door which was open, but I could see there was a male door supervisor just inside controlling the entrance. I saw that entry could be controlled by using a bell security entry system. On the glass of the door I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

41. On entering I looked at the door supervisor and saw he was smartly dressed with his SIA badge clearly displayed. He acknowledged me and waved me through into the premises.

42. Once inside I found myself in a large carpeted room on one level and there were gaming machines of various types throughout the premises. In front of me was a reception desk area. This area was used for the preparation of refreshments with a facility to make hot drinks. Behind the desk was a female member of staff dressed smartly in corporate clothing who welcomed me to the premises.

43. As I walked through the premises and saw it went round to the right where there were further machines, past the toilets on the right and leading out into an open aired space at the back of the premises where customers could smoke.

44. I saw there were eight other customers in the venue. All were male aged between 28 years and 50 years. I found a machine and started to play it.

45. In front of and to the left of the reception desk was an office door. The door opened and another female member of staff came out into the main gaming area. She was smartly dressed in corporate clothing.

46. After a short period of time the second female staff member approached me and asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and she stated they didn't sell alcohol but the non-alcoholic drinks they provided were free for customers. I accepted her offer of a coffee and after a couple of minutes, she brought over my drink.

47. The staff then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

48. During my visit I saw customers enter the venue and other customers leave. The numbers of customers never got above eight at any time. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

49. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy.

50. Before leaving I used the toilets and found them to be clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image A36.

51. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 03:18 hours – Image A37.

52. Between 03:20 hours and 05:00 hours vehicular traffic and pedestrian traffic was varied.

53. Customers visited the 24-hour premises throughout the night in small numbers without any incidents of crime and disorder or anti-social behaviour. This position remained unchanged during the course of my observations until 06:00 hours when I departed.

54. Prior to my departure I obtained further images that show there was no problems, issues or anti-social behaviour in the area – Image A38, A39, A40, A41, A42.

55. On several occasions during my time in the area I saw the Merkur Slots door supervisor patrolling around the front of the premises in between the entrances to checking the front of the premises was clear and no one was loitering around.

Summary

56. I found Merkur Slots 456 Holloway Road to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming.

57. At the time of my visit to the location, I saw no evidence of crime and disorder, anti-social behaviour, littering, street drinking, drug dealing or groups of youths hanging around. However, on two occasions I did see a female engaged in begging approaching customers as they left McDonalds in Seven Sisters Road. There was no begging around Merkur Slots premises and I saw proactive patrols being conducted by the door supervisor to deter and prevent this activity or any other criminal behaviour from taking place.

58. People entering these premises were vetted before being allowed stay to ensure drunken or other vulnerable people didn't gain access to the premises.

59. It is clear the presence of Merkur Slots in the Holloway Road does not lead to or result in people who have been on a night out, staying in the area any longer than they had planned to and that customers do not hang around outside the premises causing problems.

60. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

    ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

    iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

    iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

61. Leveche Associates Ltd have carried out covert visits on numerous Adult Gaming Centres that operate throughout the UK 24-hrs a day, 7-days a week. Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons. The visits also established that Merkur Slots customers do not cause crime or anti-social behaviour.

62. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

63. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

64. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of and it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

65. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
28/09/2022

LEVECHE

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ASSOCIATES LIMITED

Appendix A

Observation Images

3rd - 4th September 2022

Merkur Slots

456 Holloway Road

N7 6QA

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

182

Image A1

21:52hrs

Merkur Slots 456 Holloway Road N7 6QA

Image A2

21:54hrs

Merkur Slots 456 Holloway Road N7 6QA

183

Image A3

22:12hrs

Admiral Casino 3 Seven Sisters Road N7 6AJ

Image A4

22:12hrs

H & T Pawnbrokers 9 Seven Sisters Road N7 6AJ

Image A5

22:12hrs

McDonalds 13-15 Seven Sisters Road N7 6AJ

Image A6

22:13hrs

Betfred 10-12 Seven Sisters Road N7 6AH

185

Image A7

22:14hrs

The Enkel Arms 34 Seven Sisters Road N7 6AA

Image A8

22:15hrs

Paddy Power 42-44 Seven Sisters Road N7 6AA

Image A9

22:16hrs

William Hill 37 Seven Sisters Road N7 6AX

Image A10

22:17hrs

Seven Sisters Road looking west

187

Image A11

22:21hrs

Merkur Slots 456 Holloway Road

Image A12

22:21hrs

Holloway Road looking south

188

Image A13

22:21hrs

Holloway Road looking north

Image A14

22:25hrs

Waitrose 366 Holloway Road j/w Tollington Road

189

Image A15

22:27hrs

Shopping Arcade off Holloway Road leading to Morrisons Supermarket

Image A16

22:28hrs

Lidl 422-434 Holloway Road looking north

190

Image A17

22:29hrs

Holloway Road looking north

Image A18

22:29hrs

Big Red 385 Holloway Road N7 0RY

191

Image A19

22:31hrs

Odeon Lux Cinema 419 - 727 Holloway Road N7 6LJ

Image A20

22:32hrs

Holloway Road looking south

192

Image A21

22:33hrs

Ladbrokes Bookmakers 502 Holloway Road N7 6JA

Image A22

22:34hrs

The Hercules Public House 504 Holloway Road N7 6JA

193

Image A23

22:42hrs

Parkhurst Road looking east towards Holloway Road j/w Seven Sisters Road

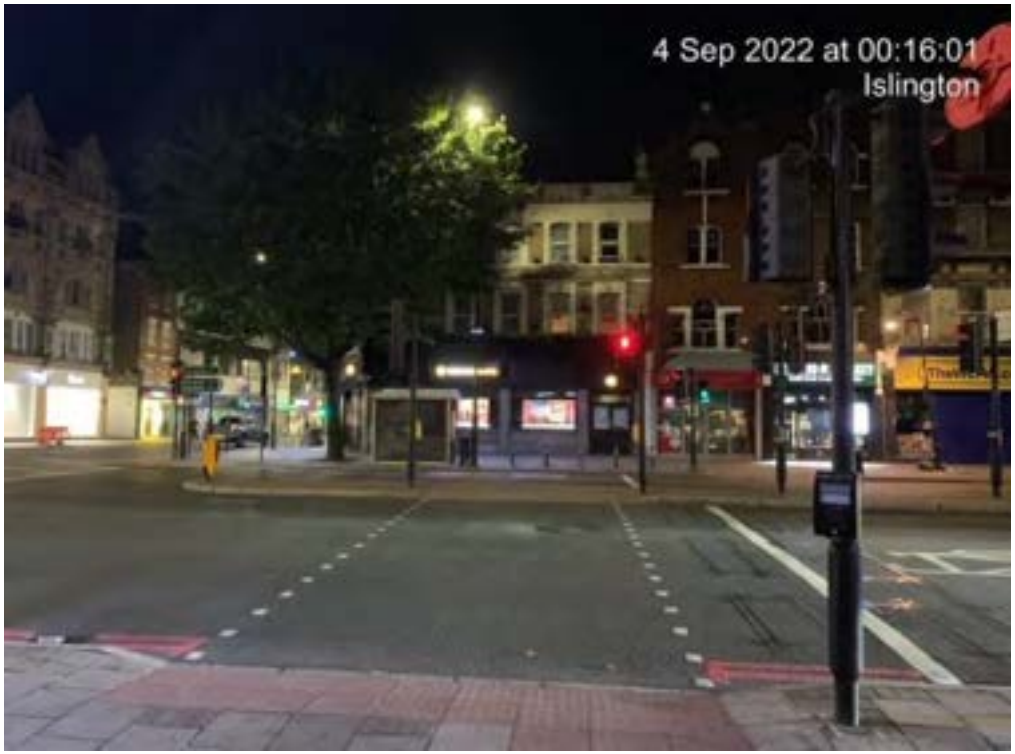


Image A24

00:16hrs

Merlur Slots 456 Holloway Road

194

Image A25

00:16hrs

Holloway Road looking north

Image A26

00:16hrs

Holloway Road looking south

195

Image A27

00:19hrs

Looking towards Merkur Slots 456 Holloway Road

Image A28

00:21hrs

Seven Sisters Road looking east

196

Image A29

00:22hrs

Seven Sisters Road looking east

Image A30

02:41hrs

Parkhurst Road looking towards j/w Holloway Road and Seven Sisters Road.

197

Image A31

02:42hrs

Merkur Slots 456 Holloway Road

Image A32

02:42hrs

Holloway Road looking south

198

Image A33

02:42hrs

Holloway Road looking north

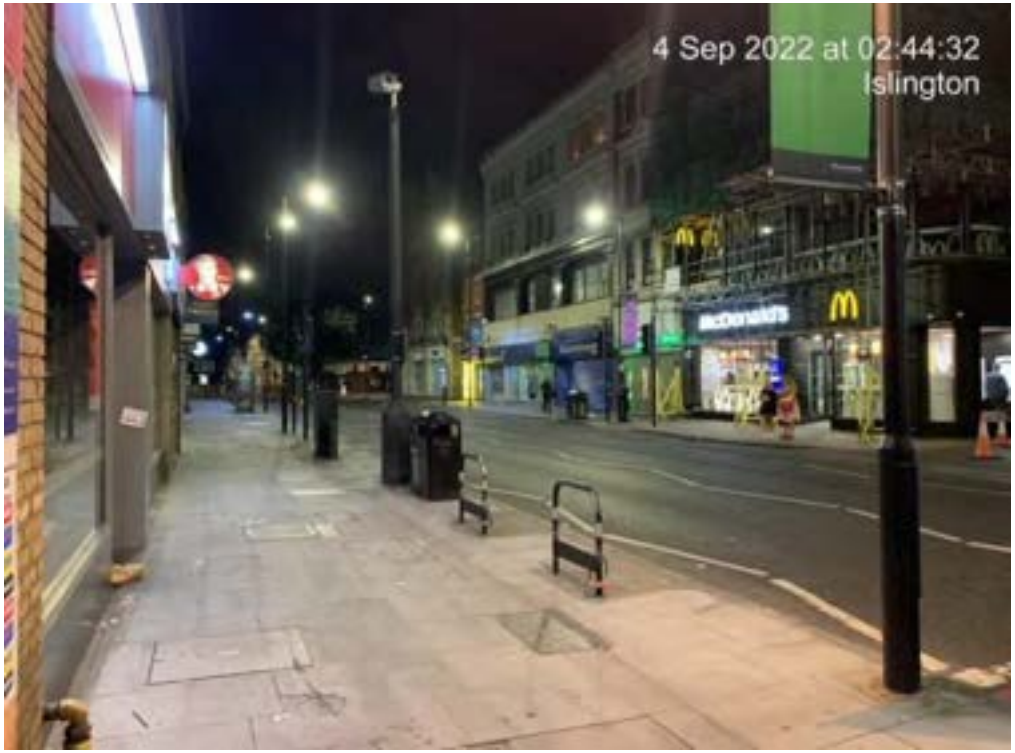


Image A34

02:44hrs

Seven Sisters Road looking west

199

Image A35

02:46hrs

Merkur Slots Holloway Road looking south

Image A36

03:15hrs

Toilet Check Sheet Merkur Slots Holloway Road

200

Image A37

03:18hrs

Merkur Slots Holloway Road

Image A38

05:10hrs

Holloway Road looking north

201

Image A39

05:10hrs

Holloway Road looking south towards Merkur Slots

Image A40

05:37hrs

Looking towards Merkur Slots 456 Holloway Road j/w Seven Sisters Road

Image A41

05:38hrs

Merkur Slots 456 Holloway Road

Image A42

05:38hrs

Holloway Road looking north

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

146 High Street Hounslow Middlesex TW3 1LR

Executive Summary

1. Observations were conducted on Merkur Slots premises at 146 High Street Hounslow Middlesex TW3 1LR and the surrounding area. The premises are situated in a parade of shops on the High Street in Hounslow Town Centre. The premises operates 24-hours a day 7-days a week.

2. One covert visit was made to the site and the surrounding area. The covert visit showed the premises to be well run with no issues. There were two other gaming premises with a similar business model to Merkur Slots in the area, Admiral Casino 192 High Street TW3 1HL and Royal Casino Slots 1-2 Cressys Corner, Lampton Road TW3 1HA.

3. From the observations, it is clear that Merkur Slots, operating 24-hours a day does not create anti-social behaviour or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

4. Photographic images support these observations and the conclusions reached.

Introduction

5. We are instructed to conduct independent observations at Merkur Slots premises 146 High Street Hounslow Middlesex TW3 1HR and the surrounding area.

6. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.

7. The premises come under the jurisdiction of Hounslow Borough Council.

Personal – Stuart Jenkins

8. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the Private Sector. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

9. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

10. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

11. I was a Home Office qualified Crime Prevention Design Advisor.

12. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

13. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

14. Observations were carried out at Merkur Slots premises 146 High Street Hounslow Middlesex and the surrounding area between 21:00 hours on Thursday 25th August 2022 and 06:00 hours on Friday 26th August 2022.

15. The area felt safe with members of the public going about their business, working, shopping, and socialising.

16. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

17. During observations I concentrated on signs of criminality, begging, anti-social behaviour, vulnerable persons, other persons at risk and the general environment.

18. Merkur Slots is in a large parade of shops on the High Street in Hounslow Town Centre. There are shops and commercial businesses on either side of High Street. Many of these shops have residential properties above them – Image A1.

19. High Street generally runs east to west. Immediately outside the venue is a wide footpath and beyond that the restricted one-way road with a separate cycle lane. At the time of my visit the road was closed to vehicular traffic due to ongoing road works. During the observations there was no vehicular traffic and pedestrian traffic was varied – Image A2, A3.

20. East of and next to the premises is Table 11 142-144 High Street Hounslow TW3 1LR. To the west of and next to the premises is the Dental Surgery 148-150 High Street Hounslow TW3 1LR then empty shop premises at 152 High Street Hounslow TW3 1LR. Opposite the premises were Primark 165-169 High Street Hounslow TW3 1QL and Iceland Supermarket 147-161 High Street Hounslow TW3 1QL. Other shops line the High Street on both sides of the road.

21. The area of observations was from Laurence Road in the east and Bell Road in the west. This area is densely populated with many retail premises, that include supermarkets, mini supermarkets, small food shops, a pub, cafes, hairdressers, barbers, estate agents, slots casinos, bookmakers, restaurants, fast-food shops and pawn brokers which service the transient and residential population alike.

22. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

23. High Street and the immediate area are well served by public transport with a variety of bus routes, taxis, underground and mainline trains. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

24. Hounslow East and Hounslow Central Underground Stations are nearby and Hounslow Mainline Station 12 minutes' walk (0.6 miles).

25. There are eight other gambling premises in the High Street Hounslow area, all of which close by 22:00 hours except Admiral Casino, Merkur Slots and Royal Casino Slots:

    i. Admiral Casino Slots 192 High Street Hounslow TW3 1HL – Image A6.

ii. Betfred 2-7 Montague Road Hounslow TW3 1LD – Image A12
iii. Coral 208 High Street Hounslow TW3 1HE – Image A8
iv. Paddy Power 162 High Street Hounslow TW3 1BQ – Image A5
v. Paddy Power 295 High Street Hounslow TW3 1EF - Image A15
vi. Ladbrokes 113 A & B High Street Hounslow TW3 1QT – Image A23
vii. Merkur Slots 237-239 High Street Hounslow TW3 1EA – Image A19
viii. Royal Casino Slots 1-2 Cressys Corner Lampton Rd TW3 1HA – Image A17

26. These premises can be divided into two main types:

i. Betting premises not licensed to serve alcohol.
ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

27. Admiral Casino and Royal Casino Slots have similar business models to Merkur Slots UK which operates 24-hours, 7-days a week.

28. There was one public house in the vicinity of the gaming premises – The Bell Public House 2 Staines Road Hounslow TW3 3JS. At the time of my visit it appeared to be well run and there were no issues – Image A16.

29. Throughout my observations in and around High Street I saw no begging taking place in the street, no street drinkers, vagrants, or drug dealing around the premises or the area.

30. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

31. I conducted covert observations from between 21:00 hours on Thursday 25th August 2022 and 06:00 hours on Friday 26th August 2022.

32. At 21:00 hours I arrived in the area of the Merkur Slots premises 146 High Street Hounslow and started observations by monitoring the venue and the immediate area around it.

33. At 21:26 hours McDonalds 200-202 High Street Hounslow was very busy. Delivery riders were parked on the road and footpaths outside McDonalds and other restaurants waiting to service fast food deliveries – Image A7.

34. There was a good volume of pedestrian traffic in and around the parade of shops and in High Street. At this time most of the shops and the Treaty Centre had closed. The bookmakers were still open but soon closed without any issues. After 22:00 hours the only premises open close to Merkur Slots were fast-food take aways, The Bell Public House, Admiral Casino, Royal Casino Slots and some restaurants. They were well run and had no issues – Image A9.

35. Between 22:00 hours and 01:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting the 24-hour mini supermarkets and fast-food shops. McDonalds in High Street closed at 00:00 hours – Images A23, A24, A27, A28, A29, A30, A31, A32.

36. Between 01:00 hours and 02:47 hours pedestrian and traffic numbers reduced – Images A33, A34, A35.

37. Between 02:48 hours and 03.10 hours I conducted a covert visit to the Merkur Slots 146 High Streeet – Image A36.

38. At 02:48 hours I went to the entrance door which was closed. I saw that entry could be controlled by using a bell security entry system. On the glass of the door I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

39. I pushed the door but it was locked. After a few seconds the door was opened by a male member of staff wearing smart clothing with an SIA door supervisor badge clearly displayed. He looked at me and I asked if I could come in to play the machines. He nodded and welcomed me into the premises.

40. Once inside I found myself in a large carpeted room on one level and there were gaming machines of various types throughout the premises.

41. On the left-hand side wall midway in the room there was a reception desk area. This area was used for the preparation of refreshments with a facility to make hot drinks.

42. As I approached the reception I saw there were two further members of staff, one female and one male who were dressed in smart corporate clothing. The female member of staff welcomed me to the venue and asked if I needed any assistance with choosing a machine to play. I stated I was fine.

43. I walked through the premises and saw there were two other customers in the venue. All were male aged between 35 years and 45 years. I found a machine and started to play it.

44. After a short period of time the female staff member approached me and asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and she stated they didn't sell alcohol but the non-alcoholic drinks they provided were free for customers. I accepted her offer of a coffee and after a couple of minutes, she brought the drink to me.

45. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

46. During my visit no other customers came into the venue. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

47. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy.

48. Before leaving I used the toilets which were located on the left-hand side towards the back of the premises. I found them to be clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image A37, A38.

49. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 03:10 hours – Image A39.

50. Between 03:10 hours and 05:05 hours there was no vehicular traffic and low levels of pedestrian traffic – Images A40, A41, A42.

51. Customers visited the 24-hour premises throughout the night in small numbers without any incidents of crime and disorder or anti-social behaviour. This position remained unchanged during the course of my observations.

52. I remained in the area until 06:00 hours. Prior to my departure I obtained further images that show there was no problems, issues or anti-social behaviour in the area – Image A43, A44, A45, A46.

Summary

53. I found Merkur Slots 146 High Street Hounslow to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming. At the time of my visit to the location, I saw no evidence of crime and disorder, anti-social behaviour, littering, street drinking, drug dealing, begging or groups of youths hanging around.

54. People entering these premises were vetted before being allowed stay to ensure drunken or other vulnerable people didn't gain access to the premises.

55. It is clear the presence of Merkur Slots in the High Street Hounslow does not lead to or result in people who have been on a night out, staying in the area any longer than they had planned to and that customers do not hang around outside the premises causing problems.

56. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which

focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

57. Leveche Associates Ltd have carried out covert visits on numerous Adult Gaming Centres that operate throughout the UK 24-hrs a day, 7-days a week. Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons. The visits also established that Merkur Slots customers do not cause crime or anti-social behaviour.

58. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

59. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

60. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of and it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

61. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
27/09/2022

LEVECHE

LEVECHE

ASSOCIATES LIMITED

Appendix A

Observation Images

25th -26th August 2022

Merkur Slots

146 High Street

Hounslow

Middlesex

TW3 1LR

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

211

Image A1

21:19hrs

Merkur Slots 146 High Street Hounslow TW3 1LR

Image A2

21:19hrs

High Street Hounslow looking west

212

Image A3

21:20hrs

High Street Hounslow looking east

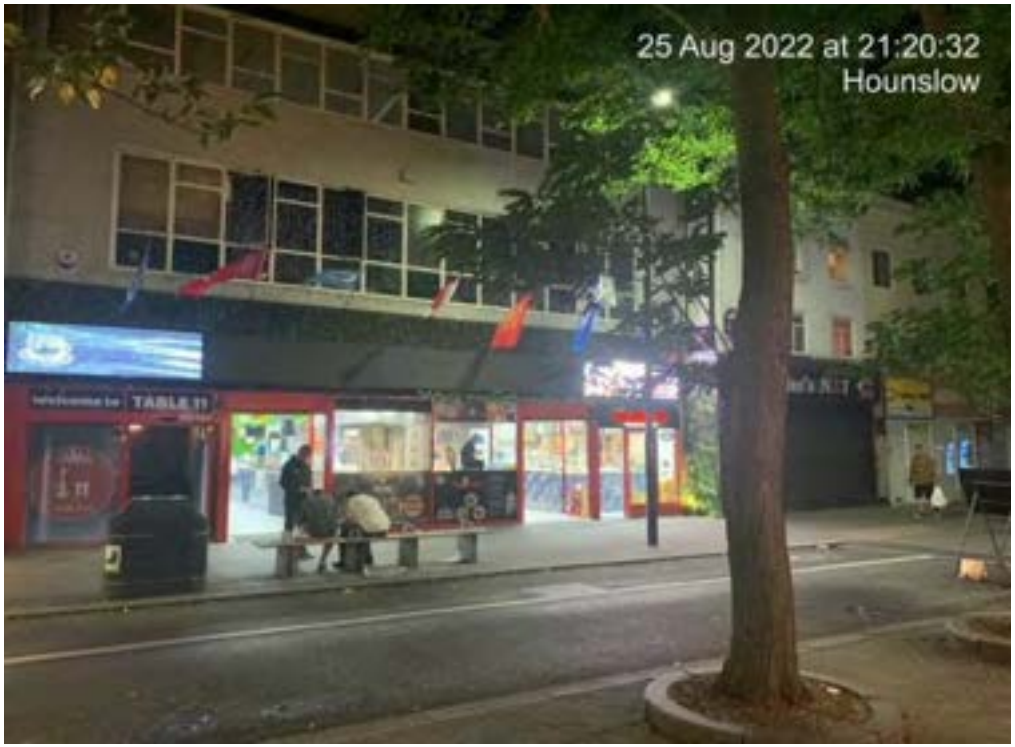


Image A4

21:20hrs

Table 11 Restaurant 142 -144 High Street Hounslow TW3 1LR

213

Image A5

21:22hrs

Paddy Power 162 High Street Hounslow TW3 1BQ

Image A6

21.25hrs

Admiral Casino Slots 192 High Street Hounslow TW3 1HL

214

Image A7

21:26hrs

McDonalds 200-202 High Street Hounslow TW3 1HE

Image A8

21:28hrs

Coral Bookmakers 208 High Street Hounslow TW3 1HE

215

Image A9

21:29hrs

Entrance to Treaty Centre High Street Hounslow

Image A10

21:31hrs

Holy Trinity Church High Street Hounslow

Image A11

21:32hrs

H&T Pawnbrokers 253 High Street Hounslow TW3 1EA

Image A12

21:32hrs

2 – 7 Montague Road Hounslow TW3 1LD

217

Image A13

21:34hrs

Market Place 281-287 High Street Hounslow TW3 1EF

Image A14

21:34hrs

High Street Hounslow looking east

Image A15

21:35hrs

Paddy Power 295 High Street Hounslow TW3 1EF

Image A16

21:36hrs

The Bell Public House
2 Staines Road Hounslow TW3 3JS

219

Image A17

21:38hrs

Royal Casino Slots 1-2 Cressys Corner
Lampton Road Hounslow TW3 1HA

Image A18

21:38hrs

Bath Road Hounslow looking west

220

Image A19

21:44 hrs

Merkur Slots 237 -239 High Street Hounslow TW3 1EA

Image A20

21:44hrs

Merkur Slots 237 -239 High Street Hounslow TW3 1EA

221

Image A21

21:54hrs

Cineworld Cinema Hounslow

Image A22

22:33hrs

High Street Hounslow looking west

222

Image A23

22:34hrs

Ladbrokes 113 A & B High Street Hounslow TW3 1QT

Image A24

22:37hrs

High Street Hounslow looking west towards Merkur Slots

223

Image A25

22:41hrs

Douglas Street j/w High Street Hounslow looking south

Image A26

00:30hrs

High Street Hounslow looking west

224

Image A27

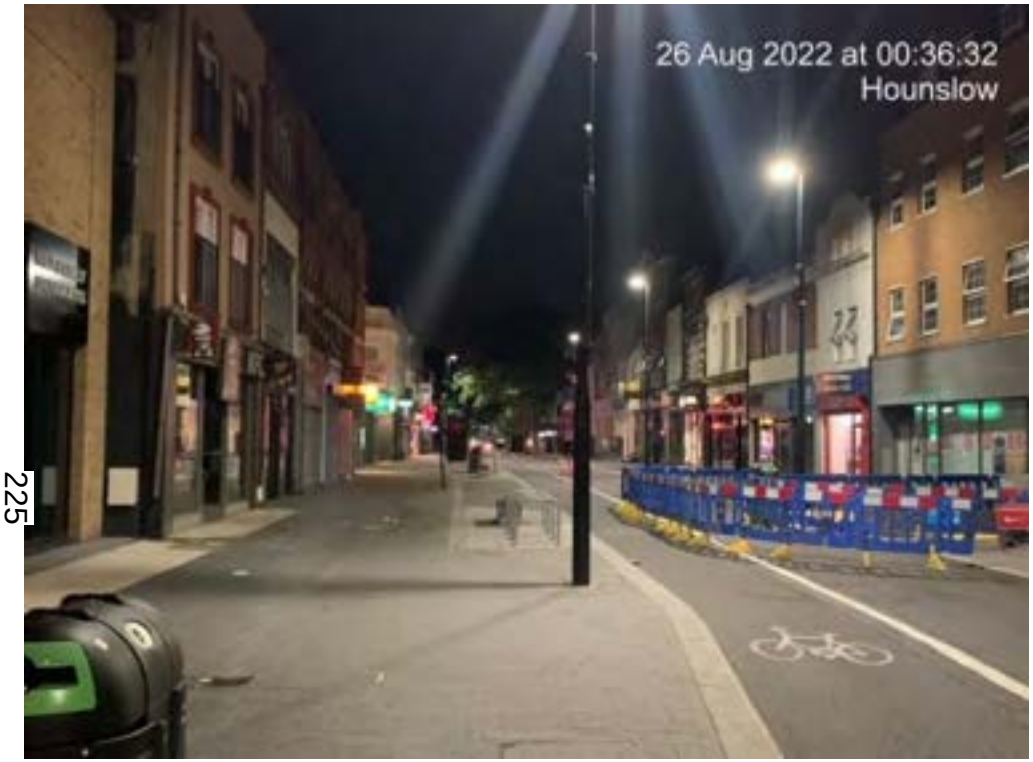
00:33hrs

High Street Hounslow looking west

Image A28

00:34hrs

Merkur Slots 148 High Street Hounslow



225

Image A29

00:36hrs

High Street Hounslow looking west

Image A30

00:38hrs

High Street Hounslow looking west

Image A31

00:38hrs

McDonalds High Street Hounslow looking east

Image A32

00:41hrs

Merkur Slots 146 High Street Hounslow looking east

227

Image A33

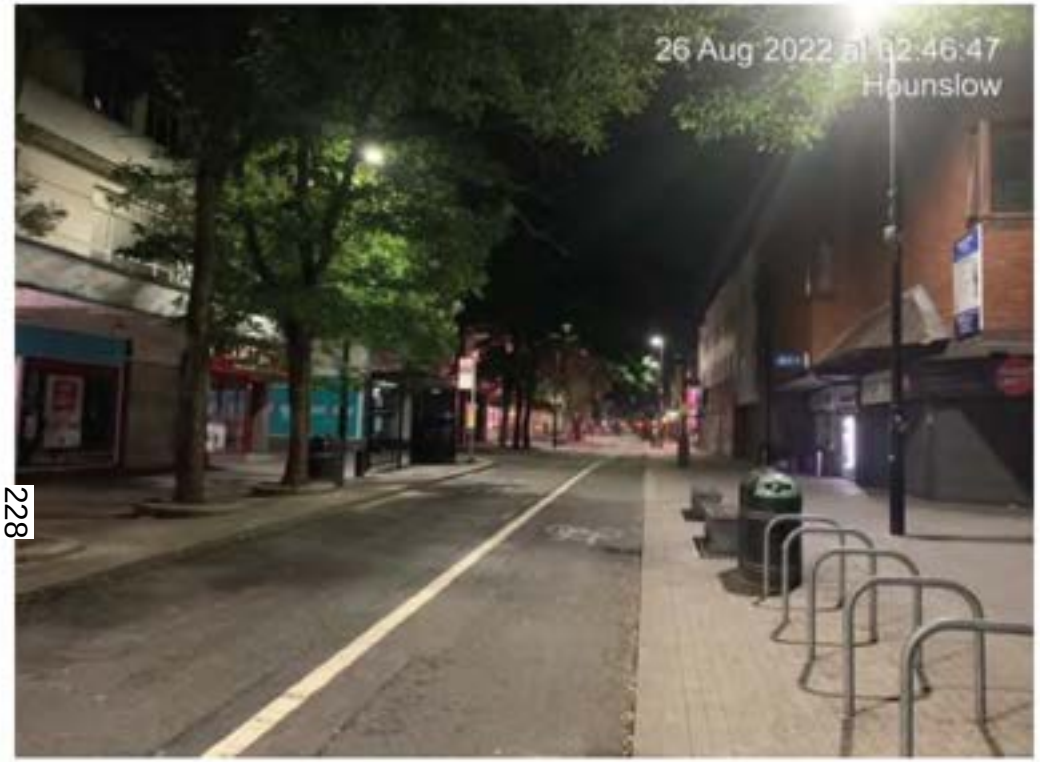
02:43hrs

High Street Hounslow Looking west

Image A34

02:45hrs

Gio's Bar 113B High Street Hounslow 1QT



228

Image A35

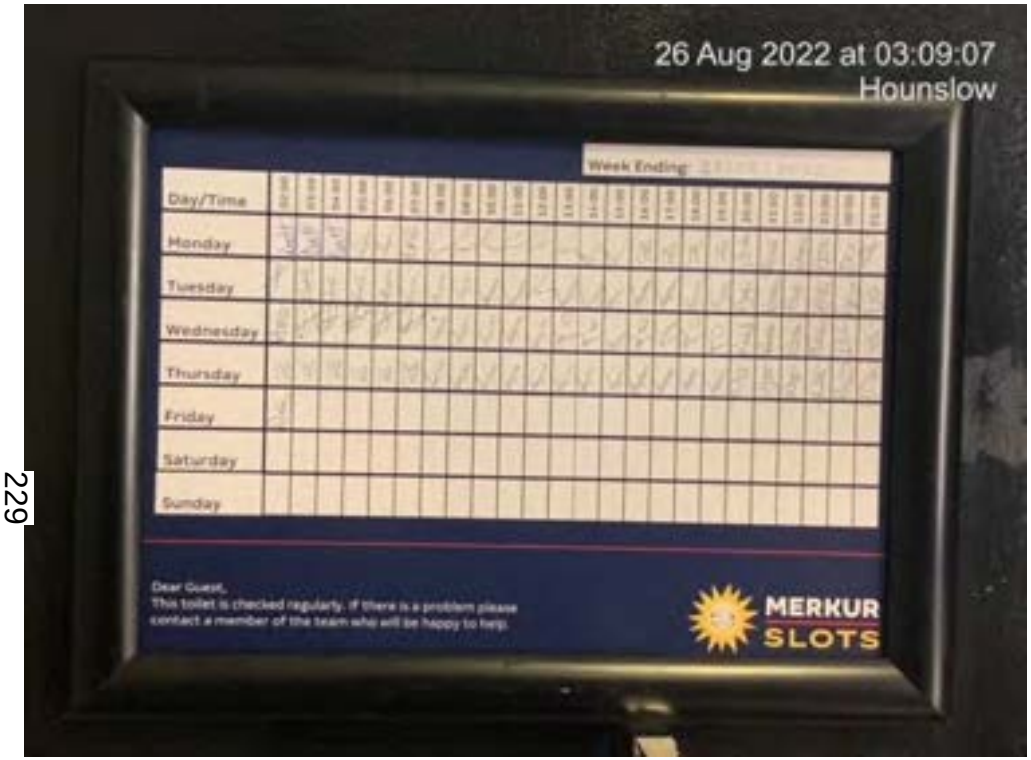
02:46hrs

High Street Hounslow looking west

Image A36

02:47hrs

Merkur Slots 146 High Street Hounslow



229

Image A37

03:09hrs

Toilet Check Sheet Merkur Slots 146 High Street Hounslow.

Image A38

03:09hrs

Staying in Control Poster and Gam Care Leaflets in Toilet

Image A39

03:10hrs

Merkur Slots 146 High Street Hounslow

Image A40

03:10hrs

High Street Hounslow looking west

231

Image A41

05:04hrs

High Street Hounslow looking west

Image A42

05:04hrs

High Street Hounslow looking east

232

Image A43

05:09hrs

Merkur Slots 146 High Street Hounslow

Image A44

05:12hrs

High Street Hounslow looking east

233

Image A45

05:12hrs

High Street Hounslow looking west

Image A46

05:14hrs

Merkur Slots 146 High Street Hounslow

Full Observation Report

Nicholas Mason – Licensing Consultant

Leveche Associates Limited

Merkur Slots

377-379 Harehills Lane Leeds LS9 6AP

Executive Summary

1. Observations were conducted on Merkur Slots 377-379 Harehills Lane Leeds LS9 6AP and the surrounding area between 19:45hrs on Thursday 1st September 2022 and 06:00hrs on Friday 2nd September 2022. One covert visit was made to the Merkur Slots premises.

2. The observations identified that this is an area of some deprivation with the premises located along a main road amongst small commercial businesses and local housing. The covert visit to the Merkur Slots premises found it to be well run with no issues. There are no other gaming premises with a similar operation to Merkur Slots in the area.

3. No anti-social behaviour was seen during the course of the observations and there was no evidence of criminality that could be linked to the Merkur Slots premises. The premises closed at 23:00hrs and observations continued through until 06:00hrs with no incidents that would cause concern being identified. It is clear that the Merkur Slots premises operating at this location does not create anti-social behaviour, noise or any other crime and disorder that would have a

negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

4. We are instructed to conduct independent observations on the Merkur Slots premises at 377-379 Harehills Lane Leeds LS9 6AP and the surrounding area.

5. Merkur Slots UK operate the venue which has a licence under the Gambling Act 2005 to trade from 09:00hrs to 23:00hrs.

6. The premises come under the jurisdiction of Leeds City Council.

Personal Summary – Nicholas Mason

7. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the private sector. I am a former Police Officer having retired from the MPS upon completion of over 30 years exemplary service.

8. Throughout my police career the majority of my service was as a Detective at different ranks. I attained the rank of Detective Chief Inspector with responsibility for the risk assessment and management of intelligence led operations by covert means, including the disruption of organised crime groups infiltrating the licensing industry.

9. For a number of years, I performed the role of 'On Call Senior Investigating Officer' for the MPS Serious Crime Directorate with responsibility for advising 'fast time' best practice and investigation strategy in the most serious of incidents.

10. As a senior Detective of the MPS Crime Reporting & Investigation Bureau I had responsibility for the strategic overview of all recorded crime for London and the Management of Investigations transferred into MPS through other UK crime authorities / Police forces.

11. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

12. I am the holder of the Chartered Management Institute level 5 Certificate in Police Management.

13. I am a Registered Close Protection Operative - Level 3 Certificate (Security Industry Authority - SIA).

14. I hold the UK Award for Personal Licence Holders (APLH) under the Licensing Act 2003.

Observations

15. Observations of the Merkur Slots premises at 377-379 Harehills Lane Leeds LS9 6AP and the surrounding area commenced at 19:45 hrs on Thursday 1st September 2022 and concluded 06:00 hrs on Friday 2nd September 2022.

16. The boundaries of observations were set as the BP Petrol Station to the east just past The Brown Hare Public House and the Morrisons Supermarket to the west. This encompassed the densely populated area with its many retail premises, that included bookmakers, supermarkets, mini supermarkets, cafes, hairdressers, estate agents and fast-food shops.

17. There is a diverse community living together in a mixture of privately owned and rental accommodation. The area appears deprived with many shops closed and some poor standards of housing. The streets were littered and many of the boundaries of premises had broken perimeter fences with discarded waste evident.

18. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.

19. The Merkur Slots premises is situated in Harehills Lane which runs generally from the A64 York Road in the east to Chapel Allerton Hospital in the west. The area was busy with vehicular traffic and the premises is close to a traffic light-controlled junction at Compton Road. There is a wide pavement in front of the premises and on the opposite side of the road another pavement and a residential area.

20. Adjacent and east of the Merkur premises is the entrance to the Infinity Lounge and Restaurant. Stairs lead up to the main restaurant which is located above the Merkur premises ground floor area. Immediately to the west of the premises is an Estate Agents premises called Search. The parade of shops continues either side of the Merkur premises whilst over the road are residential homes in a number of side streets.

21. Parking is restricted in Harehills Lane by yellow lines close to the main junction at Compton Road. The rest of the surrounding area is subject to unrestricted parking and there is ample parking at the two local supermarket premises, Asda to the east and Morrisons to the west.

22. The location is well served for public transport with bus stops along Harehills Lane and Compton Road with late night buses seen operating. During the course of observations numerous licensed taxis / Ubers were seen serving the locality.

23. There are three other gambling premises in Harehills Lane located on the opposite side of the Compton Road junction and not in the immediate vicinity of the Merkur premises:

i. William Hill Bookmakers 310-312 Harehills Lane LS9 7BG
ii. Paddy Power Bookmakers 284-286 Harehills Lane LS9 7BD
iii. Betfred Bookmakers 287 Harehills Lane LS9 6AA

These premises are licensed to operate Monday to Saturday, 08:00hrs - 22:00hrs and Sunday 09:00hrs - 22:00hrs. On a Sunday the William Hill premises operates from 09:00hrs - 20:00hrs.

24. There are no other gaming venues in Harehills Lane with a similar business model to Merkur Slots UK.

25. There is one public house in Harehills Lane, though not in the immediate vicinity of the Merkur premises, The Brown Hare located to the east past the Asda Supermarket and adjacent to the BP Petrol Station. The Brown Hare PH is advertised as operating 11:00 hours – 23:00 hours, Monday to Saturday and 12:00hrs to 22:00hrs on Sunday.

26. There are no obvious schools or religious premises in the immediate vicinity of the Merkur Slots premises though children were seen in Harehills Lane during the course of observations.

27. Photographic images of what was seen during the observations were obtained to support my findings and are documented in Appendix A.

Covert Observations - Deployment

28. I conducted my covert observations from 19:45 hours on Thursday 1st September to 06:00 hours on Friday 2nd September 2022.

29. At 19:52 hours a female member of Merkur Slots staff was standing outside the premises and talking to a Merkur customer who had exited the premises as I commenced the observations and was now seated on a motorcycle. The member of staff returned to inside the premises when she had finished her cigarette – Image A1.

30. At 20:10hrs I was in Compton Crescent looking towards Merkur Slots premises. There were numerous residential houses, some in poor condition and the streets were dirty with litter and discarded shoes and clothing – Image A2.

31. At around 20:12hrs at Harehills Lane there was some traffic waiting at the junction with Compton Road. The Merkur Slots premises was open but there were no customers outside the premises and there was no evidence of any anti-social behaviour – Image A3, A4, A5.

32. At around 20:35hrs I positioned myself in Harehills Lane in the vicinity of the three local bookmakers and then again at 22:00hrs as they were closing for the evening. A number of people were in the area, customers left the bookmakers premises, some of whom used the local fast-food establishments but there was

no evidence of criminality or anti-social behaviour – Image A13, A14, A15, A17, A18, A19.

33. Between 22:15hrs and 22:55hrs I conducted a covert visit to the Merkur Slots premises.

34. At 22:15 hrs I went to the entrance door which was accessed via a set of four steps at the front of the building. To my right and on the pavement there were four rubbish bags, these were sealed and appeared to be awaiting collection – Image A20, A21.

35. Entry was controlled by using a bell security entry system which I pressed. On the glass of the door, I saw signage stating over 18's only, no alcohol, CCTV in operation and that a time delay lock was in operation.

36. The door unlocked immediately and I entered the premises. As I entered I saw that there were two female members of staff who were both wearing Merkur Slots liveried clothing. One member of staff was seated at the reception area on my left and the other was by the front door. This member of staff was pleasant and greeted me, I recognised her as the person I had seen standing outside the premises earlier.

37. The premises layout was similar to other Merkur premises I have visited. Along the right and left hand walls were a variety of gaming machines available for customers use, there were machines also located at the front of the premises. The floor was carpeted creating a lounge effect.

38. The reception desk where the other member of staff was seated was to the left and there was an area for preparing drinks, this appeared clean and tidy. After the reception desk was the entrance door to the toilet.

39. I walked through the premises and noted that there were seven other customers using the gaming machines, a male and female couple aged approximately fifty-years old and a further five male customers whose ages ranged from thirty to forty years old. All the customers were casually dressed and there was no indication that they were vulnerable or impaired through drink. They were clearly not being pressurised or encouraged to spend money.

40. I selected a machine on the right-hand side of the premises and began to play. Almost immediately the female member of staff that had greeted me on entry approached and asked if I had been to a Merkur premises before, I confirmed that I had. She asked if I needed any help with the machines and I said I was okay.

41. She then offered me a membership incentive that provided me with a £5 credit for use on the machine I was playing. To obtain this credit incentive I provided my name and a post code and I was then provided with a credit slip which I used in the machine.

42. The member of staff walked away and I could hear her asking other customers if they would like any refreshments. A few minutes later she returned to where I was playing the machine and asked if I would like a drink. I asked if I could have a beer but she stated they only had soft drinks and offered me a coffee. She left and returned a short time later with a cup of coffee served in a clean china cup. The drink was hot and good quality.

43. Having provided my coffee the member of staff walked away and then returned almost immediately carrying a tray on which were chocolate snacks which she offered me. I selected a chocolate bar and she then walked away from me and circulated around the room offering the snacks to other customers. This member of staff was very friendly and pleasant to deal with.

44. I continued playing the machine I had selected and I did not feel pressurised or encouraged to spend money.

45. A male customer playing a machine near the front of the premises spilt his drink. Both members of staff acted immediately to clear up the spillage telling the customer not to worry and offering him another drink, a pepsi-cola soft drink.

46. At about 22:30hrs I asked the member of staff at reception if I could use the toilet. She came from behind the counter and unlocked the toilet door. On entering I found it to be clean and tidy. On the wall I saw a poster and leaflets relating to Gam-Care that could be taken away by customers and a toilet check sheet that showed the toilets were checked on an hourly basis. I used the toilet and then returned to the machine I had been playing – Image A22, A23.

47. At about 22:40hrs the female member of staff I had spoken to when I entered the premises approached me, asked if I was okay and then asked if I knew the premises closed at 23:00hrs. I told her I thought they were open later than that and she stated that they hope to be in the future.

48. I left the premises at 22:55hrs, as I went out through the door there was no one loitering outside or looking to gain entry and with the exception of a male and female couple the other customers had left. There was no evidence of anti-social behaviour inside, or in the vicinity of the premises.

49. At 22:56hrs the male and female couple I had seen inside the Merkur premises left and walked off west along Harehills Lane – Image A24.

50. At 23:05hrs the exterior lights of the premises were turned off – Image A25.

51. At 23:07hrs the two members of staff left the premises via the front door which they locked, both then walked away west along Harehills Lane. There was no evidence of anti-social behaviour inside, or in the vicinity of the premises – Image A26.

52. From 23:09hrs to 04:57hrs I obtained a series of photographic images that demonstrate there was no anti-social behaviour or criminality in the Hairhills Lane area or in the vicinity of the Merkur premises. Members of the public were

still in the area, some of whom were using the Premier 24-hr Supermarket located east of the Merkur premises at the junction with Coldcotes Avenue – Image A27 to A47

53. At 05:02hrs waste disposal operatives attended the Merkur premises and removed the bagged rubbish that was to the right of the front entrance – Image A48.

54. I remained in the vicinity of the premises until I concluded my observations at 06:00 hours when I left the area – Image A48, A50.

Summary

55. I found Merkur Slots Hatfield to have a smart, well-lit, and professional looking frontage. The premises were carpeted and the atmosphere was relaxed and welcoming.

56. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing or begging.

57. With the use of the Mag-lock at the front door people entering these premises were vetted before being allowed entry to ensure drunken or other vulnerable people didn't gain access.

58. It is clear the presence of Merkur Slots in the Town Centre does not lead to or result in people, who have been on a night out, staying in the Harehills Lane area any longer than they had planned to.

59. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

- Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

- Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

- In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

- Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

60. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

61. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

62. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

63. In conclusion, from my visit it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of.

64. From my observations it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

65. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Nick Mason
Licensing Consultant
Leveche Associates Limited
8th September 2022

LEVECHE

LEVECHE

ASSOCIATES LIMITED

Appendix A

Observation Images

1st - 2nd September 2022

Merkur Slots

377-379 Harehills Lane

Leeds

LS9 6AP

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

243

Image A1

19:52hrs

Merkur Slots 377-379 Harehills Lane LS9 6AP

Image A2

20:10hrs

Compton Crescent looking towards Merkur Slots Harehills

Image A3

20:12hrs

Merkur Slots Harehills Lane

Image A4

20:13hrs

Looking east opposite Merkur Slots Harehills Lane

Image A5

20:13hrs

Looking west opposite Merkur Slots Harehills Lane

Image A6

20:15hrs

Looking west Harehills Lane from Asda Store

Image A7

20:16hrs

Asda Store Harehills Lane

Image A8

20:18hrs

The Brown Hare Public House Harehills Lane

Image A9

20:22hrs

Merkur Slots Harehills Lane

Image A10

20:22hrs

Compton Crescent opposite Merkur Slots Harehills Lane

Image A11

20:22hrs

Compton Row opposite Merkur Slots Harehills Lane

Image A12

20:23hrs

Harehills Lane j/w Compton Road

Image A13

20:36hrs

William Hill Bookmakers
310-312 Harehills Lane

Image A14

20:37hrs

Paddy Power Bookmakers
284-286 Harehills Lane

Image A15

20:38hrs

Betfred Bookmakers
287 Harehills Lane

Image A16

20:42hrs

Morrisons Supermarket
Harehills Lane

Image A17

21:58hrs

Betfred Bookmakers
287 Harehills Lane

Image A18

22:00hrs

William Hill Bookmakers
310-312 Harehills Lane

252

Image A19

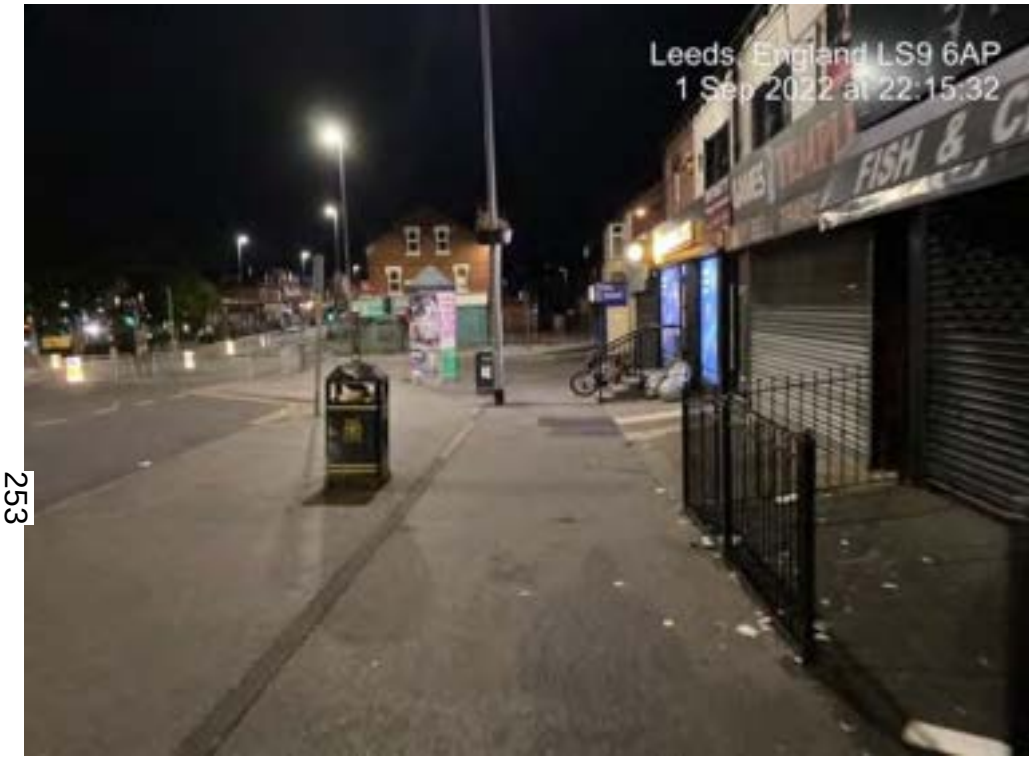
22:02hrs

Paddy Power Bookmakers
284-286 Harehills Lane

Image A20

22:15hrs

Harehills Lane looking west towards Merkur premises



253

Image A21

22:15hrs

Harehills Lane looking west towards Merkur premises

Image A22

22:31hrs

Gamcare leaflets Merkur Slots Harehills Lane

254

Image A23

22:31hrs

Toilet Check Sheet Merkur Slots Harehills Lane

Image A24

22:56hrs

Customers leaving Merkur Slots Harehills Lane

255

Image A25

23:05hrs

Exterior lights turn off Merkur Slots Harehills Lane

Image A26

23:07hrs

Staff leaving Merkur Slots Harehills Lane

256

Image A27

23:09hrs

Harehills Lane looking west

Image A28

23:09hrs

Harehills Lane looking west towards Merkur Slots premises

257

Image A29

23:10hrs

The Brown Hare Public House Harehills Lane

Image A30

23:14hrs

Harehills Lane west towards Morrisons Supermarket

Image A31

23:18hrs

Harehills Lane looking east

Image A32

23:18hrs

Harehills Lane looking east

259

Image A33

23:44hrs

The Brown Hare Public House Harehills Lane

Image A34

01:30hrs

Harehills Lane looking east towards Merkur Slots premises

260

Image A35

01:31hrs

Harehills Lane looking east towards Merkur Slots premises

Image A36

01:32hrs

Harehills Lane looking east towards Merkur Slots premises

261

Image A37

01:33hrs

Harehills Lane looking east towards Merkur Slots premises

Image A38

01:35hrs

Merkur Slots Harehills Lane

Image A39

01:35hrs

Opposite Merkur Slots Harehills Lane looking west

Image A40

01:35hrs

Opposite Merkur Slots Harehills Lane looking east

263

Image A41

01:35hrs

Compton Crescent opposite Merkur Slots
Harehills Lane

Image A42

03:01hrs

Harehills Lane looking east towards
Merkur Slots premises

Image A43

03:03hrs

Merkur Slots Harehills Lane

Image A44

03:03hrs

Opposite Merkur Slots Harehills Lane looking west

Image A45

03:03hrs

Opposite Merkur Slots Harehills Lane looking east

Image A46

03:06hrs

Harehills Lane looking west

266

Image A47

04:57hrs

Premier 24-hour Supermarket Harehills Lane

Image A48

05:02hrs

Rubbish collection Merkur Slots Harehills Lane

267

Image A49

05:41hrs

Merkur Slots Harehills Lane

Image A50

06:00hrs

Merkur Slots Harehills Lane

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots
3 Central Parade Streatham High Road
London SW16 1HT

Merkur Slots
110 Streatham Hill
London SW2 4RD

Executive Summary

1. Observations were conducted on Merkur Slots premises at 3 Central Parade Streatham High Road London SW16 1HT and 110 Streatham Hill London SW2 4RD and the surrounding area between 21:00 hours on Saturday 27th August 2022 and 06:15 hours Sunday 28th August 2022 and again at Merkur Slots 3 Central Parade Streatham High Road London SW16 1HT between 21:20 hours and 22:10 hours on Thursday 15th September 2022.

2. Covert visits were made to these sites and the surrounding areas. The observations showed the premises are situated on Streatham High Road and Streatham Hill respectively. Both premises are on the busy A23. The visits showed the premises to be well run with no issues on each occasion.

3. There is one other operator in the area with a similar business model to Merkur Slots which is Admiral Casino 119 Streatham High Road SW16 1HJ located opposite the Merkur Slots premises in Streatham High Road. Both Admiral Casino in Streatham High Road and Merkur Slots in Streatham Hill operate 24-hours a day. From the observations, it is clear that Merkur Slots operating 24-hours a day does not create anti-social behaviour, noise or any other crime and disorder and does not have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

4. I have been instructed to conduct independent observations on the Merkur Slots premises at 3 Central Parade Streatham High Road London SW16 1HT and 110 Streatham Hill London SW2 4RD and the surrounding areas. These premises are licenced under the Gaming Act 2005.

5. Merkur Slots in Streatham High Road is open 08:00 hours to 00:00 hours 7-days a week and the premises in Streatham Hill is open 24-hours a day 7-days a week.

6. The premises come under the jurisdiction of Lambeth Council.

Personal – Stuart Jenkins

7. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

8. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

9. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

10. I was a Home Office qualified Crime Prevention Design Advisor.

11. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

12. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

13. I carried out my observations of Merkur Slots premises at 3 Central Parade Streatham High Road London SW16 1HT and 110 Streatham Hill London SW2 4RD and the surrounding area between 21:00 hours on Saturday 27th August 2022 and 06:15 hours Sunday 28th August 2022, and again at Merkur Slots 3 Central

Parade Streatham High Road London SW16 1HT between 21:20 hours and 22:05 hours on Thursday 15th September 2022 - Images A1, A2, B1, C3.

14. The area felt safe with members of the public going about their business, working, shopping, and socialising.

15. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

16. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.

17. Both premises are located on busy high streets on the main A23 leading into Central London. Many of these shops have residential properties above them.

18. Streatham High Road and Streatham Hill generally run north to south.

19. My initial observations centred around the Merkur Slots on Streatham High Road. The premises are situated within a parade of shops on a busy high street. Immediately outside the venue is a footpath and then the A23 road itself. Two-way vehicular and pedestrian traffic can pass the venue in either direction. During the observations vehicular and pedestrian traffic was constant but varied.

20. North of and next to the premises is the Creamery & Coffee, 2 Central Parade Streatham High Road SW16 1HT. To the south of and next to the premises is Galaxy Cut Price Brands 4 Central Parade Streatham High Road. Other retail premises, shops and restaurants line the rest of Streatham High Road – Image A3.

21. The area of observations was from Pendennis Road in the north and Gleneldon Street in the south. This area is densely populated with many retail premises, that include supermarkets, mini supermarkets, small food shops, pubs, cafes, bookmakers, restaurants, clothing shops and fast-food shops which service the transient and residential population alike.

22. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

23. Streatham High Road is well served by public transport with a variety of day bus routes, taxis, and the nearby train station of Streatham Hill. There was restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

24. There are three other gambling premises in the Streatham High Road area of observations:

    i. Paddy Power Bookmakers 115 Streatham High Road SW16 1HJ – Image A5.
    ii. William Hill Bookmakers 250 Streatham High Road SW16 1HS – Image A8.

iii. Admiral Casino 119 Streatham High Road SW16 1HJ – Image A4.

25. These premises can be divided into two main types:

i. Betting premises not licensed to serve alcohol.
ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

26. Admiral Casino 119 Streatham High Road SW16 1HJ has a similar business model to Merkur Slots and operates 24-hours a day 7-days a week. The bookmakers all closed by 22:00 hours.

27. There are three public houses in the observation area:

i. Pratts & Payne Beer Hall 103 Streatham High Road SW16 which is advertised as operating Monday to Thursday 12:00 hours to 23:00 hours, Friday and Saturday 12:00 hours to 00:00 hours and Sunday 11:00 hours to 22:00 hours – Image A7.

ii. The Holland Tringham (Wetherspoons) Public House 107-109 Streatham High Road SW16 1HJ which is advertised as operating Sunday to Thursday 08:00 hours to 00:00 hours and Friday and Saturday 08:00 hours to 01:00 hours – Image A6.

iii. The White Lion 232 Streatham High Road SW16 1BB which is advertised as closed Monday, Tuesday and Wednesday and operating Thursday 17:00 hours to 23:00 hours, Friday and Saturday 17:00 hours to 00:30 hours and Sunday 13:00 hours to 00:00 hours – Image A9.

28. After 02:00 hours my observations centred around the Merkur Slots on Streatham Hill. The premises are within the old Streatham Hill Theatre and are situated on the busy A23 which at that point has a three-lane carriageway either side of a central island. Immediately outside the venue is a footpath and then the A23 road itself. Two-way vehicular and pedestrian traffic can pass the venue in either direction. During the observations vehicular and pedestrian traffic was constant but varied.

29. North of and next to the premises is the Raymondo Studios 108 Streatham Hill SW2 4RD. To the south of and next to the premises is the junction with Barrhill Road and then Domino's Pizza 114 -116 Streatham Hill SW2 4RS. Other retail premises, shops and restaurants line the rest of Streatham Hill.

30. The area of observations was from Wyatt Park Road in the north and Ardwell Road in the south. This area is densely populated with many retail premises, that include supermarkets, mini supermarkets, small food shops, pubs, cafes, bookmakers, restaurants, clothing shops, and fast-food shops which service the transient and residential population alike.

31. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

32. Streatham Hill is well served by public transport with a variety of bus routes, taxis, and the nearby train station of Streatham Hill. There was restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

33. There are two other gambling premises in the Streatham High Road area of observations, all of which close by 22:00 hours:

    i. Betfred Bookmakers 132-134 Streatham Hill SW2 4RS – Image B3
    ii. Ladbrokes Bookmakers 79-81 Streatham Hill SW2 4UB – Image B4

34. There were no other premises with a similar business model to Merkur Slots in the area of observations.

35. During the observations I saw no illegal activity or anti-social behaviour taking place.

36. Throughout my observations in and around Streatham High Road and Streatham Hill I saw no begging taking place in the street, no street drinkers or drug dealing around the premises or the area.

37. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendices A, B and C.

Covert Observations

Deployment One

38. I conducted my covert observations from 21:00 hours on Saturday 27th August 2022 and 06:15 hours on Sunday 28th August 2022.

39. At 21:00 hours I arrived in the area of the Merkur Slots premises 3 Central Parade Streatham High Road London SW16 1HT and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall.

40. Pedestrian and vehicular traffic passing the premises was constant throughout my observations but varied dependent on the time of night. Most of the shops had closed when I arrived.

41. Between 22:00 hours and 02:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting restaurants and late-night takeaway shops. During this time there were no groups of youths hanging around the premises or in the nearby streets. Pedestrians and vehicles made their way along Streatham High Road with purpose. At 00:00 hours Merkur Slots Streatham High Road closed without any issues – Images A10, A11, A12, A13, A14.

42. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Images A18, A19, A20.

43. At 02:00 hours I moved my location to concentrate my observations on Merkur Slots 110 Streatham Hill SW2 4RD.

44. At 02:15 hours I arrived in the area of the Merkur Slots Streatham Hill and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall – Image B1, B2.

45. Between 02:32 hours and 03:03 hours I conducted a covert visit to the Merkur Slots 110 Streatham Hill SW2 4RD.

46. The front display of the premises was clean, well maintained and looked professional. The signage was clear and bright.

47. At 02:32 hours I went to the entrance door which was closed. I saw that entry was controlled by a bell security entry system. On the glass of the door, I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation – Image B5.

48. I pushed the door, but it was locked. I pressed the entry button and after a few seconds the door was opened by a male member of staff and I entered.

49. I found myself in a long corridor and followed the male member of staff into the main gaming area. On entering this area, I saw a reception area where refreshments were also prepared. At the reception desk was another male member of staff. Both members of staff were wearing smart corporate clothing.

50. At that point I saw the first member of staff, who let me into the premises was a security guard and had an SIA registration badge displayed.

51. The room was deep and opened out into a large area left and right. I saw there was a wide variety of gaming machines throughout this single room.

52. On seeing me the second member of staff approached and welcomed me to the premises. He asked if I had been to this Merkur Slots premises previously and I said I had. He then asked me if I needed any help with the gaming machines or choosing one to play. I stated I was fine and chose a machine towards the middle of the premises on the back wall.

53. Whilst I was playing the machine the second member of staff asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.

54. After a couple of minutes, the staff member brought over my coffee and stated if I needed any help to ask him or his colleague.

55. There were eight other customers in the venue at the time of my visit. There four females and four males aged between 27 and 60 years. During my visit no other customer came into the venue.

56. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

57. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend money. The staff were friendly, polite, informative and I found the premises clean and tidy.

58. Before leaving I used the toilets which were clean and tidy and located away from the main room along another corridor. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image B6, B7.

59. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 03:02 hours – Image B8.

60. Local Authority Street Cleaning vehicles and buses operated throughout the night.

61. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Images B9, B10, B11, B12, B13, B14.

62. I remained in the area until 06:15 hours when I concluded my observations.

Deployment Two

63. I conducted my covert observations from between 21:20 hours to 22:10 hours on Thursday 15th September 2022.

64. At 21:20 hours I arrived in the area of Merkur Slots 3 Central Parade Streatham High Road London SW16 1HT and started my observations by monitoring the venue and the immediate area around it – Image C1, C2.

65. Pedestrian and vehicular traffic passing the premises was varied as is typical with Streatham High Road seven days a week.

66. Between 21:35 hours and 22:00 hours I conducted a covert visit to the Merkur Slots 3 Central Parade Streatham High Road SW16 1HT.

67. At 21:35 hours I went to the entrance door which was closed. I saw that entry was controlled by a bell security entry system. On the glass of the door, I saw signage

stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation – Image C3.

68. I pushed the door and entered the premises. In front of me I saw a board with the premises policies, rules and licences on display. I passed the policies board and entered the main area. I saw it was on one level which was carpeted and there were gaming machines of various types throughout.

69. Halfway down on the lefthand wall was a reception where refreshments were prepared. As I approached the reception, I saw a female member of staff wearing smart corporate clothing. She appeared to be engaged in preparing drinks.

70. At the time of my visit there were four other customers in the venue. Three male and one female aged between 30 years and 50 years.

71. I found a gaming machine just beyond the reception desk on the left-hand wall. The staff left me to enjoy playing the machine.

72. Whilst I was playing the machine I engaged the female member of staff in conversation and she asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and she explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted her offer of a coffee.

73. After a couple of minutes, the staff member brought over my coffee and stated if I needed any help to ask her.

74. I then saw a male member of staff come out of a staff door at the back of the premises and come to the reception. The female member of staff then went through the staff door and out of sight leaving the male managing the shop floor.

75. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend money. The staff were friendly, polite, informative and I found the premises clean and tidy.

76. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image C4, C5.

77. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 22:00 hours.

78. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Images C7, C8.

79. I remained in the area until 22:10 hours when I concluded my observations.

Summary

80. I found Merkur Slots in Streatham High Road and Streatham Hill to have smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming.

81. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing, begging or groups of youths hanging around.

82. People entering these premises were vetted before being allowed admission or immediately upon entry to ensure drunken or other vulnerable people didn't gain access to the premises.

83. It is clear the presence of Merkur Slots in Streatham High Road and Streatham Hill does not lead to or result in people, who have been on a night out, staying in the area any longer than they had planned to.

84. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

    ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

    iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

    iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

85. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

86. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

87. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

88. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of. It is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

89. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
18/09/2022

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250

Appendix A

Observation Images

27th - 28th August 2022

Merkur Slots

3 Central Parade

Streatham High Road

SW16 1HT

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

Image A1

21:13hrs

Merkur Slots 3 Central Parade Streatham SW16 1HT

Image A2

21:13hrs

Merkur Slots 3 Central Parade Streatham High Road looking south

280

Image A3

21:14hrs

H&T Pawnbrokers 254 Streatham High Road SW16 1HT

Image A4

21:15hrs

Admiral Casino 119 Streatham High Road SW16 1HJ

281

Image A5

21:16hrs

Paddy Power 115 Streatham High Road SW16 1HJ

Image A6

21:16hrs

The Holland Tringham (Wetherspoon) PH
107-109 Streatham High Road SW16 1HJ

Image A7

21:17hrs

Pratts & Payne Bar 103 Streatham High Road SW16 1HJ

Image A8

21:19hrs

William Hill Bookmakers
250 Streatham High Road SW16 1HS

283

Image A9

21:22hrs

The White Lion 232 Streatham High Road SW16 1BB

Image A10

23:26hrs

Merkur Slots 3 Central Parade
High Road Streatham

255

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284

Image A11

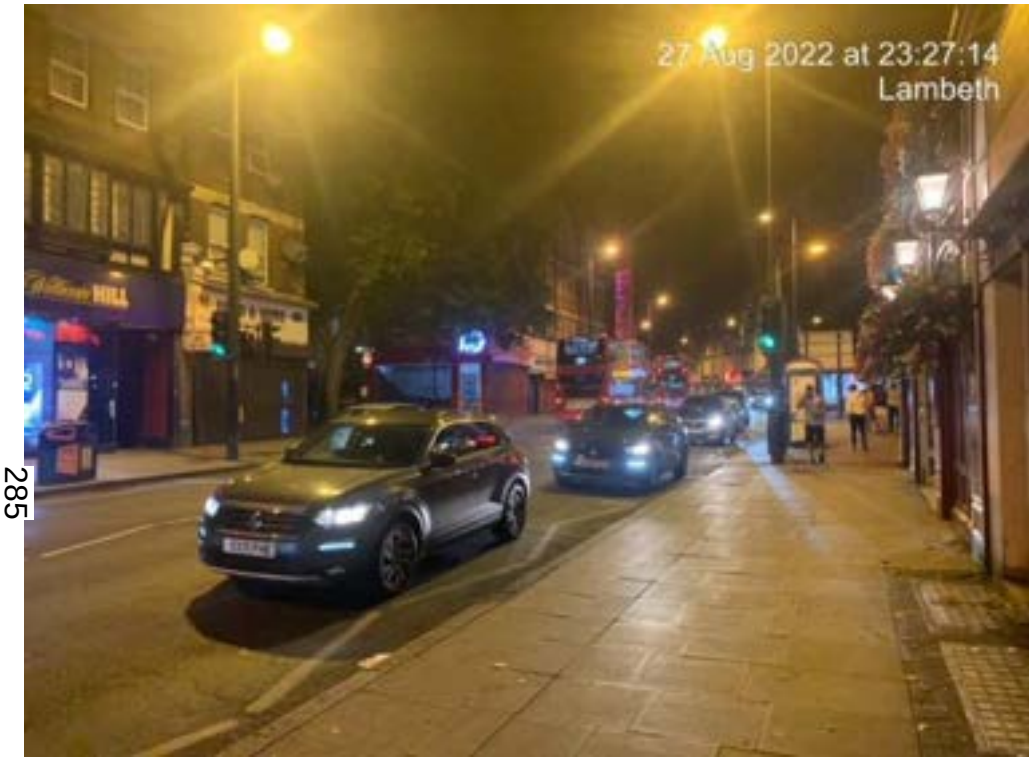
23:26hrs

Merkur Slots 3 Central Parade Streatham High Road

Image A12

23:27hrs

Streatham High Road looking south



285

Image A13

23:27hrs

Streatham High Road looking north

Image A14

23:28hrs

Streatham High Road looking north

286

Image A15

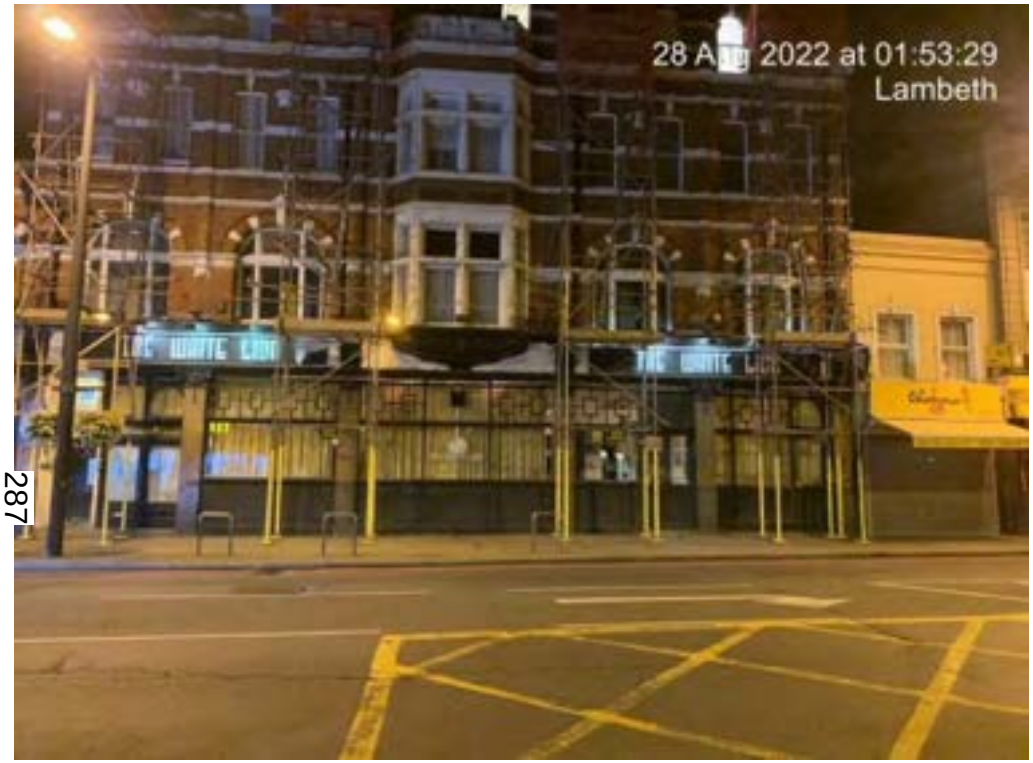
01:52hrs

Streatham High Road looking south

Image A16

01:53hrs

Streatham High Road looking north



287

Image A17

01:53hrs

The White Lion Streatham High Road

Image A18

01:59hrs

Merkur Slots 3 Central Parade Streatham High Road

288

Image A19

01:59hrs

Streatham High Road looking south

Image A20

01:59hrs

Streatham High Road looking north

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Appendix B

Observation Images

28th August 2022

Merkur Slots

110 Streatham Hill

London

SW2 4TD

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

Image B1

02:21hrs

Merkur Slots 110 Streatham Hill London SW2 4TD

Image B2

02:22hrs

Streatham Hill looking north

Image B3

02:23hrs

Betfred 132 – 134 Streatham Hill SW2 4RS

Image B4

02:28hrs

Ladbrokes 79 – 81 Streatham Hill SW2 4UB

292

Image B5

02:30hrs

Merkur Slots 110 Streatham Hill SW2 4TD

Image B6

03:00hrs

Toilet Check Sheet
Merkur Slots 110 Streatham Hill SW2 4TD

264

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Image B7

03:01hrs

Staying in Control Literature in Toilets
Merkur Slots Streatham Hill

Image B8

03:03hrs

Merkur Slots 110 Streatham Hill SW2 4TD

294

Image B9

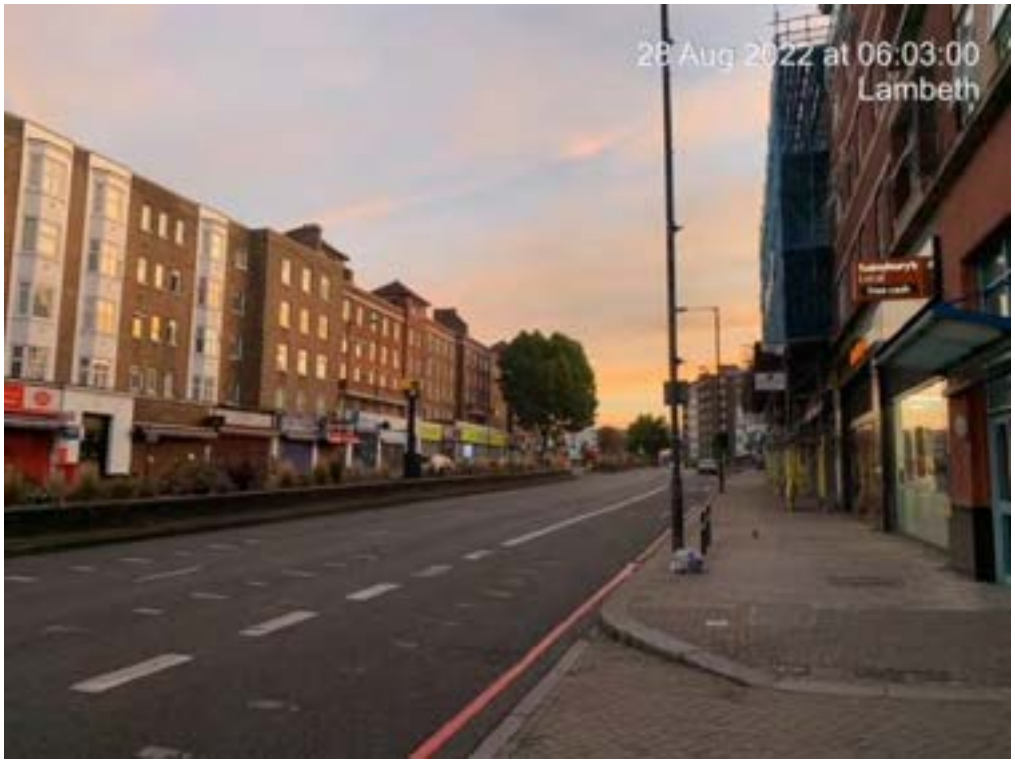
04:59hrs

Merkur Slots 110 Streatham Hill SW2 4TD

Image B10

04:59hrs

Streatham Hill looking north



295

Image B11

05:00hrs

Streatham Hill looking south

Image B12

06:03hrs

Streatham Hill looking north

296

Image B13

06:03hrs

Streatham Hill looking south

Image B14

06:08hrs

Merkur Slots 110 Streatham Hill SW2 4TD

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Appendix C

Observation Images

15th September 2022

Merkur Slots

3 Central Parade

Streatham High Road

SW16 1HT

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

298

Image C1

21:33hrs

Streatham High Road looking south

Image C2

21:34hrs

Streatham High Road looking north

Image C3

21:34hrs

Merkur Slots 3 Central Parade Streatham SW16 1HT

Image C4

21:58hrs

Staying in Control Literature - Gamcare Leaflets

300

Image C5

21:58hrs

Toilet Check Sheet
Merkur Slots Streatham High Road

Image C6

22:01hrs

Merkur Slots 3 Central Parade

Image C7

22:01hrs

Streatham High Road looking south

Image C8

22:01hrs

Streatham High Road looking north

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots Cashino

69 Tottenham Court Road London W1T 2HA

Executive Summary

1. Observations were conducted on Merkur Slots Cashino 69 Tottenham Court Road London W1T 2HA and the surrounding area between 20:30 hours on Wednesday 17th August 2022 and 06:00 hours on Thursday 18th August 2022 and between 00:05 hours and 00:20 hours on Friday 16th September 2022.

2. Two covert visits were made to the site and the surrounding area. The observations showed the premises are situated on Tottenham Court Road near Goodge Street Underground Station and are open 24-hours a day 7-days a week. The visits showed the premises to be well run with no issues on both occasions.

3. There are no other gaming premises with a similar operation to Merkur Slots in the immediate area. From the observations, it is clear that Merkur Slots operating 24-hours a day does not create anti-social behaviour, noise or any other crime and disorder and does not have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

4. I have been instructed to conduct independent observations on the Merkur Slots premises at Merkur Slots Cashino 69 Tottenham Court Road London W1 2HA and the surrounding area.

5. The premises has a 24-hour licence under the Gaming Act 2005 and is open 24-hours a day 7-days a week.

6. The premises come under the jurisdiction of Camden Council in the London Borough of Camden.

Personal – Stuart Jenkins

7. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

8. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

9. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

10. I was a Home Office qualified Crime Prevention Design Advisor.

11. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

12. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

13. I carried out my observations of Merkur Slots Cashino 69 Tottenham Court Road W1 2HA and the surrounding area between 20:30 hours on Wednesday 17th August 2022 and 06:00 hours on Thursday 18th August 2022 and between 00:05 hours and 00:20 hours on Friday 16th September 2022.

14. The area felt safe with members of the public going about their business, working, shopping, and socialising.

15. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

16. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.

17. The premises are located on a busy high street within a parade of shops in the heart of London. Mainstream shops line both sides of Tottenham Court Road. Many of these shops have residential properties above them – Image A1.

18. Tottenham Court Road generally runs north to south. Immediately outside the venue is a wide footpath and then the road itself. Two-way vehicular and pedestrian traffic can pass the venue in either direction. During the observations vehicular and pedestrian traffic was varied.

19. North of and next to the premises is the entrance to Xen-Do Martial Arts Centre which shares the same postal address of 69 Tottenham Court Road and building as Merkur Slots Cashino. Next to the Martial Arts Centre entrance is CEX Entertainment Exchange 70 Tottenham Court Road and then Kentucky Fried Chicken 71 Tottenham Court Road. To the south of and next to the premises is Dianetics & Scientology Life Improvement Centre 68 Tottenham Court Road. Other retail premises, shops and restaurants line the rest of Tottenham Court Road.

20. The area of observations was from Warren Street in the north and Store Street in the south. This area is densely populated with many retail premises, that include small food shops, pubs, cafes, bookmakers, restaurants, fast-food shops, and furniture stores which service the transient and residential population alike.

21. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

22. Tottenham Court Road is well served by public transport with a variety of bus routes, taxis, hire bikes and the nearby underground train stations of Goodge Street and Warren Street. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

23. Bus Stops are nearby and opposite Merkur Slots Cashino with the Marylebone Mainline and Underground Station in Melcombe Place NW1 6JJ, a 12-minute walk (1.8 miles).

24. There are two other gambling premises in the Tottenham Court Road area of observations, all of which close by 22:00 hours:

    i. Betfred Bookmakers 116 Tottenham Court Road W1T 5AJ
    ii. Coral Bookmakers 75 Warren Street NW1 3AD

25. These premises can be divided into two main types:

    i. Betting premises not licensed to serve alcohol.
    ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

26. There are no other operators with a similar business model to Merkur Slots Cashino that operates 24-hours a day 7-days a week in the area of observations – Images A2, A3, A4, A5, A6, A7, A8, A9, A10, A11, A12 and A13.

27. There are four public houses in the observation area:

    i. Rising Sun Public House 46 Tottenham Court Road W1T 2EL which is advertised as operating Monday to Thursday 11:00 hours to 00:00 hours, Friday and Saturday 11:00 hours to 01:00 hours, and Sunday 11:00 hours to 22:30 hours – Image A14.

    ii. The Court Public House 108A Tottenham Court Road W1T 5AA which is advertised as operating Sunday to Wednesday 12:00 hours to 00:00 hours, and Thursday, Friday and Saturday 12:00 hours to 01:00 hours – Image A25.

    iii. Fitzrovia Belle Bar & Hotel 174 Tottenham Court Road W1T 7NT which is advertised as operating Monday to Sunday 07:00 hours to 00:00 hours – Image A26.

    iv. TCR 183 Tottenham Court Road W1T 7PE which is advertised as operating Monday to Wednesday 12:00 hours to 00:00 hours, and Thursday, Friday and Saturday 12:00 hours to 01:00 hours and Sunday 12:00 hours to 22:30 hours – Image A27.

28. North of the premises is Whitfield Gardens at the junction with Tottenham Street, an open space with gardens and seating for public use. During the observations I saw no illegal activity or anti-social behaviour taking place – Image A30.

29. Throughout my observations in and around Tottenham Court Road I saw no begging taking place in the street, no street drinkers or drug dealing around the premises or the area. However, I did see people who are living on the street encamped, some in tents, underneath the canopy of Heals Furniture Store 196 Tottenham Court Road W1T 7LQ. This is a daily occurrence with members of the local homeless community sheltering overnight at Heals – Image A10, A39, A40, A41, A42, A43 and A44..

30. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendices A and B.

Covert Observations

Deployment One

31. I conducted my covert observations from between 20:30 hours on Wednesday 17th August 2022 and 06:00 hours on Thursday 18th August 2022.

32. At 20:30 hours I arrived in the area of the Merkur Slots Cashino premises 69 Tottenham Court Road and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall.

33. Pedestrian and vehicular traffic passing the premises was constant throughout my observations but varied dependent on the time of the day. Most of the shops had closed when I arrived. The bookmakers were still open but soon closed without any issues.

34. Between 22:00 hours and 03:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting restaurants and late-night takeaway shops. During this time there were no groups of youths hanging around the premises or in the nearby streets. Pedestrians and vehicles made their way along Tottenham Court Road with purpose. Delivery riders were parked on the road and footpaths outside fast food shops whilst servicing fast food deliveries.

35. Between 03:14 hours and 03:32 hours I conducted a covert visit to the Merkur Slots Cashino 69 Tottenham Court Road – Image A32.

36. The front display of the premises above the liveried shop glass front had been removed and was clearly being refurbished. Even though the signage was removed the shop front was clean, well maintained and looked professional.

37. At 03:14 hours I went to the entrance door which was closed. I saw that entry could be controlled by using a bell security entry system. On the glass of the door, I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

38. I pushed the door and entered the premises. I saw to my left a board with the premises policies, rules and licences on display. I passed the policies board and entered the main area. I saw it was on two levels which were carpeted and there were gaming machines of various types throughout the premises.

39. Halfway down the right-hand wall was a reception area where refreshments were also prepared. At the reception desk were two male members of staff who were both wearing smart corporate clothing. After the reception desk there was an upper level with further gaming machines.

40. On seeing me one of the members of staff approached and welcomed me to the premises. He asked if I had been to this Merkur Slots premises previously and I said I had. He then asked me if I needed any help with the gaming machines or choosing one to play. I stated I was fine and chose a machine towards the middle of the premises.

41. Whilst I was playing the machine he asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.

42. After a couple of minutes, the staff member brought over my coffee and stated if I needed any help to ask him or his colleague.

43. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

44. There were six other customers in the venue at the time of my visit. All six were male and aged between 27 and 45 years. During my visit one other customer came into the venue.

45. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

46. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend vast sums of money. The staff were friendly, polite, informative and I found the premises clean and tidy.

47. Before leaving I used the toilets which were clean and tidy and located in the basement area. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image A33, A34.

48. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 03:32 hours – Image A35.

49. Local Authority Street Cleaning vehicles and buses operated throughout the night.

50. Throughout my continuing observations I recorded further photographic images that demonstrate there was no anti-social behaviour in the vicinity of the Merkur Slots premises – Image A36, A37, A38, A39, A40, A41, A42, A43, A44.

51. I remained in the area until 06:00 hours when I concluded my observations.

Deployment Two

52. I conducted my covert observations from between 00:05 hours and 00:20 hours on Friday 16th September 2022.

53. At 00:05 hours I arrived in the area of the Merkur Slots Cashino premises 69 Tottenham Court Road and started my observations by monitoring the venue and the immediate area around it – Image B1.

54. I saw that since my visit new signage had been installed above the glass shop front saying 'Merkur Cashino'. Pedestrian and vehicular traffic passing the

premises was constant but varied as is typical with Tottenham Court Road seven days a week.

55. Between 00:06 hours and 00:17 hours I conducted a covert visit to the Merkur Slots Cashino 69 Tottenham Court Road – Image B2, B17.

56. At 00:06 hours I went to the entrance door which was closed. The time delay lock was in operation. I pressed the entry button and after a few seconds the door was opened by a male member of staff and I entered. I saw to my left the board with the premises policies, rules and licences on display. I passed the policies board and entered the main area. The layout of the premises was as I have previously described.

57. As I followed the staff member through the premises he asked if I would like a soft drink, water, coffee, tea or a snack. I politely declined his offer.

58. I saw on the upper level another male member of staff monitoring customers. Both members of staff were dressed in smart corporate clothing.

59. At the time of my visit there were three other customers in the venue. They were all male, aged between 30 years and 40 years.

60. I found a gaming machine towards the back of the premises on the upper level. The staff left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

61. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend money. The staff were friendly, polite, informative and I found the premises clean and tidy.

62. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 00:17 hours.

Summary

63. I found Merkur Slots Cashino in Tottenham Court Road to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming.

64. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing, begging or groups of youths hanging around. There were, however, homeless people sleeping rough, but this wasn't anywhere near the Merkur Slots Cashino premises.

65. People entering these premises were vetted before entering or immediately upon entry to ensure drunken or other vulnerable people didn't gain access to the premises.

66. It is clear the presence of Merkur Slots in Tottenham Court Road does not lead to or result in people, who have been on a night out, staying in the area any longer than they had planned to.

67. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

    ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

    iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

    iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

68. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.

69. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

70. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

71. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of.

72. From my observations it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

73. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
17/09/2022

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ASSOCIATES LIMITED

311

283

Appendix A

Observation Images

17th - 18th August 2022

Merkur Slots Cashino

69 Tottenham Court Road

London

W1T 2HA

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

312

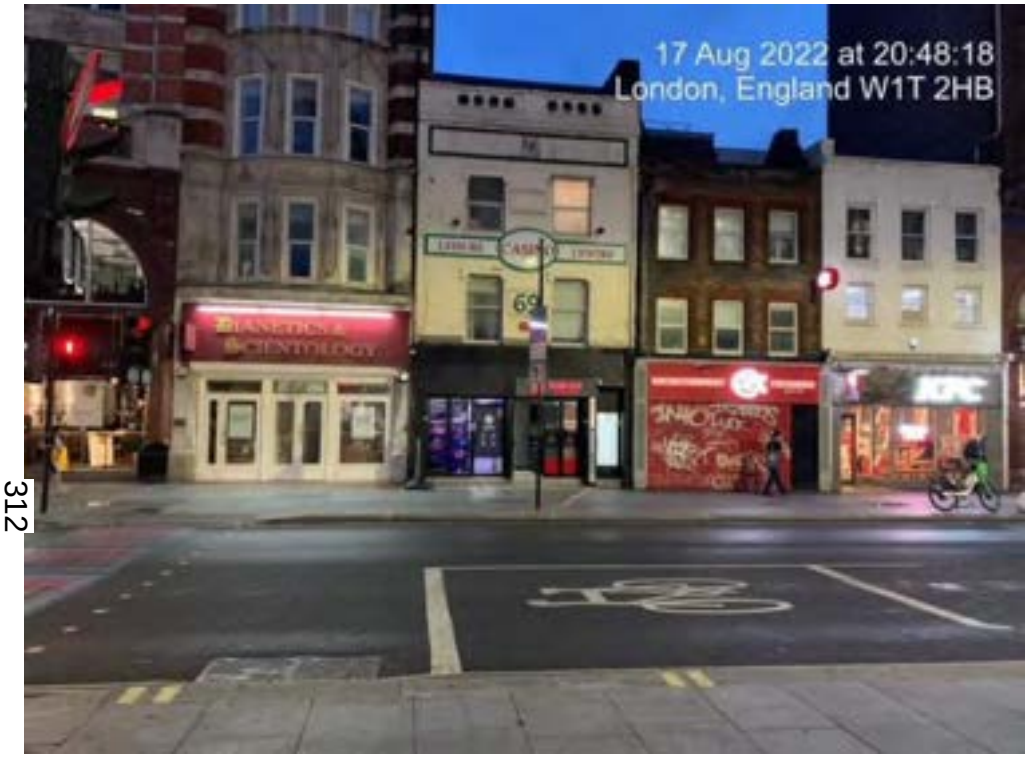

Image A1

20:48hrs

Merkur Slots Cashino
69 Tottenham Court Road W1T 2HA

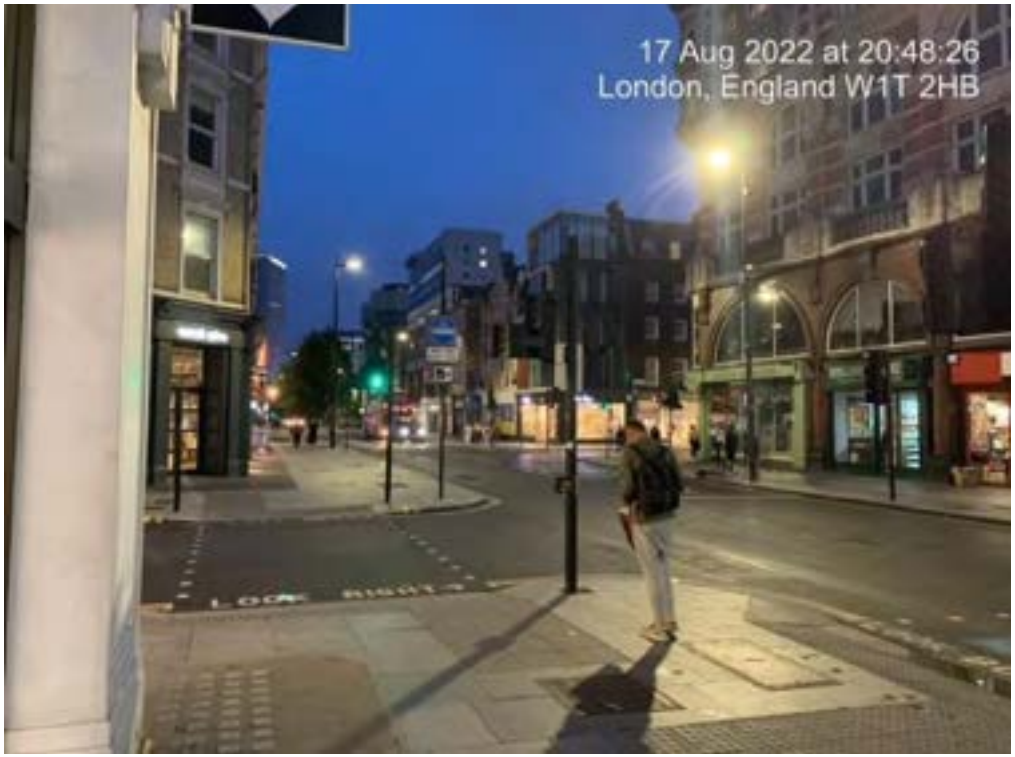

Image A2

20:48hrs

Tottenham Court Road looking south

313

Image A3

20:48hrs

Tottenham Court Road looking north

Image A4

20:51hrs

Tottenham Court Road j/w Chenies Street looking north

314

Image A5

20:51hrs

Tottenham Court Road looking north

Image A6

20:52hrs

Tottenham Court Road j/w Goodge Street looking west

Image A7

20:53hrs

Merkur Slots Cashino
69 Tottenham Court Road W1T 2HA

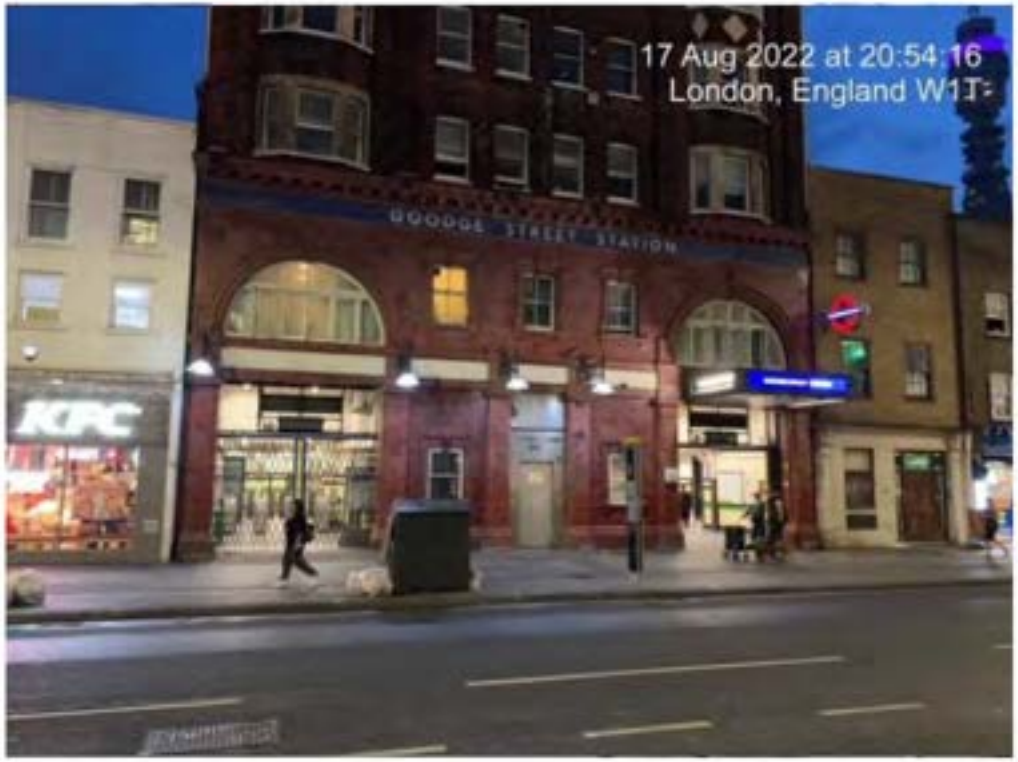

Image A8

20:54hrs

Goodge Street Underground Station
Tottenham Court Road

316

Image A9

20:54hrs

Whitfield Gardens Tottenham Court Road
j/w Tottenham Street

Image A10

20:55hrs

Heals Furniture Store
196 Tottenham Court Road

317

Image A11

21:00hrs

Betfred 116 Tottenham Court Road W1T 5AJ

Image A12

21:02hrs

Warren Street Underground Station
Tottenham Court Road

318

Image A13

21:23hrs

Tottenham Court Road j/w Store Street looking north

Image A14

21:23hrs

Rising Sun Public House
46 Tottenham Court Road W1T 2EL

319

Image A15

22:32hrs

Merkur Slots Cashino Tottenham Court Road

Image A16

22:33hrs

Tottenham Court Road looking south

320

Image A17

22:33hrs

Tottenham Court Road looking north

Image A18

22:34hrs

Whitfield Gardens Tottenham Court Road
j/w Tottenham Street

321

Image A19

23:54hrs

Tottenham Court Road looking south

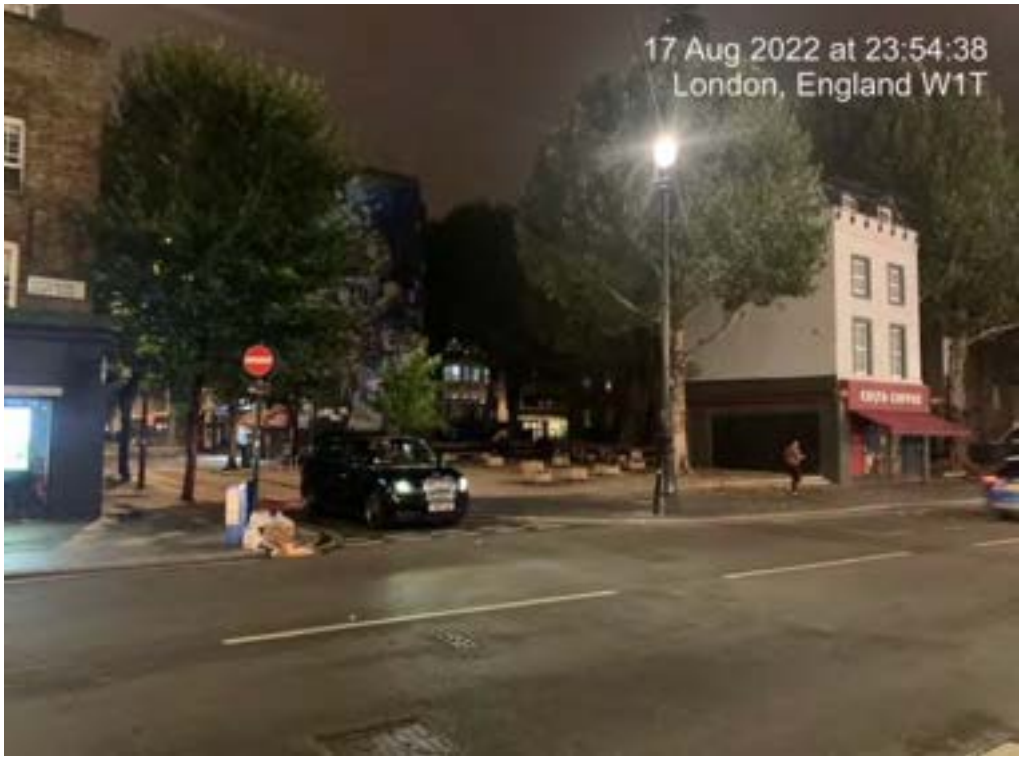

Image A20

23:54hrs

Whitfield Gardens Tottenham Court Road
j/w Tottenham Street

322

Image A21

23:54hrs

Goodge Street Unground Station
Tottenham Court Road

Image A22

23:55hrs

Merkur Slots Cashino Tottenham Court Road

323

Image A23

23:55hrs

Tottenham Court Road looking south

Image A24

00:12hrs

Coral Bookmakers 75 Warren Street NW1 3AD

324

Image A25

00:16hrs

The Court Public House
108A Tottenham Court Road W1T 5AA

Image A26

00:17hrs

Fitzrovia Belle Bar & Hotel
174 Tottenham Court Road W1T 7NT

325

Image A27

00:18hrs

TCR Bar 183 Tottenham Court Road W1T 7PE

Image A28

00:22hrs

Pa Station 76 Tottenham Court Road W1T 2HG

326

Image A29

03:10hrs

Tottenham Court Road looking north

Image A30

03:12hrs

Whitfield Gardens Tottenham Court Road
j/w Tottenham Street

298

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327

Image A31

03:12hrs

Tottenham Court Road looking south

Image A32

03:13hrs

Merkur Slots Cashino Tottenham Court Road

328

Image A33

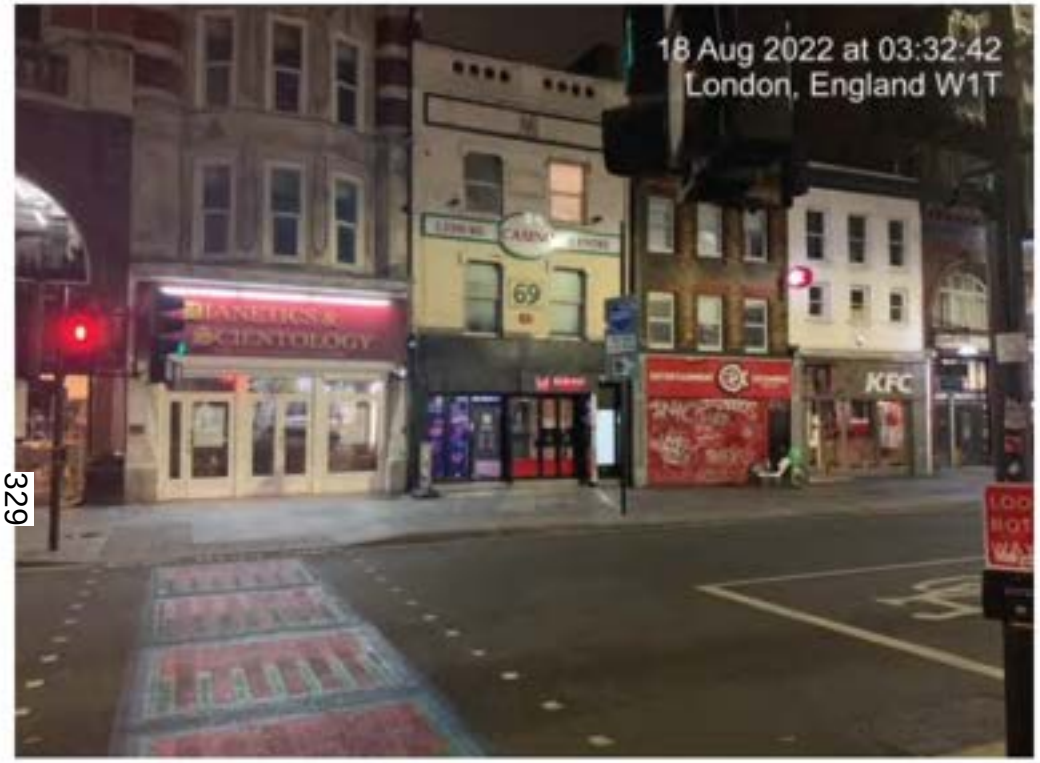
03:24hrs

Staying in Control Poster Gam Care
Merkur Slots Cashino Tottenham Court Road

Image A34

03:25hrs

Toilet Check Sheet Merkur Slots Cashino
Tottenham Court Road



329

Image A35

03:32hrs

Merkur Slots Cashino Tottenham Court Road

Image A36

03:36hrs

Goodge Street Underground Station
Tottenham Court Road

330

Image A37

03:37hrs

Tottenham Court Road looking north

Image A38

03:37hrs

Tottenham Court Road looking south

331

Image A39

03:39hrs

Tottenham Court Road looking south

Image A40

05:51hrs

Tottenham Court Road looking north

332

Image A41

05:52hrs

Tottenham Court Road looking south

Image A42

05:54hrs

Merkur Slots Cashino Tottenham Court Road

333

Image A43

05:57hrs

Goodge Street Underground Station
Tottenham Court Road

Image A44

05:58hrs

Whitfield Gardens Tottenham Court Road
j/w Tottenham Street

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ASSOCIATES LIMITED

334

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Appendix B

Observation Images

16th September 2022

Merkur Slots Cashino

69 Tottenham Court Road

London

W1T 2HA

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

335

Image B1

00:06hrs

Merkur Slots Cashino
69 Tottenham Court Road W1T 2HA

Image B2

00:06hrs

New Signage - Merkur Slots Cashino
69 Tottenham Court Road W1T 2HA

336

Image B3

00:17hrs

Merkur Slots Cashino
69 Tottenham Court Road W1T 2HA

Image B4

00:17hrs

Tottenham Court Road looking north

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

403 – 405 Green Street Upton Park Plaistow E13 9AU

Executive Summary

1. Observations were conducted on Merkur Slots premises at 403-405 Green Street Upton Park Plaistow E13 9AU and the surrounding area. The premises are situated in a parade of shops and located on the B167. The premises operates 24-hours a day 7-days a week.

2. One covert visit was made to the site and the surrounding area. The covert visit showed the premises to be well run with no issues. There was one other gaming premises with a similar business model to Merkur Slots in the area, Game Nation 353 Green Street E13 9AR which is open 24-hours a day 7-days a week.

3. From the observations, it is clear that Merkur Slots, operating 24-hours a day does not create anti-social behaviour or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

4. Photographic images support these observations and the conclusions reached.

Introduction

5. We are instructed to conduct independent observations at Merkur Slots premises 403-405 Green Street Upton Park Plaistow E13 9AU and the surrounding area.

6. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.

7. The premises come under the jurisdiction of Newham Borough Council.

Personal – Stuart Jenkins

8. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the Private Sector. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

9. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.
10. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

11. I was a Home Office qualified Crime Prevention Design Advisor.

12. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

13. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

14. Observations were carried out at Merkur Slots premises 403-405 Green Street Upton Park Plaistow E13 9AU and the surrounding area between 21:00 hours on Thursday 8th September 2022 and 06:10 hours on Friday 9th September 2022.

15. The area felt safe with members of the public going about their business, working, shopping, and socialising.

16. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

17. During observations I concentrated on signs of criminality, begging, anti-social behaviour, vulnerable persons, other persons at risk and the general environment.

18. Merkur Slots is in a large parade of shops on the busy B167 junction with Redclyffe Road. There are shops and commercial businesses on either side of Green Street including the Queen Street Market which is on the opposite side of the road and to the north of the premises. Many of these shops have residential properties above them – Image A1, A5.

19. Green Street generally runs north to south. Immediately outside the venue is a wide footpath and beyond that the road. Two-way vehicular and pedestrian traffic can pass the venue in either direction. During the observations vehicular and pedestrian traffic was varied – Image A2, A3.

20. North of and next to the premises is W & W Handmade Shoes 401 Green Street E13 9AU. To the south of and next to the premises is the junction with Redclyffe Road and then Blossom & Brownes Sycamore 407 Green Street E13 9AU. Other shops line Green Street on both sides of the road.

21. The area of observations was from Plashet Grove in the north and Tudor Road in the south. This area is densely populated with many retail premises, that include supermarkets, mini supermarkets, small food shops, a pub, cafes, hairdressers, estate agents, slots casinos, bookmakers, restaurants and fast-food which service the transient and residential population alike.

22. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

23. Green Street is well served by public transport with a variety of bus routes, underground trains and taxis. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

24. Bus Stops are located a short distance away at near the junction with Redclyffe Road and opposite Merkur Slots with the Upton Park Underground Station 100 metres to the north – Image A6.

25. There are four other gambling premises in the Upton Park area, all of which close by 22:00 hours except Game Nation Casino:

    i. Ladbrokes Bookmakers 365 Green Street E13 9AR – Image A8
    ii. Paddy Power Bookmakers 351 Green Street E13 9AR – Image A7
    iii. Paddy Power Bookmakers 297 Green Street E13 9AR – Image A9
    iv. Game Nation 353 Green Street E13 9AR - Image A7

26. These premises can be divided into two main types:

    i. Betting premises not licensed to serve alcohol

ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol

27. Game Nation has a similar business model to Merkur Slots UK which operates 24-hours 7-days a week – Image A7.

28. There is one public house in the vicinity of the gaming premises called The Queens Public House 410 Green Street E13 9JJ which is advertised as operating Monday to Thursday 11:00 hours to 23:00 hours, Friday to Saturday 11:00 hours to 01:00 hours and Sunday 12:00 hours to 23:30 hours. At the time of my visit, it appeared to be well run and there were no issues.

29. Throughout my observations in and around Green Street I saw no begging taking place in the street, no street drinkers, vagrants, or drug dealing around the premises or the area.

30. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

31. I conducted covert observations from between 21:00 hours on Thursday 8th September 2022 and 06:10 hours on Friday 9th September 2022.

32. At 21:00 hours I arrived in the area of the Merkur Slots premises 403 - 405 Green Street and started observations by monitoring the venue and the immediate area around it.

33. There was a good volume of pedestrian traffic in and around the Merkur Slots premises, most of the shops had closed when I arrived. The bookmakers were still open but soon closed without any issues. After 22:00 hours the only premises open close to Merkur Slots were fast-food takeaway restaurants like Papa's Chicken / Pizza 337 Green Street E13 9AU which was advertised as being open from 09:00 hours to 05:30 hours on a Thursday. They were well run and had no issues.

34. Between 22:00 hours and 23:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting the 24-hour mini supermarkets. Delivery riders were parked on the road and footpaths waiting to service fast food deliveries – Images A10 and A11.

35. Between 23:30 hours and 02:20 hours pedestrian and traffic numbers reduced – Images A15, A16, A17, A18, A19, A20, A21, A22, A23, A24, A25, A26, A27, A28, A29, A30, A31, A32, A33.

36. Between 02:31 hours and 03:00 hours I conducted a covert visit to the Merkur Slots 403-405 Green Street E13 9AU – Image A34.

37. At 02:31 hours I went to the entrance door which was closed. I saw that entry could be controlled by using a bell security entry system. On the glass of the door I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

38. I pushed the door and entered the premises. Immediately in front of me I saw a board with the premises policies, rules and licences on display. I passed the policies board and entered the main area. I saw it was on one level which was carpeted and there were gaming machines of various types throughout the premises.

39. Further into the premises on the right-hand wall was a reception area where refreshments were prepared. At the reception desk were two male members of staff who were both wearing smart corporate clothing.

40. One of the male members of staff approached me and welcomed me to the premises. He asked if I had been to this Merkur Slots premises before and I said I had.

41. The male staff member then asked me if I needed any help with the gaming machines or choosing one to play. I stated I was fine and chose a machine.

42. Once at the machines the same staff member approached me and asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.

43. After a couple of minutes, the male staff member brought over my coffee and stated if I needed any help to ask him or his colleague.

44. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

45. There were four other customers in the venue at the time of my visit. All four were male and aged between 28 and 50 years. During my visit one other customer came into the venue.

46. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

47. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy.

48. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image A35, A36.

49. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 03:00 hours – Image A37.

50. Between 03:00 hours and 05:00 hours pedestrian traffic was varied with customers visiting the Takeaway Restaurant until it closed without incident. Traffic using Green Street was constant, but the numbers of vehicles did vary.

51. The remaining premises open operated 24-hours a day and customers frequented them throughout the night in small numbers without any incidents of crime and disorder or anti-social behaviour. This position remained unchanged until 05:00 hours.

52. At around 05:00 hours shop traders started to arrive to prepare and open their premises ready for the day ahead – Images A38, A39, A40.

53. I remained in the area until 06:10 hours. Prior to my departure I obtained further images that show there was no problems, issues or anti-social behaviour in the area – Image A41, A42, A43, A44.

Summary

54. I found Merkur Slots Green Street Upton Park to have a smart, well-lit, and professional looking frontage. External CCTV cameras were mounted on the front, righthand side wall and rear of the building. There was good security lighting at the front and rear of the premises with bright street lightening illuminating the right-hand side of the premises.

55. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, littering, street drinking, drug dealing, begging or groups of youths hanging around.

56. People entering these premises were vetted before being allowed stay to ensure drunken or other vulnerable people didn't gain access to the premises.

57. It is clear the presence of Merkur Slots in Green Street does not lead to or result in people who have been on a night out, staying in the area any longer than they had planned to and that customers do not hang around outside the premises causing problems.

58. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

59. Leveche Associates Ltd have carried out covert visits on numerous Adult Gaming Centres that operate throughout the UK 24-hours a day, 7-days a week. Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons. The visits also established that Merkur Slots customers do not cause crime or anti-social behaviour.

60. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

61. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

62. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of. It is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

63. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
16/09/2022

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ASSOCIATES LIMITED

Appendix A

Observation Images

8th-9th September 2022

Merkur Slots

403 - 405 Green Street

Upton Park

Plaistow

E13 9AU

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1 HQ

345

Image A1

21:03hrs

Merkur Slots
403-405 Green Street Upton Park E13 9AU

Image A2

21:03hrs

Green Street Upton Park looking south

317

LEVECHE
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346

Image A3

21:04hrs

Green Street Upton Park looking north

Image A4

21:04hrs

The Queens Public House
410 Green Street E13 9JJ

318

LEVECHE
ASSOCIATES LIMITED

347

Image A5

21:05hrs

Queens Market Green Street E13 9BA

Image A6

21:06hrs

Upton Park Underground Station
Green Street E13 9AP

348

Image A7

21:08hrs

Paddy Power Bookmakers

Image A8

21:09hrs

Ladbrokes 305 Green Street

Image A9

21:10hrs

Paddy Power Bookmakers
297 Green Street j/w Plashet Grove

Image A10

21:29hrs

Green Street Upton Park looking south

350

Image A11

21:35hrs

Side / rear view Merkur Slots Redclyffe Road

Image A12

23:26hrs

Green Street Upton Park looking south

322

LEVECHE
ASSOCIATES LIMITED

351

Image A13

23:27hrs

Merkur Slots Green Street Upton Park

Image A14

23:28hrs

Front Aspect Merkur Slots
Green Street Upton Park

323

LEVECHE
ASSOCIATES LIMITED

352

Image A15

23:30hrs

Green Street Upton Park looking south

Image A16

23:30hrs

Green Street Upton Park looking north

353

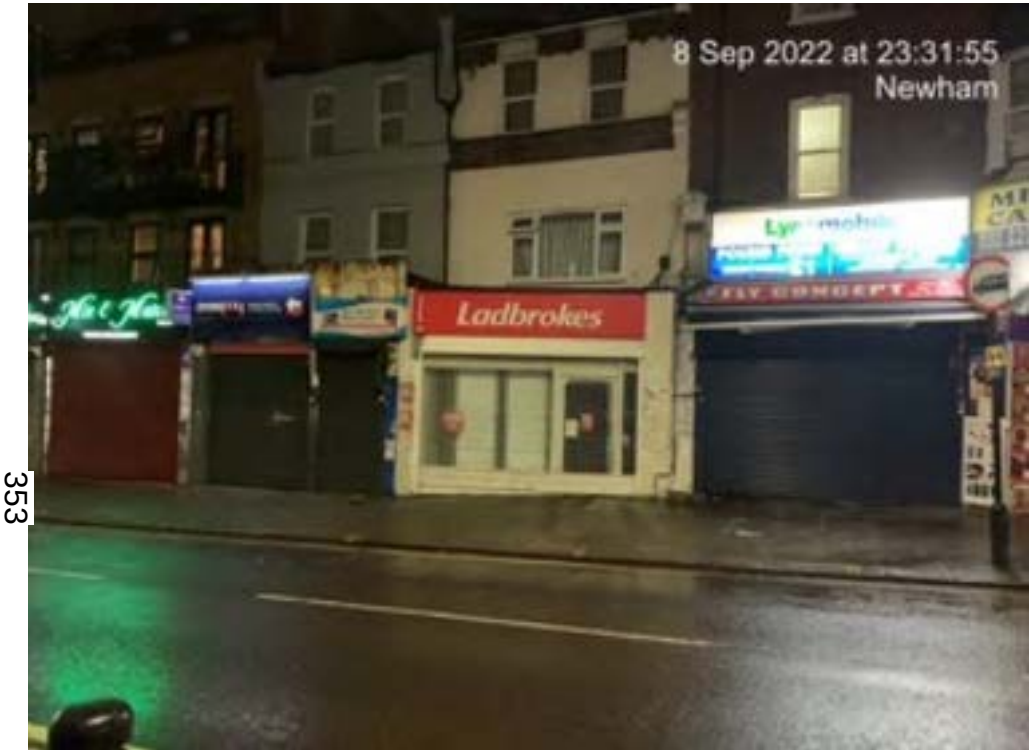

Image A17

23:31hrs

Ladbrokes 365 Green Street Upton Park

Image A18

23:32hrs

Green Street Upton Park looking north

354

Image A19

23:36hrs

Merkur Slots Green Street Upton Park

Image A20

23:37hrs

Side Aspect Merkur Slots Green Street Upton Park

355

Image A21

23:58hrs

Rear Aspect Merkur Slots Upton Park

Image A22

02:03hrs

Green Street Upton Park looking north

327

LEVECHE
ASSOCIATES LIMITED

356

Image A23

02:05hrs

Green Street Upton Park looking south

Image A24

02:06hrs

Merkur Slots Green Street Upton Park

357

Image A25

02:07hrs

Green Street Upton Park looking north

Image A26

02:08hrs

Queens Market Green Street Upton Park

329

LEVECHE
ASSOCIATES LIMITED

358

Image A27

02:08hrs

Papa's 337 Green Street E13 9AU

Image A28

02:09hrs

Upton Park Underground Station
Green Street looking north

359

Image A29

02:11hrs

Game Nation 353 Green Street E13 9AR

Image A30

02:13hrs

H&T Pawnbrokers 342 Green Street E13 9AP

331

LEVECHE
ASSOCIATES LIMITED

360

Image A31

02:17hrs

Green Street Upton Park looking south

Image A32

02:17hrs

Green Street looking south towards Upton Park Underground Station

361

Image A33

02:18hrs

Upton Park Underground Station Green Street

Image A34

02:30hrs

Merkur Slots Green Street Upton Park

362

Image A35

02:58hrs

Toilet Check Sheet Merkur Slots Green Street

Image A36

02:58hrs

Staying in Control Gam Care Literature Merkur Slots Green Street

334

LEVECHE
ASSOCIATES LIMITED

363

Image A37

03:01hrs

Rear and Side Aspect of Merkur Slots Upton Park

Image A38

04:47hrs

Green Street Upton Park looking south

364

Image A39

04:53hrs

Merkur Slots Green Street Upton Park

Image A40

04:54hrs

Shopping Area and Shops opposite Merkur Slots Green Street

365

Image A41

06:00hrs

Rear / side aspect Merkur Slots Upton Park

Image A42

06:01hrs

Green Street Upton Park looking north

366

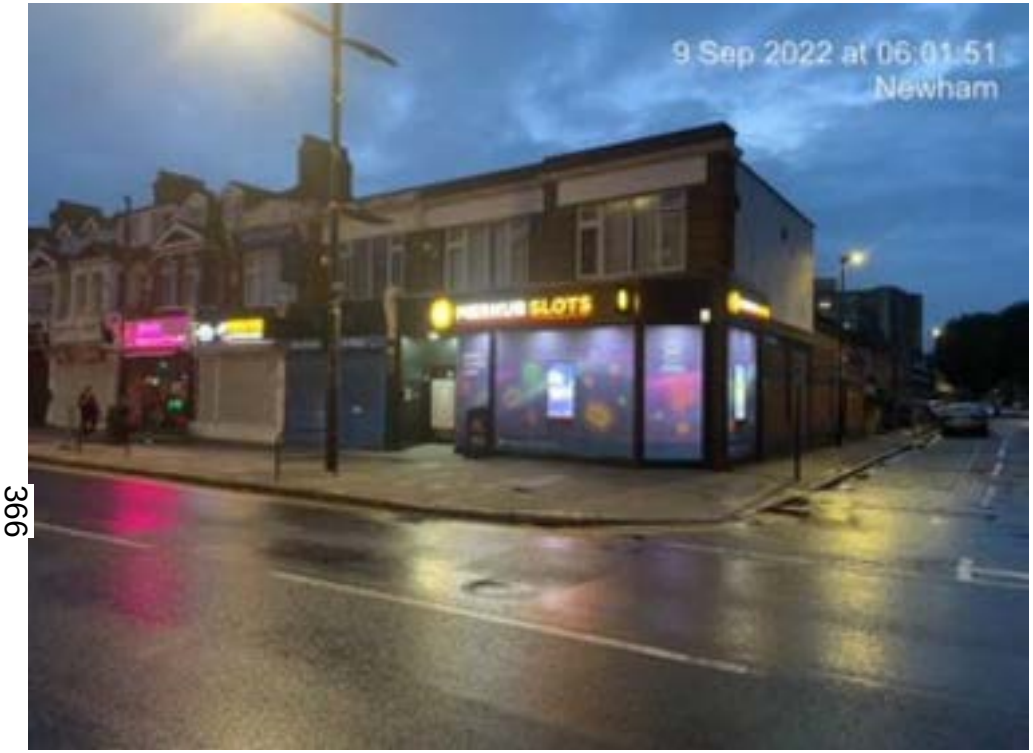

Image A43

06:01hrs

Merkur Slots Green Street Upton Park

Image A44

06:01hrs

Green Street Upton Park looking south

Full Observation Report

Stuart Jenkins – Licensing Consultant

Leveche Associates Limited

Merkur Slots

91 High Road Wood Green N22 6BB

Executive Summary

1. Observations were conducted on Merkur Slots premises at 91 High Road Wood Green London N22 6BB and the surrounding area. The premises are situated in a parade of shops and located on the A105. The premises operates 24-hours a day 7-days a week.

2. One covert visit was made to the site and the surrounding area. The covert visit showed the premises to be well run with no issues. There were four other gaming premises with a similar business model to Merkur Slots in the area namely: Game Nation, Little Vegas and the two Admiral Casinos.

3. From the observations, it is clear that Merkur Slots, operating 24-hours a day does not create anti-social behaviour or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

4. Photographic images support these observations and the conclusions reached.

Introduction

5. We are instructed to conduct independent observations at Merkur Slots premises 91 High Road Wood Green London N22 6BB and the surrounding area.

6. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.

7. The premises come under the jurisdiction of Haringey Borough Council.

Personal – Stuart Jenkins

8. I am a Director of Leveche Associates Limited, an independent company dealing with Licensing and Security in the Private Sector. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.

9. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.

10. I have worked as an Independent Consultant in the Licensing and Security Industry for the last 5 years.

11. I was a Home Office qualified Crime Prevention Design Advisor.

12. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.

13. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

14. Observations were carried out at Merkur Slots premises 91 High Road Wood Green N22 6BB and the surrounding area between 21:00 hours on Friday 26th August 2022 and 06:00 hours on Saturday 27th August 2022.

15. The area felt safe with members of the public going about their business, working, shopping, and socialising.

16. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

17. During observations I concentrated on signs of criminality, begging, anti-social behaviour, vulnerable persons, other persons at risk and the general environment.

18. Merkur Slots is in a large parade of shops on the busy A105. There are shops and commercial businesses on either side of High Road. Many of these shops have residential properties above them – Image A1, A5.

19. High Road generally runs north to south. Immediately outside the venue is a wide footpath and beyond that the road. Two-way vehicular and pedestrian traffic can pass the venue in either direction. During the observations vehicular and pedestrian traffic was varied – Image A2, A3.

20. North of and next to the premises is Hide & Seek 93 High Road Wood Green then Herb China 95 High Road Wood Green and McDonalds Restaurant 97-101 High Road Wood Green. To the south of and next to the premises is Ozan Jewellery Shop 89 High Road Wood Green. Other shops line High Road on both sides of the road.

21. The area of observations was from Gladstone Avenue in the north and Turnpike Lane in the south. This area is densely populated with many retail premises, that include mini supermarkets, small food shops, a pub, cafes, hairdressers, estate agents, slots casinos, bookmakers, restaurants and fast-food shops which service the transient and residential population alike.

22. The area has a diverse community living together in a mixture of privately owned and rental accommodation.

23. High Road is well served by public transport with a variety of bus routes, taxis, underground and mainline trains. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.

24. Bus Stops are located opposite Merkur Slots with the Turnpike Underground Station 5 minutes walk (0.3 miles) and Hornsey Mainline Station 13 minutes walk (0.7 miles) – Image A6.

25. There are nine other gambling premises in the Upton Park area, all of which close by 22:00 hours except Game Nation Casino, Little Vegas and the two Admiral Casinos:

    i. Admiral Casino Slots 9 High Road Wood Green N22 6BH – Image A13.
    ii. Admiral Casino Slots 117 High Road Wood Green N22 6BB – Image A16.
    iii. Betfred 64 High Road Wood Green N22 6HK – Image A7.
    iv. Paddy Power 33 High Road Wood Green N22 6BH – Image A15.

v. Game Nation 49 High Road Wood Green N22 6BH - Image A8.
vi. Ladbrokes 13 High Road Wood Green N22 6BH – Image A12.
vii. Ladbrokes 12 The Broadway High Road N22 6DS – Image A19.
viii. Little Vegas 17 High Road Wood Green N22 6BH – Image A11.
ix. William Hill The Broadway High Road Wood Green N22 6DS – Image A18.

26. These premises can be divided into two main types:

i. Betting premises not licensed to serve alcohol.
ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.

27. Game Nation, Little Vegas and the two Admiral Casinos have similar business models to Merkur Slots UK which operates 24-hours 7-days a week – Images A8, A11, A13, A16.

28. There were no public houses in the vicinity of the gaming premises but there were late night restaurants and diners. At the time of my visit, it appeared to be well run and there were no issues.

29. Throughout my observations in and around High Road I saw no begging taking place in the street, no street drinkers, vagrants, or drug dealing around the premises or the area.

30. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

31. I conducted covert observations from between 21:00 hours on Friday 26th August 2022 and 06:00 hours on Saturday 27th August 2022.

32. At 21:00 hours I arrived in the area of the Merkur Slots premises 91 High Road Wood Green and started observations by monitoring the venue and the immediate area around it.

33. There was a good volume of pedestrian traffic in and around the parade of shops and the whole road. At this time most of the shops had closed. The bookmakers were still open but soon closed without any issues. After 22:00 hours the only premises open close to Merkur Slots were fast-food take away and restaurants. They were well run and had no issues.

34. Between 22:00 hours and 01:00 hours a continuous flow of pedestrians walked past the venue transiting the area or visiting the 24-hour mini supermarkets. Delivery riders were parked on the road and footpaths waiting to service fast food deliveries – Images A16, A17, A18, A19, A20, A21, A22, A23, A24, A25, A26, A27.

35. Between 01:00 hours and 04:03 hours pedestrian and vehicular numbers reduced – Images A28, A29.

36. Between 04:06 hours and 04:35 hours I conducted a covert visit to the Merkur Slots 91 High Road Wood Green – Image A30.

37. At 04:06 hours I went to the entrance door which was closed. I saw that entry could be controlled by using a bell security entry system. On the glass of the door I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.

38. I pushed the door and entered the premises. Immediately in front of me I saw a screen board. As I walked past it I saw on the back of it were the premises policies, rules and licences on display. I passed the policies board and entered the main area. I saw it was on one level and carpeted.

39. As I moved into the premises I saw that there a series of gaming machines of various types throughout. On the left-hand side and further into the premises was the staff reception desk area. This area was also used for the preparation of refreshments with a facility to make hot drinks.

40. As I approached the reception area I was greeted by a male member of staff who was dressed in smart corporate clothing. He asked if I needed any assistance with choosing a machine to play, I stated I was fine.

41. I walked through the premises and saw there were six other customers in the venue. All were male aged between 27 years and 45 years.

42. I found a machine and started to play it. Whilst seated I noticed there was a second male member of staff in the venue who was smartly dressed in corporate clothing.

43. After a short period of time the first staff member approached me and asked if I would like a soft drink, water, coffee, tea or a snack. I asked if I could get an alcoholic drink and he stated they didn't sell alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee which was brought to me a few minutes later.

44. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.

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45. During my visit on other customer came into the venue. The hot and soft drinks were prepared at a reception desk area which was clean and tidy.

46. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, the staff were friendly, polite, informative and I found the premises clean and tidy.

47. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away – Image A31, A32.

48. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight in and customers leaving left the area straight away. I left the premises at 04:35 hours – Image A33.

49. Between 04:40 hours and 05:00 hours pedestrian traffic was varied with customers visiting the takeaway restaurants that were open 24-hours a day. Traffic using High Road was constant, but the numbers of vehicles did vary. At this time market stall workers started to set up for the day ahead – Image A34.

50. Customers visited the 24-hour premises throughout the night in small numbers without any incidents of crime and disorder or anti-social behaviour. This position remained unchanged until 06:00 hours.

51. I remained in the area until 06:10 hours. Prior to my departure I obtained further images that show there was no problems, issues or anti-social behaviour in the area – Image A35, A36, A37, A38.

Summary

52. I found Merkur Slots 91 High Road Wood Green to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming. At the time of my visit to the location, I saw no evidence of crime and disorder, anti-social behaviour, littering, street drinking, drug dealing, begging or groups of youths hanging around.

53. People entering these premises were vetted before being allowed stay to ensure drunken or other vulnerable people didn't gain access to the premises.

54. It is clear the presence of Merkur Slots in High Road Wood Green does not lead to or result in people who have been on a night out, staying in the area any longer than they had planned to and that customers do not hang around outside the premises causing problems.

55. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:

    i. Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.

    ii. Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.

iii. In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.

iv. Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

56. Leveche Associates Ltd have carried out covert visits on numerous Adult Gaming Centres that operate throughout the UK 24-hrs a day, 7-days a week. Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons. The visits also established that Merkur Slots customers do not cause crime or anti-social behaviour.

57. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.

58. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.

59. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of. It is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.

60. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
26/09/2022

LEVECHE

LEVECHE

ASSOCIATES LIMITED

374

346

Appendix A

Observation Images

26th - 27th August 2022

Merkur Slots

91 High Road

Wood Green

London

N22 6BB

Leveche Associates Ltd

Nightingale House

46-48 East Street

Epsom

Surrey KT17 1HQ

375

Image A1

21:06hrs

Merkur Slots
91 High Road Wood Green London N22 6BB

Image A2

21:07hrs

Merkur Slots
91 High Road Wood Green London N22 6BB

347

LEVECHE
ASSOCIATES LIMITED

376

Image A3

21:14hrs

High Road Wood Green looking north

Image A4

21:14hrs

High Road Wood Green looking south

348

LEVECHE
ASSOCIATES LIMITED

377

Image A5

21:15hrs

High Road Wood Green looking north

Image A6

21:15hrs

High Road opposite Merkur Slots looking north

Image A7

21:17hrs

Betfred 64 High Road Wood Green N22 6HL

Image A8

21:20hrs

Game Nation 49 High Road Wood Green N22 6BH

379

Image A9

21:21hrs

High Road Wood Green looking south

Image A10

21:21hrs

High Road Wood Green looking south

351

LEVECHE
ASSOCIATES LIMITED

380

Image A11

21:22hrs

Little Vegas 17 High Road Wood Green N22 6BH

Image A12

21:23hrs

Ladbrokes 13 High Road Wood Green N22 6BH

381

Image A13

21:23hrs

Admiral Casino Slots
9 High Road Wood Green N22 6BH

Image A14

21:24hrs

High Road Wood Green j/w Turnpike Lane

382

Image A15

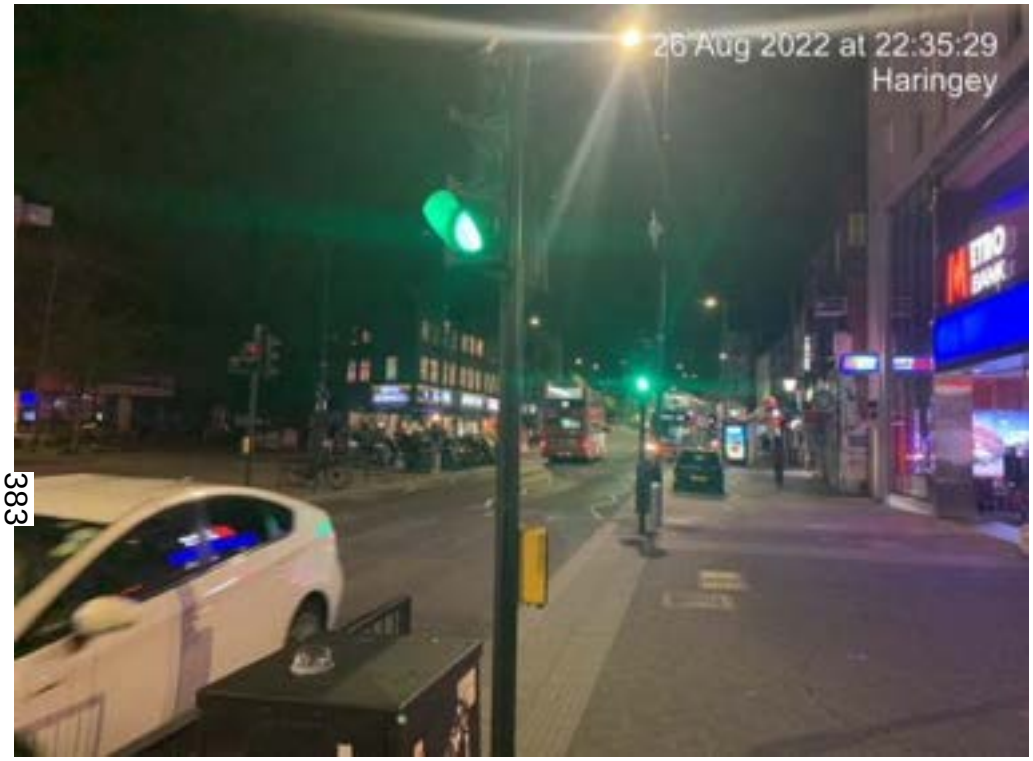
21:26hrs

Paddy Power 33 High Road Wood Green N22 6BH

Image A16

22:29hrs

Admiral Casino Slots
117 High Road Wood Green N22 6BB



383

Image A17

22:35hrs

High Road Wood Green looking north

Image A18

22:38hrs

William Hill The Broadway
High Road Wood Green N22 6DS

384

Image A19

22.38hrs

Ladbrokes12 The Broadway
High Road Wood Green N22 6DS

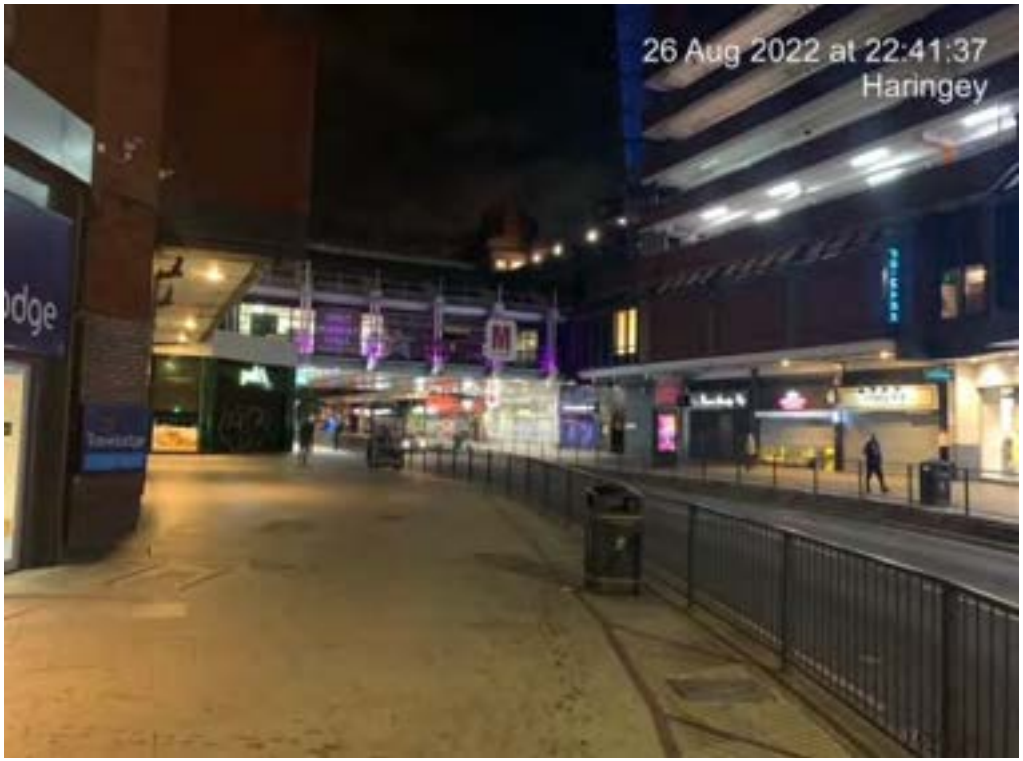


Image A20

22:41hrs

Looking south towards The Mall
Shopping Centre High Road

385

Image A21

22:42hrs

High Road Wood Green looking north

Image A22

23:47hrs

McDonalds
97 - 101 High Road Wood Green N22 6BB

386

Image A23

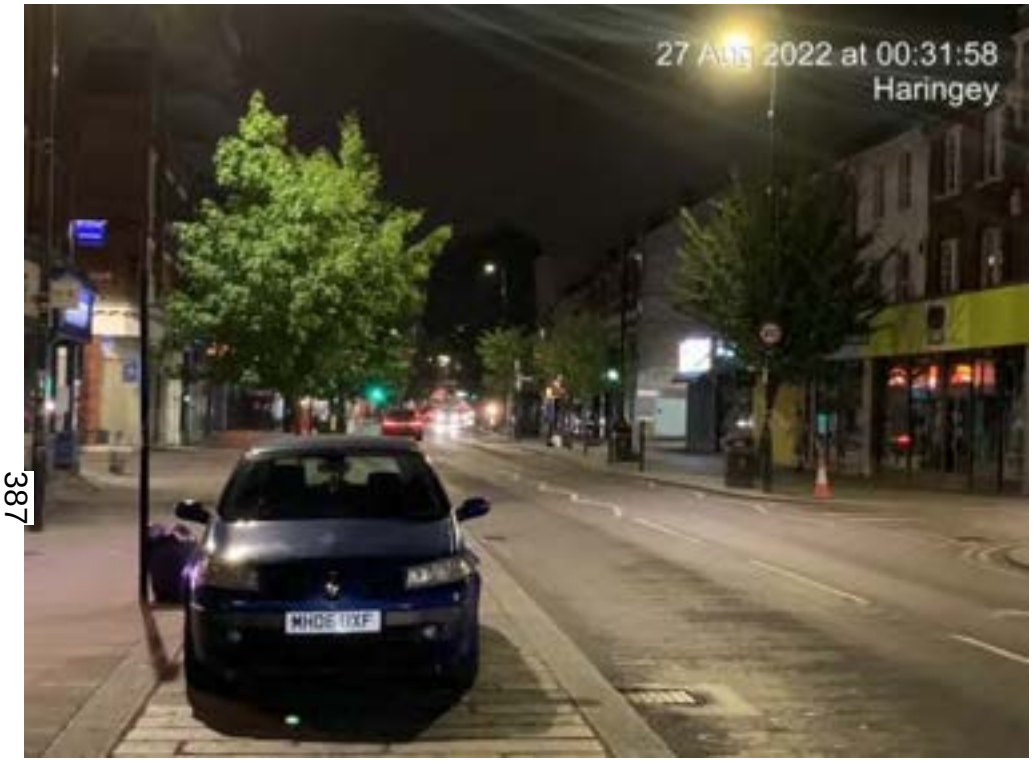
22:48hrs

Merkur Slots 91 High Road Wood Green

Image A24

00:31hrs

High Road Wood Green looking north



387

Image A25

00:31hrs

High Road Wood Green looking south

Image A26

00:32hrs

Merkur Slots 91 High Road Wood Green

388

Image A27

00:33hrs

High Road Wood Green looking south

Image A28

04:03hrs

High Street Wood Green

389

Image A29

04:03hrs

High Road Wood Green looking north

Image A30

04:05hrs

Merkur Slots 91 High Road Wood Green

390

Image A31

04:31hrs

Staying In Control Poster in Toilets

Image A32

04:32hrs

Toilet Check List Merkur Slots High Road Wood Green

391

Image A33

04:37hrs

Merkur Slots High Road Wood Green

Image A34

04:38hrs

High Road Wood Green looking north

Image A35

05:53hrs

High Road Wood Green looking south

Image A36

05:53hrs

High Road Wood Green looking north

393

Image A37

05:54hrs

Merkur Slots 91 High Road Wood Green

Image A38

05:54hrs

McDonalds High Road Wood Green

Merkur Slots, 9-10 St. James Street, Brighton, BN2 1RE

Local Area Risk Assessment

Trading Name:	Merkur Slots
Premise	9-10 St. James Street, Brighton, BN2 1RE
Local Authority:	Brighton and Hove City Council
Premise Licence No:	2021/00929/GABN– Bingo Premises
Operator Licence No:	000-003266-N-103444-028 (Merkur Slots UK Limited)
Company Details:	Merkur Slots UK, (formerly Cashino Gaming LTD) 1a Seebeck House, Seebeck Place, Knowlhill, Milton Keynes MK5 8FR Premise Licence Holder: Merkur Slots UK Limited
Name and Title of Assessor:	Jolanta Mackowska - Internal Compliance Auditor. Amanda Kiernan – Head of Compliance
Date of Assessment:	16/03/2022 updated 14/06/23
Review Date:	Annually on Compliance Audit Visit

Local Area Profile Risk Factors

Local Risk Profile:	Merkur Slots is located on the busy St. James Street, there is residential accommodation above and it is surrounded by a mix of retail and non-retail outlets that are mainly occupied. Brighton is well known as holiday destination therefore tourism and entertainment are important sectors for the city, which has many hotels and amusements, as well as Brighton Pier and Shoreham/Portslade Harbour. Night Clubs, Bars, Pubs and Restaurant are present in a close distance from the venue. Brighton Train Station is less than mile away from the venue. Excellent connection between London and Brighton – including fast train stopping at Gatwick International Airport. Many Brighton residents commute to work in London. Parking restrictions apply due to high congestion during the busy summer season. Car Parks are situated near shopping centres and Seafront area - pay and display or residents only.
Establishments of note:	Notified buildings in the close area: Royal Pavilion Museum, 4/5 Pavilion Buildings, Brighton BN1 1EE, Brighton Dome, Church St, Brighton BN1 1UE, Theatre Royal Brighton, New Rd, Brighton BN1 1SD, Churchill Square Shopping Centre, Russell Pl, Brighton BN1 2RG, SEA LIFE Brighton, Marine Parade, Brighton BN2 1TB, Royal Sussex County Hospital, Barry Building, Eastern Rd, Brighton BN2 5BE. There are designated bays for the commercial bins located in the front of the venue.
Adjoining premises:	The premise is situated between Twinpines Speciality Coffee and Morrisons.
Crime statistics:	Merkur Slot Brighton is situated within Kemp Town- The Village policing neighborhood. In the year ending December 2022, the crime rate in Brighton & Hove was about the same as the average crime rate across similar areas and higher than average for the Sussex force area. During December 2022, 82 crimes were recorded within a half mile of the venue. The most commonly recorded crimes were, Violence and sexual offences -23, Anti - social behaviour -15, Shoplifting -11, Public Order -15, Criminal damage and arson -9. During the last 12 months violence and sexual offences and anti-social behaviour have accounted for the highest percentage of crimes reported in the area. *(police.uk)*
Population:	18.7% of the households are employed in Retail Inc. Wholesale, 17.9% in Accommodation and Food, 10.8% in Health Inc. Social Work, 8% in Financial Services Inc. Insurance, 7.5% in Education, 7.1% in Other Inc. Arts, Recreation etc., 5.6% in Public Administration and Defence, 5.1% in Professional, Scientific and Technical, 5.1% in Information and Communication, 4.2% in Administration, 3.1% in Transportation Inc. Storage and Logistics, 2.7% in Construction and 2.3% in Real Estate. 57% of the area population are male which is higher than the UK average of 46%. The majority of the population are in the age (30-44), (20-24) and the majority 70% are single. *(streetcheck.uk)*
Culture:	The ethnic composition of Brighton and Hove is 89.1% white (80.5% white British, 1.4% white Irish, 7.1% other white), 4.1% Asian (1.1% Chinese, 1.1% Indian, 0.5% Bangladeshi, 1.2% other Asian), 3.8% mixed race (1.5% mixed black/white, 1.2% mixed white/Asian, 1.0% other mix), 1.5% black and 0.8% Arab. Brighton and Hove is an area where 42.90% of people consider themselves to be of Christian religion, 42.42% nonreligious, 2.23% Muslim, 1.00% Buddhist, 0.98% Jewish. 1.66% were adherents of some other religion, while 8.81% did not state their religion. ONS 2015 reported 24.7% (3711) of the ward population as BAME which ranked it as 5 out of 21 wards. *(Census 2011, local area profile)*
Unemployment:	According to (Nomis) in 2019 Brighton and Hove had an unemployment rate of 4.1%. which is lower that UK average 4.8%. There was 81.4% of the population economically active, 75.2% in employment. From October 2019 to September 2020 – 12.5% of employed individuals worked in Managers, Directors and Senior Officials Sectors, -31.8% Professional Occupation and - 16% Associate Professional & Technical. In 2015 the claimant count for the ward was 3.3% of those aged 16 and over compared to 0.1% average for the city. *(nomisweb.co.uk, local area profile)*
Deprivation:	In the latest Index of Multiple Deprivation (IMD) this area was ranked 3,581 out of 32,844 in England, where 1 was the most deprived and 32,844 the least (11%). Overall deprivation in Brighton and Hove is better than 10% of areas in England, Income deprivation is better than 26% of areas in England, Employment Deprivation is better than 22% of areas in England, Health Deprivation is better than 11% of areas in England, Education Deprivation is better than 43% of areas in England, Barriers to Services Deprivation is better than 21% of areas in England, Living Environment Deprivation is better than 0% of areas in England, Crime Deprivation is better than 1% of areas in England. *(UK local Area.com)*
Local Police:	Sussex Police, Kemp Town -The Village, Brighton Police Station, John St, Brighton BN2 0LA Merkur Slots is a member of the Brighton & Hove Business Crime Reduction Partnership.
Incidents reported by venue:	Since opening in February 2022 the venue have recorded 20 incidents: 9 incidents relating to aggressive behaviour; 3 incidents relating to alcohol where the person was told to leave the venue; 7 incidents relating to disturbances inside/outside or near the premises and 1 incident related to a barred person. On 18 of the incidents the culprit were known to the venue. 2 incidents required police attendance.

Independent Security Reviews	MERKUR Slots UK appointed Leveche Associates Ltd to conduct independent covert visits on numerous AGC/Bingo venues that operate throughout the UK 24-hrs, 7 days a week including six venues in and around the London area. Key comments from the reports include: 'Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and do not attract or take advantage of juveniles or other vulnerable persons. The visits also established that MERKUR Slots customer do not cause crime or anti-social behaviour.' 'MERKUR Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards'. 'The presence of MERKUR Slots does not lead to or result in people, who have been on a night out, staying in the area any longer than they had planned to'.

The Gambling Act 2005 sets out the three licensing objectives (LO), which are:

- 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 people from being harmed or exploited by gambling.

Localised Risks to the Licensing Objectives

This Local Area Risk assessment takes into consideration Brighton and Hove City Council local authority Statement of Gambling Principles 2022-2024, reference Part B Promotion of the licensing objectives under the Gambling Act 2005 and Part C section 17 for Bingo Centres and the Kemp Town – The Village and Queens Park Ward Profile.

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Environmental Factors

In preparing this assessment Merkur Casino has considered the relevance of environmental factors. In this context, environmental factors include the physical location of schools, playgrounds, residential areas, other retail premises and locations (bus stations, tube stations) which influence footfall. We have set out below our position on risk in this area:

Licensing Objectives	Local Risks	Control Measures
Protecting children and other vulnerable people from being harmed or exploited by gambling	Unemployment: There are estimated to be 11,800 unemployed people in the city. This is 8.2% of those who are economically active. - (Census 2011) According to (Nomis) in 2019 Brighton and Hove had an unemployment rate of 4.1%. which is lower that UK average 4.8%. There was 81.4% of the population economically active, 75.2% in employment. From October 2019 to September 2020 – 12.5% of employed individuals worked in Managers, Directors and Senior Officials Sectors, -31.8% Professional Occupation and - 16% Associate Professional & Technical. In 2015 the claimant count for the ward was 3.3% of those aged 16 and over compared to 0.1% average for the city. *(nomisweb.co.uk, local area profile)* Deprivation: In the latest Index of Multiple Deprivation (IMD) this area was ranked 3,581 out of 32,844 in England, where 1 was the most deprived and 32,844 the least (11%).	Age Verification *Ensuring Under 18's do not have access to licensed premises* All Merkur Slots venues are strictly adult only (over 18's only). Gambling is an age restricted product and Merkur Slots operates a 'Think 25' policy. Age verification is embedded in training platforms and responsible gambling policies. Over 18's notices are displayed on the entrance. Think 25 advertising is prominently displayed throughout the premise. Merkur Slots Brighton Premise frontage is of a style which obscures the interior with no advertising depicting images that may appeal to children.

	Overall deprivation in Brighton and Hove is better than 10% of areas in England, Income deprivation is better than 26% of areas in England, Employment Deprivation is better than 22% of areas in England, Health Deprivation is better than 11% of areas in England, Education Deprivation is better than 43% of areas in England, Barriers to Services Deprivation is better than 21% of areas in England, Living Environment Deprivation is better than 0% of areas in England, Crime Deprivation is better than 1% of areas in England. *(UK local Area.com)* Schools and Education Carlton Hill Primary School, Sussex Street, BN2 9HS Middle Street Primary School, 37 Middle Street, BN1 1AL Queen's Park Primary School, Park Street, BN2 0BN St Paul's CofE Primary School, St Nicholas Road, BN1 3LP Brighton College, Eastern Road, BN2 0AL St Mary Magdalen Catholic Primary School, Spring Street, BN1 3EF Kings Brighton, 27-33 Ditchling Road, BN1 4SB Bellerbys College Brighton, 1 Billinton Way, BN1 4LF Brighton College Nursery, Pre-Prep & Prep School, Walpole Lodge, BN2 0EU St Bartholomew's CofE Primary School, Ann Street, BN1 4GP Hamilton Lodge School and College for Deaf Children, Walpole Road, BN2 0LS St Luke's Primary School, Queens Park Rise, BN2 9ZF Brighton Girls GDST, Montpelier Road, BN1 3AT St John the Baptist Catholic Primary School, Whitehawk Hill Road, BN2 0AH Brighton College Bursary, College Rd, Kemptown, BN2 1EB Brighton College Mountague Place, 20 St George's Terrace, Kemptown, BN2 1JH St Mary's Catholic primary school, Church Rd, BN1 1EH Elm Grove Primary School, Elm Grove, BN2 3ES EC Brighton English Language School, Dolphin House, Manchester St, Kemptown, BN2 1TF Language in Action ltd, 21-22 Old Steine, Kemptown, BN1 1EL Language Umbrella, 56 Old Steine, BN1 1NH Brighton Language College, 7 Old Steine, Kemptown, BN1 1EJ Edward Street, University of Brighton, 154-155 Edward St, Kemptown, BN2 0JG Brighton School of Beauty, 25 Old Steine, Kemptown, BN1 1EL Make Up School & Shop Bmu, 2 George St, Kemptown, BN2 1RX University of Sussex, Sussex House, Kemptown, BN1 9RH Community Centres and Youth Centres Brighton Youth Centre, 64 Edward St, BN2 0JR Young Peoples Centre, 69 Ship St, BN1 1AE YAC Youth Advice Centre, 11 St George's Pl, BN1 4GB The Rainbow Hub, 93 St James's St, Kemptown, BN2 1TP The Clare Project, c, Methodist Church, Dorset Gardens, Kemptown, BN2 1RL	Marketing and Promotional activity complies with LCCP and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP). Merkur Casino operate a comprehensive Think 25 Policy, age verification checks are carried out and recorded, any person unable or unwilling to verify their age with appropriate ID will be told to leave, if they have managed to play machines, their staked money will be returned to them. Age verification test purchasing, and mystery shopper visits are frequently carried out by 3rd party companies - Check Policy and Store Checker. Age verification tests for 2019/2020 resulted in a pass rate of 96.09% which is 20% higher than the Industry average, all venues receive 3 or 4 random test visits per year. Test purchase fails are reviewed within 48 hours by the Area Manager, this involves reviewing CCTV footage of the incident and implementing appropriate training or where necessary disciplinary action. All age verification checks are recorded on the IHL SMART Tablet AV App, this data is collated centrally and regularly reviewed by an independent team of compliance auditors. Results of age verification checks and third-party results are shared with the Gambling Commission. Proof of Age scheme in place with application forms available in the venue. The children and young persons gambling participation survey shows that the number of 11-16 years olds that say they have gambled on fruit machines of whatever kind in an arcade, pub or club is around 2%. Of those around a half to two-thirds do so legally on Category D fruit machines which are located in FECs or holiday parks, where any play will be of short duration (as families will be on a day trip or holiday), in venues which they can only access with their parents, and in premises licensed to offer Category Ds which are as a result tightly-regulated. We also know from a study by Professor David Forrest and Dr Ian McHale that whilst adolescents at the coast are more likely to participate in gambling activities than those that do not, they are no more likely to be problem gamblers than those that do not live at the coast. This is an important finding. Many people cite early exposure to gambling as a cause of later gambling problems. There is no evidence of a causal link. As David Forrest stated at conference in Toronto in 2012 'marginal gamblers induced to participation by ease of access do not appear prone to problem gambling and more children gambling does not carry through to more children being problem gamblers. Panic about arcades does not appear justified' https://www.gamblingcommission.gov.uk/PDF/Young-People-Gambling-Report-2019

	Millwood Community Centre, Nelson Row, BN2 9QH Brighthelm Church and Community Centre, North Rd, BN1 1YD Hanover Community Centre, 33 Southover St, BN2 9UD The Phoenix Community Centre, 2 Phoenix Pl, BN2 9ND The Edge Community Centre, Brighton BN2 9AD **Parks, play grounds and sports/leisure facilities** Old Steine Gardens and North Steine – Memorial Park55 Old Steine, BN1 1NH, Aids Memorial, New Steine, St James's St, Kemptown, BN2 1PA Dorset Gardens, Kemptown, BN2 1RL Pavilion Gardens, North St, New Rd, BN1 Marine Square, 6 Marine Square, Kemptown, BN2 1DL Queen's Park, 25 West Dr, BN2 0QU Turner Park, BN2 0AR Brighton Beach, 4 Madeira Dr, BN2 1ET Valley Gardens, to Palace Pier, St Peter's Pl, BN2 9QB St. Nicholas Rest Garden, 41 Dyke Rd, Hove Regency Square, BN1 2FG Prince Regent Swimming Complex, Church St, BN1 1YA Pure Gym Brighton Central, Tower Point, North Rd, BN1 1YR Juvenate Health & Leisure, Kings Rd, BN1 2GS The Lanes Health Club, 1-3 Kings Rd, BN1 1NS The Gym Brighton Madeira Drive, Unit 9, The Terraces, Madeira Dr, BN2 1AY Yoga2shape, 119-120 Edward St, Kemptown, BN2 0JL King's Road Playground, 28 Kings Rd, BN1 2LN Peter Pan Playground, 299 Madeira Dr, BN2 1EN Brighton Palace Pier, Palace Play Madeira Dr, BN2 1TW **Vulnerable and addiction support services** B H T Detox Support Project, 5 Egremont Pl, BN2 0GA Refuge Recovery, 164 North St, BN1 1E Allen Carr's Easyway to Stop Smoking - Metropole, Kings Rd, BN1 2FU Brighton Oasis Project, 11 Richmond Pl, BN2 9NA Serenity, 95 Ditchling Rd, Brighton BN1 4ST **Homeless shelters and food banks** Brighton Mobile Night Shelter, Brighton Marina, BN2 1FY Brighton YMCA, 55 Old Steine, BN1 1NX St Anne's Day Centre, 61 St James's St, Kemptown, BN2 1PR The Clock Tower Sanctuary Day Centre, Wenlock House, 41-43 North St, BN1 1RH Brighton Women's Centre, 22 Richmond Pl, BN2 9NA St Patrick's Church, 1 Cambridge Rd, Hove BN3 1DE First Base Day Centre, St Stephens Hall/Montpelier Pl, BN1 3BF Voices in Exile, 36 Upper Bedford St, Kemptown, BN2 1JP Brighton Food Bank, Calvary Church Building, Stanley Rd, BN1 4NJ	Vulnerability Training and guidance are given to Merkur Slots staff on vulnerability (the inability or limited ability of people to control their actions). This includes addictive gambling, mental health, alcohol or drugs issues. Marketing and Promotional activity complies with LCCP and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP). All staff complete on boarding and 6 monthly refresher training which includes Safeguarding Children and Vulnerable People and Customer Interaction. Staff are trained how to deal with vulnerable customers and how to make effective interactions, any difficult cases are referred to our compliance team for review and resolution. Merkur Slots take 'know your customer' seriously including affordability checks, engaging with customer on products to enabled an informed choice and take a risk-based approach to harm minimization. Customer Interaction Merkur Slots provide comprehensive customer interaction training, instruction and supporting policies to all staff in this area (via training platforms, training centres and Compliance Manual). Staff are provided with the training to enable them to provide guidance on safer and responsible gambling. Staff are trained on conducting effective customer interactions, identifying behavioural changes and how to identify and interact with players who exhibit signs of developing problems with their gambling. Staff are trained to monitor and record customer behaviour, spend and time spent gambling and customer interactions are used to assess customer source of funds/income where relevant. Customer interactions may result in the customer being guided to gambling support services such as Gamcare encouraged to use a self-help tool to assist them with managing their gambling behaviour, such as Self-Exclusion. All customer interactions are recorded on the IHL SMART Tablet Interaction App, this data is collated centrally and regularly reviewed by an independent team of compliance auditors. Player Protection *To identify signs associated with problem gambling and people who may be at risk of gambling related harm* *Failure to provide information to customers on responsible gambling*

	Pawnbrokers and Loan Shops H&T Pawnbrokers, 4 Castle Square, Brighton BN1 1EG Prestige Pawnbrokers, 47 Market St, BN1 1HH Brighton Payday Loans, 35 Old Steine, BN1 1NT GA Pawnbrokers – Lanes, 8 Brighton Pl, BN1 1HJ CeX, 144 western Rd, BN1 2DA **Medical Centres, Care Homes and Mental Health facilities** Pavilion Surgery, 2-3 Old Steine, Kemptown, BN1 1EJ Acupuncture & Herbs Brighton, 122 St James's St, BN2 1TH Ardingly Court Surgery, 1 Ardingly St, Kemptown, BN2 1SS Ship Street Surgery, 65-67 Ship St, BN1 1AE Arch Healthcare, Homeless GP Surgery, The School Clinic, Morley St, BN2 9DH Anahata Health Clinic, 119, 120 Edward St, Kemptown, BN2 0JL Brighton Laser & Skin Clinic, 56A Marine Parade, BN2 1PN Sundial Clinic Kemptown, 52 St James's St, Kemptown, BN2 1QG Elton John Centre - Brighton And Sussex Uni Hospitals, 1 Abbey Rd, Kemptown, BN2 1DH Thomas Kemp Tower, North Rd, BN2 5BE **Gambling premises** Betfred, 124/125 St James's St, Kemptown, BN2 1TH Ladbrokes, 1E St James's St, Kemptown, BN2 1RE Admiral Casino: Brighton, 126-127 St James's St, BN2 1TH Paddy Power, 163 North St, BN1 1EA Ladbrokes, 32 West St, BN1 2RT Betfred, 56 Western Rd, BN1 2HA William Hill, 39 Queens Rd, BN1 3XB Golden Touch Amusements, 97 St James's St, Brighton BN2 1TP Pier Nine, 9 Grand Jct Rd, Brighton BN1 1PP **Public Houses and Alcohol Licensed Premise** Volks Club, 3 Madeira Dr, BN2 1PS FunkyFish Bar, 19-23 Marine Parade, Kemptown, BN2 1TL Apocalypse Brighton, 8 Marine Parade, Kemptown, BN2 1TA Latest Music Bar, 14-17 Manchester St, Kemptown, BN2 1TF Club Revenge, 32-34 Old Steine, Kemptown, BN1 1EL Affinity Bar, 129 St James's St, Kemptown, BN2 1TH The Zone Bar, 33 St James's St, Kemptown, BN2 1RF CHALK Night Club, 13 Pool Valley, BN1 1NJ Shooshh Night Club, 214 Kings Rd, BN1 1NB The Hub Night Club, King's, 193 Kings Rd, BN1 1NB The Arch Night Club, 187-193 Kings Rd, BN1 1NB Brighton Coalition Night Club, 171-181, Kings Rd Arches, BN1 1NB PRYZM Night Club, Kingswest, West St, BN1 2RE Boutique Night Club, 2 Boyce's St, West St, BN1 1AN Charles Street Tap Pub, 8 Marine Parade, Kemptown, BN2 1TA The Amsterdam Bar & Kitchen, 11 Marine Parade, BN2 1TL The Plotting Parlour, 6 Steine St, Kemptown, BN2 1TE Camelford Arms, 30-31 Camelford St, Kemptown, BN2 1TQ	*Failure to maintain and administer the self-exclusion process, including breaches and reinstatement reviews* Staff are aware of the importance of social responsibility and are trained to advise customers on gambling responsibly and the identification of potential gambling harm. 'Stay in Control' Posters and Leaflets containing the Gamcare helpline number are in prominent locations within the premise and in private areas, such as customer toilets. Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling. Socially Responsible messaging is implemented on all digital B3 and Cat C machines. All machines display Gamble Responsibly stickers with helpline contact details. Senior Management are members of the BACTA Divisional and Socially Responsible Committees and Bingo Association Executive and Socially Responsible Committees. They take the opportunity to actively participate with these trade bodies, collaborating with other operators to promote responsible gambling initiatives including the development of an Accredited Gamcare training programme and the Machine Messaging trial and evaluation. The Gamcare Helpline Annual Statistics 2020 reported that calls received from people experiencing problems with their gambling were low in High Street Arcade Gaming Machines at 3% compared to Betting Shop Gaming Machines at 15%. The vast majority of calls where received from people within the on-line sector. **Deprivation** Whilst the premise may be near or in an area of relative deprivation, Merkur Slots takes the view that individual customers must be treated holistically, and the information provided in this document are designed to identify individuals that could potentially be at risk of gambling related harm Merkur Slots operates on the basis that its controls and best practice is always adopted therefore, it is not a question of degrees of vigilance being implemented in different areas. **Homelessness** Some premises are used by the homeless for warmth and company. Merkur Slots treats all customers with dignity and has a clear policy on begging. Staff are trained to deal with vulnerable people in a sympathetic manner, any difficult cases are referred to our compliance team for review and resolution.

	Brighton Rocks, Cocktail Bar, 6 Rock Pl, Kemptown, BN2 1PF Le Village- Gay Bar, 2-3 High St, Kemptown, BN2 1RP The Zone Bar, 33 St James's St, Kemptown, BN2 1RF Bulldog Pub, 31 St James's Street Mews, Kemptown, BN2 1RF Block- Bar and Grill, 101 St James's St, Kemptown, BN2 1TP The Saint James Tavern - Pub, 16 Madeira Pl, Kemptown, BN2 1TN The Marine Tavern –Pub, 13 Broad St, Kemptown, BN2 1TJ The Queens Arms Brighton – Gay Bar, 7-8 George St, BN2 1RH The Mucky Duck, 7-9 Manchester St, Kemptown, BN2 1TF Bar Broadway, 10 Steine St, Kemptown, BN2 1TY Affinity Bar, 129 St James's St, Kemptown, BN2 1TH The Marlborough Pub & Theatre, 4 Prince's St, BN2 1RD Horatios Bar, Pier, Madeira Dr, BN2 1TW The Fiddlers Elbow- Pub, 11-12 Boyce's St, BN1 1AN The Cricketers- Pub, The Cricketers, Black Lion St, BN1 1ND Sussex –Pub, 33-34 East St, BN1 1HL East Street Tap – Bar, 74 East St, BN1 1HQ The Madeira Harvester, 1-2 Madeira Dr, BN2 1AY Brighton Bierhaus, 161 Edward St, Kemptown, BN2 0JB Black Dove – Pub, 74 St James's St, Kemptown, BN2 1PA The Sidewinder – Pub, 65 Upper St James's St, BN2 1PJ Hand in Hand, 33 Upper St James's St, Kemptown, BN2 1JN The Black Horse – Pub, 112 Church St, BN1 1UD Sunset Garden – Bar, Unnamed Road, BN2 1TW **Bus stops and other Transport links** St James's Street (Stop J), St James's St, Kemptown, BN2 1RE Sea Life Centre (Stop L), Marine Parade, BN2 1TB New Steine, Marine Parade, BN2 1PS Palace Pier (Stop N), Grand Jet Rd, BN2 1TD Pool Valley Coach Station (Stop P), BN1 1NJ Brighton Bus and Coach Station, BN1 1PN North Street (Stop Y), North St, BN1 1RE Brighton Station (Stop D), Queens Rd, BN1 3XE Brighton Station (Stop A), Junction Rd, BN1 3DP Brighton Train Station, Queens Rd, BN1 3XP **Locally Identified Premises** Royal Pavilion Museum, 4/5 Pavilion Buildings, BN1 1EE, Dome, Church St, Brighton BN1 1UE, Theatre Royal Brighton, New Rd, BN1 1SD, Churchill Square Shopping Centre, Russell Pl, BN1 2RG, SEA LIFE Brighton, Marine Parade, BN2 1TB, Royal Sussex County Hospital, Barry Building, Eastern Rd, BN2 5BE **Regular Festivals and Town Events/Mass Gatherings** Brighton Pride 2022 – August Land Beyond Festival 2022- Waterhall Road - May Brighton Fringe - Pier Werks – May to June Brighton Festival- Various Locations – May This is the Modern World - Valley Gardens –July to Sept	Staff are trained how to manage situations with homeless people seeking refuge. A line of contact will be created with local high-risk premises, homeless shelters, foodbanks to provide social responsibility information. MERKUR staff are aware of where rough sleepers sleep and beggars loiter in the local area and actively prevent them from entering the premise, including close monitoring of individuals spending coins/low level amounts on a frequent basis. Should loitering increase due to extended hours additional notices will be added about loitering without play not being tolerated.

Preventing gambling being a source of crime or disorder, being associated with crime and disorder or being used to support crime	Crime statistics: Merkur Slots Brighton is situated within Kemp Town- The Village policing neighborhood. In the year ending December 2022, the crime rate in Brighton & Hove was about the same as the average crime rate across similar areas and higher than average for the Sussex force area. During December 2022, 82 crimes were recorded within a half mile of the venue. The most commonly recorded crimes were, Violence and sexual offences -23, Anti -social behaviour -15, Shoplifting -11, Public Order -15, Criminal damage and arson -9. During the last 12 months violence and sexual offences and anti-social behaviour have accounted for the highest percentage of crimes reported in the area. (police.uk) Since opening in February 2022 the venue have recorded 20 incidents: 9 incidents relating to aggressive behaviour; 3 incidents relating to alcohol where the person was told to leave the venue; 7 incidents relating to disturbances inside/outside or near the premises and 1 incident related to a barred person. On 18 of the incidents the culprit were known to the venue. 2 incidents required police attendance. Local Police: Sussex Police, Kemp Town -The Village, Brighton Police Station, John St, Brighton BN2 0LA Local/town centre scheme – membership Merkur Slots is a member of the Brighton & Hove Business Crime Reduction Partnership. *The Brighton and Hove Business Crime Reduction Partnership is one of the leading BCRPs in the country and stands on the frontline of the fight against business crime.* *We represent both daytime and night-time economies and we will support your business by giving you the tools you need to help prevent crime and disorder in and around your business.* *The BCRP works with businesses and partner agencies to reduce business crime in the city. It operates a city-wide state-of-the-art digital radio network and secure password-protected website which provides accurate intelligence and up-to-date images of individuals offending in the area.* *The BCRP also provides crime prevention training, runs restorative justice sessions and operates an Exclusion Notice Scheme which bans prolific offenders from all BCRP member premises. A breach of an exclusion notice can lead to a Community Protection Order or contribute towards a Criminal Behaviour Order.* *Using intelligence gathered from members and the police, the BCRP also refers offenders to partner agencies to secure support*	Premise Security and violence in the workplace *Poor security control measures which may increase vulnerability to crime* *Failure to protect employee and customers from harm during the hours of late-night opening* Merkur Slots Brighton is subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed. Merkur Slots Brighton is fitted with a HD CCTV system with coverage of all public areas including all entry and exits points, CCTV will be clearly advertised to customers with screens visible by staff when working in the service area. Ability to review CCTV remotely and provide footage to relevant parties when required. Floor layout is designed to avoid blind spots to enable the active management and observation of customers entering and leaving the premises, from the central service area the entrances, machines and toilets can be observed and staff will regularly patrol the gaming floor to supervise and interact with customers to identify underage or vulnerable persons. General Crime and Disorder *To identify aggressive customers to prevent crime and disorder* *Awareness of local crime issues in the local area* We have reviewed the Police.UK hot-spot mapping for the local policing neighbourhood and are aware of the areas of Recorded Crime, Vulnerable People and Vulnerable Places and are very mindful of the potential damage associated with problem gambling. We will make every effort to liaise with local Police over reducing our involvement in any incident. Staff are trained to identify suspicious activity and have the ability to interrogate real-time machine data to identify criminal activity and fraudulent incidents which are logged and escalated where appropriate. All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable. Staff are trained on how to deal with aggressive customers and situations which may also require police assistance. The company operate an internal security alert system and are registered with trade associations for crime bulletins (BACTA and Association). Machine data is captured in real-time and full secure cash reconciliation is completed on a weekly basis, the machine exceptions are monitored by a centrally based income protection team and all exceptional cash losses are investigated by the internal audit compliance team. Merkur Slots Brighton participates with the Brighton & Hove Business Crime Reduction Partnership and actively seek to support and be involved with any

	to address their offending behaviour and reduce the chances of re-offending. Public Houses and Alcohol Licensed Premise Volks Club, 3 Madeira Dr, BN2 1PS FunkyFish Bar, 19-23 Marine Parade, Kemptown, BN2 1TL Apocalypse Brighton, 8 Marine Parade, Kemptown, BN2 1TA Latest Music Bar, 14-17 Manchester St, Kemptown, BN2 1TF Club Revenge, 32-34 Old Steine, Kemptown, BN1 1EL Affinity Bar, 129 St James's St, Kemptown, BN2 1TH The Zone Bar, 33 St James's St, Kemptown, BN2 1RF CHALK Night Club, 13 Pool Valley, BN1 1NJ Shooshh Night Club, 214 Kings Rd, BN1 1NB The Hub Night Club, King's, 193 Kings Rd, BN1 1NB The Arch Night Club, 187-193 Kings Rd, BN1 1NB Brighton Coalition Night Club, 171-181, Kings Road Arches, BN1 1NB PRYZM Night Club, Kingswest, West St, BN1 2RE Boutique Night Club, 2 Boyce's St, West St, BN1 1AN Charles Street Tap Pub, 8 Marine Parade, Kemptown, BN2 1TA The Amsterdam Bar & Kitchen, 11 Marine Parade, BN2 1TL The Plotting Parlour, 6 Steine St, Kemptown, BN2 1TE Camelford Arms, 30-31 Camelford St, Kemptown, BN2 1TQ Brighton Rocks, Cocktail Bar, 6 Rock Pl, Kemptown, BN2 1PF Le Village- Gay Bar, 2-3 High St, Kemptown, BN2 1RP The Zone Bar, 33 St James's St, Kemptown, BN2 1RF Bulldog Pub, 31 St James's Street Mews, Kemptown, BN2 1RF Block- Bar and Grill, 101 St James's St, Kemptown, BN2 1TP The Saint James Tavern - Pub, 16 Madeira Pl, Kemptown, BN2 1TN The Marine Tavern –Pub, 13 Broad St, Kemptown, BN2 1TJ The Queens Arms Brighton – Gay Bar, 7-8 George St, BN2 1RH The Mucky Duck, 7-9 Manchester St, Kemptown, BN2 1TF Bar Broadway, 10 Steine St, Kemptown, BN2 1TY Affinity Bar, 129 St James's St, Kemptown, BN2 1TH The Marlborough Pub & Theatre, 4 Prince's St, BN2 1RD Horatios Bar, Pier, Madeira Dr, BN2 1TW The Fiddlers Elbow- Pub, 11-12 Boyce's St, BN1 1AN The Cricketers- Pub, The Cricketers, Black Lion St, BN1 1ND Sussex –Pub, 33-34 East St, BN1 1HL East Street Tap – Bar, 74 East St, BN1 1HQ The Madeira Harvester, 1-2 Madeira Dr, BN2 1AY Brighton Bierhaus, 161 Edward St, Kemptown, BN2 0JB Black Dove – Pub, 74 St James's St, Kemptown, BN2 1PA The Sidewinder – Pub, 65 Upper St James's St, BN2 1PJ Hand in Hand, 33 Upper St James's St, Kemptown, BN2 1JN The Black Horse – Pub, 112 Church St, BN1 1UD Sunset Garden – Bar, Unnamed Road, BN2 1TW Pawnbrokers and Loan Shops H&T Pawnbrokers, 4 Castle Square, Brighton BN1 1EG Prestige Pawnbrokers, 47 Market St, BN1 1HH	local initiatives targeted at reducing crime and/or disorder and will engage in the sharing of information with other businesses to support the local community. Anti-social behaviour outside the premise Whilst Public Nuisance is not a Licensing Objective and the Gambling Commission has made clear that 'disorder' means serious disorder, Merkur Slots recognise that public nuisance can escalate in certain circumstances and as a corporate citizen, it has a responsibility to work in partnership with local residents and authorities to reduce environmental impacts. Staff are aware to monitor the outside of the premise and surrounding area for anti-social behaviour and take appropriate steps within reason to minimise the risks. The CCTV monitor on the central desk allows staff to view the exterior at all times. Incidents of anti-social behaviour are recorded on the IHL SMART Tablet Incident App. Staff are trained to be extra vigilant where there is clear evidence of continued anti-social behaviour occurring in the vicinity and encourages a partnership approach with local authorities. Where short term risk is created by young people congregating nearby or attempting to enter the premise staff are trained to closely monitor the entrance. In extreme cases the maglock system would be deployed. Should there be an increase in people congregating outside the premise due to extended trading hours, appropriate signage will be displayed to deter people from loitering. Additional signage 'leave quietly' signage will be added to advise customers to respect local residents. Money Laundering *Failure to identify the occurrence to launder money on our premises (e.g. dyed stained notes, fake notes, foreign coins) and to adhere to reporting policies and procedures.* Merkur Casino has a designated Anti Money Laundering Officer (AMLO) and AML polices with clear escalation and reporting processes. Where there are pawnbrokers and loan shops in the vicinity, staff are trained to monitor and record customer behaviour, spend and time spent gambling and customer interactions are used to assess customer source of funds/income where relevant, enhanced scrutiny will be implemented where concerns of criminal activity or association of are suspected. Any suspicious activities are reported to the nominated officer who will report to NCA where appropriate.

	Brighton Payday Loans, 35 Old Steine, BN1 1NT GA Pawnbrokers – Lanes, 8 Brighton Pl, BN1 1HJ CeX, 144 western Rd, BN1 2DA Gambling premises Betfred, 124/125 St James's St, Kemptown, BN2 1TH Ladbrokes, 1E St James's St, Kemptown, BN2 1RE Admiral Casino: Brighton, 126-127 St James's St, BN2 1TH Paddy Power, 163 North St, BN1 1EA Ladbrokes, 32 West St, BN1 2RT Betfred, 56 Western Rd, BN1 2HA William Hill, 39 Queens Rd, BN1 3XB Golden Touch Amusements, 97 St James's St, Brighton BN2 1TP Pier Nine, 9 Grand Jct Rd, Brighton BN1 1PP	IHL SMART Tablet AML App is used to record AML incidents with emails alerts sent directly to the AMLO. Security alerts and photos of suspects are shared with other operators. CCTV systems available for additional monitoring of activity and MARS (machine data capture system) provides individual transactions and fraud alerts for suspicious activity. Anti-fraud analysis on MARS (machine data capture system) identifies suspicious gaming activity. Adequate staff will always be maintained and subject to regular review and risk assessment. Merkur Slots, in line with many businesses on the high street will at times operate with a single staff member. Such times when Merkur Slots choose to single man is strictly controlled and are never planned to happen from 10pm until 6am. In considering when it is appropriate for a venue to operate with one member of staff Merkur Slots will primarily consider the security of the employees by reviewing customer levels, cash control needs and the activity within the local area such as licensed premises closing times. Any period of single-staffing is managed by the lone-working policy, locked door policy, remote monitoring of CCTV and keeping in touch policy. Merkur Slots Brighton operates TiTo machines with a central redemption change machine GeWeTe, the GeWeTe is fitted with a duress code facility and built in time delay. Staff do not carry cash floats and only management can open the gaming machines and change machines. As such staff are based predominately on the venue floor and have very little need to work in a back area, any back office work is planned when the venue is closed (cash collections) or where customer numbers are low and sufficient staff available. Venue and machine keys are secured in a time delay safe accessible only by Duty Management who require very limited access due to the TITO and GeWeTe management of cash within the venue. Operating 24hrs removes the risk of venue staff opening and closing the venue. MERKUR operate a 'refresh period' in all 24hr venues that allows for any cash empties and refills to take place when the venues is closed to the public. The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms are installed. Staffguard provides instant access to live security support and there are panic alarms giving direct contact with the Police.

		Venue and machine keys are secured in a time delay safe accessible only by Duty Management. The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed. Staff are trained to deal with incidents of a criminal nature and aggressive persons. There are support mechanisms available to staff, including counselling and an Employee Assistance Programme. Alcohol and Drugs Anti-social behaviour caused by alcohol is not tolerated within our premises and there are comprehensive security and reporting processes to escalate, report and deal with any issues as they arise. 'No Alcohol Allowed' signage on the door. Drug misuse is not tolerated within the premise and in locations where there is heightened risk, the toilets are locked with access monitored and controlled by the staff. Staff are aware to refuse access to any person who is or appears to be under the influence of alcohol or drugs, or adopting anti-social behaviour, any such incident will be logged on the IHL SMART Tablet Incident App and depending on severity will be reported to the police. Staff are trained to be extra vigilant where there is clear evidence of street drinking in the vicinity and encourages a partnership approach with local authorities. Maglock systems will be deployed during times of public houses closing. Money Lending Money lending is not tolerated within our premises. Suspicions of organised money lending by illegal money lenders are escalated to the audit compliance team and onwards to local authority money lending teams. Late Night Operation Maglock systems are made available for staff to deploy at any point in time to protect against crime or disorder and are always deployed during times of public houses closing. Dedicated Regional Night Managers are employed to support venues with security incidents. Area Manager's operate a late night rota system to ensure the 'late night contact number' is monitored so venues always have an Operational Manager to call upon for support with any issues during late night operation.

		The premise and staff are protected by a Staffguard security system, Maglock and intruder alarms are installed. Staffguard provides instant access to live security support and there are panic alarms giving direct contact with the Police.
Ensuring that gambling is conducted in a fair and open way		**Gaming Machine and Supervision** The premise operates under a Bingo Licence, with proprietary bingo equipment, and a range of category B3 (max stake £2/prize £500), C (max stake £1/prize £100) and D (max stake 10p/prize £5) machines (company average stake is 30/40p). Bingo is available by means of Bingo tablets offering a range of Bingo products and Live calling. Bingo Tablets are linked to Merkur venues and other operators across the country and allow customers to play Bingo including the National Game which is played twice per day in the venue when customer numbers are as low as one. Tablet systems now account for most of the bingo play in venues of all sizes. **Customer Complaints** *Failure to prevent customers complaints and disputes regarding gambling within our premises. Failure to resolve customer's complaints and disputes regarding our gambling premises.* Merkur Slots operate a clear customer complaints policy both within venues and via a customer complaints link on the website. Complaints management policy in place for written, telephone and complaints received via the 'customer complaints' link on company website. The Company Code of Practice and Complaints and Disputes Policy will be displayed on the Customer Information Board at the entrance with leaflets available within the premise - ADR provider is IBAS. Complaints portal used to collate and manage responses. 4 stage complaints procedure with ADR entity Independent Betting Adjudication Service Ltd (IBAS) for unresolved complaints. Staff are trained and encouraged to use positive discretion to resolve customer complaints in venue. **Marketing** Merkur Slots promote responsible gambling and social responsibility throughout all marketing campaigns. Marketing and Promotional activity complies with LCCP and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP). External windows will have digital marketing screens which will display safer gambling messages, No Under 18's allowed, Think 25, opening times and promotional activity.

		All marketing campaigns are reviewed for appropriateness before being launched. No advertising is used that depicts images that may appeal to children.
Other	Places of worship and Religious Buildings Brighton National Spiritualist Church, 62 Edward St, BN2 0JR Park Hill Evangelical Church, Park Hill, BN2 0BT Potter's House Church Brighton, St Mary's Church Hall, 61 St James's St, BN2 1PR St. Mary's Church, Kemp Town, 61 St James's St, Kemptown, BN2 1PR The Village MCC – Worship, 62 St James's St, Kemptown, BN2 1PR St John the Baptist's Church, 2 Bristol Rd, Kemptown, BN2 1AP Brotherhood Gate Spiritualist Centre – SNU, 21C St James's St, Kemptown, BN2 1RF Dorset Gardens Methodist Church, Dorset Gardens, Kemptown, BN2 1SA National Spiritualist Church, 62 Edward St, BN2 0JR Park Hill Evangelical Church, Park Hill, BN2 0BT Vineyard Church, 73 Holland Rd, Hove BN3 1LB Church (formerly known as Trinity Chapel, 40 Duke St, BN1 1AG Saint Paul's Parish Church, West St, BN1 2RE Unitarian Church, New Rd, BN1 1UF City Gate Church, Brighthelm Community Centre, North Rd, BN1 1YD One Church Brighton, Gloucester Pl, BN1 4AA Ebenezer Reformed Baptist Church, Richmond Parade, BN2 9AA St Peter's Church, York Pl, BN1 4GU Quakers Religious Society of Friends, Meeting House Cottage, Ship St, BN1 1AF Al-Medinah Mosque Brighton, 24 Bedford Pl, BN1 2PT Brighton Mosque & Muslim Community Centre, 150 Dyke Rd, BN1 5PA Brighton Mosque & Muslim Community Centre, 150 Dyke Rd, BN1 5PA	Ethnicity and Local Area Demographic Merkur Slots does not discriminate on the ground of ethnic or social demographic. Local area profiles which detail deprivation, social, ethnic or population may be used as part of the risk assessment in relation to gambling related harm in conjunction with the company standard controls. Merkur Slots takes a holistic approach to customers and is aware that the Equality Act precludes the exclusion of any group for generalised reasons. Merkur Slots will participate with the Brighton & Hove Business Crime Reduction Partnership and actively seek to support and be involved with any local initiatives targeted at reducing deprivation (crime/employment/health) and engage in the sharing of information. Training & Social Responsibility Merkur Slots take responsible gambling and social responsibility seriously, ensuring all staff are fully trained to carry out their roles in a responsible manner. Merkur Casino have attained Responsible Gambling Accreditation from the G4 Global Gambling Guidance Group. Merkur Casino work with YGAM (Young Gamers and Gamblers Education Trust) to deliver City and Guilds accredited training on vulnerable and gambling harm to all levels of management. There are two National Training Centres and a dedicated Learning and Development Team. Gamcare Accredited training completed by members of management. All staff complete on boarding and 6 monthly refresher training: The Essentials of Compliance, Safeguarding Children and Vulnerable People Age Verification and Customer Interaction. Staff are aware of the importance of social responsibility, trained to advise customers of gambling responsibly and identifying potential problem gamblers. Compliance and Social Responsibility Folder and Player Protection Framework containing policies and procedures is available to all staff. Venue Mangers review compliance logs monthly, Area Managers Bi monthly and Compliance Auditors annually.

Merkur Slots Brighton Premise Layout

Premise level:	Merkur Slots is a ground floor premise located on the two ways St. James Street.
Premise frontage:	Merkur Slots Brighton is a property is of a style which obscures the interior with digital Marketing Screens displaying safer gambling messages, no under 18's, opening times. Marketing and promotions will comply with LCCP and standards set by the Committee of Advertising Practice (CAP) and Broadcast Committee of Advertising Practice (BCAP).
Counter Position:	Merkur Slots Brighton floor layout is of the design to avoid blind spots and enable supervision of entrances and machines from the central service area and staff will regularly patrol the gaming floor to supervise and interact with customers and identify underage or vulnerable persons. The central service area serves as the main support area for staff to manage the venue without having to leave the floor: - TiTo machines with a central redemption change machine GeWeTe, the GeWeTe is fitted with a duress code facility and built in time delay. Staff do not carry cash floats and only management can open the gaming machines and change machines. - Beverage and snacks are provided from the service area - IHL SMART Tablet located on the service desk provides the facility to record age verification checks, customer interactions, incidents, self-exclusions, reinstatements, track and trace and general venue management checklists - The CCTV monitor on the central desk allows staff to view the exterior at all times.
Floor layout:	Merkur Slots Brighton floor layout is designed to avoid blind spots to enable the active management and observation of customers entering and leaving the premises, from the central service area the entrances, machines and toilet can be observed and staff will regularly patrol the gaming floor and interact with customers allowing identification of underage and vulnerable persons. 'Stay in Control' Posters and Leaflets are located in prominent locations within the premise.
Machine Positions:	Merkur Slots Brighton operates under a Bingo Licence, with proprietary bingo equipment, and a range of category B3 (max stake £2/prize £500), C (max stake £1/prize £100) and D (max stake 10p/prize £5) machines (company average stake is 30/40p). Bingo is available by means of G-Tab tablets offering a range of Bingo products and Live calling. G Tabs are linked to Merkur bingo venues and other operators across the country and allow customers to play Bingo including the National Game which is played twice per day in the venue when customer numbers are as low as one.
Hidden Areas:	Merkur Slots Brighton is fitted with a HD CCTV system with coverage of all public areas including all entry and exits points, CCTV is clearly advertised to customers with screens visible by employees when working in the service area.

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Additional Comments

The venue manager is Nocoleta Ifrim who is experienced in the Gambling Industry and familiar with Gambling Compliance and supporting with people who may be vulnerable, possibly at risk of having a problem with their gambling and may need interaction. Nicoleta is aware of the need to support and train their team in Compliance and is happy to seek guidance should they need further help.

Since opening in February 2022 the venue have recorded 20 incidents:
9 incidents relating to aggressive behaviour; 3 incidents relating to alcohol where the person was told to leave the venue; 7 incidents relating to disturbances inside/outside or near the premises and 1 incident related to a barred person. On 18 of the incidents the culprit were known to the venue. 2 incidents required police attendance.

MERKUR Slots UK appointed Leveche Associates Ltd to conduct independent covert visits on numerous AGC/Bingo venues that operate throughout the UK 24-hrs, 7 days a week including six venues in and around the London area.
Key comments from the reports include:
'Visits to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and do not attract or take advantage of juveniles or other vulnerable persons. The visits also established that MERKUR Slots customer do not cause crime or anti-social behaviour.'
'MERKUR Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards'.
'The presence of MERKUR Slots does not lead to or result in people, who have been on a night out, staying in the area any longer than they had planned to'.

This document provides an assessment of risk at premise level relating to the provision of these facilities for gambling. Merkur Casino is a national operator and employs several standard policies, procedures and control measures across all premises. These issues are clearly articulated in the "Compliance Manual" to be found in the premise and in our Player Protection Framework. The company also carries out premise's security risk assessments (available on request) and health and safety risk assessments which inter alia relate to the objective of keeping crime out of gambling.

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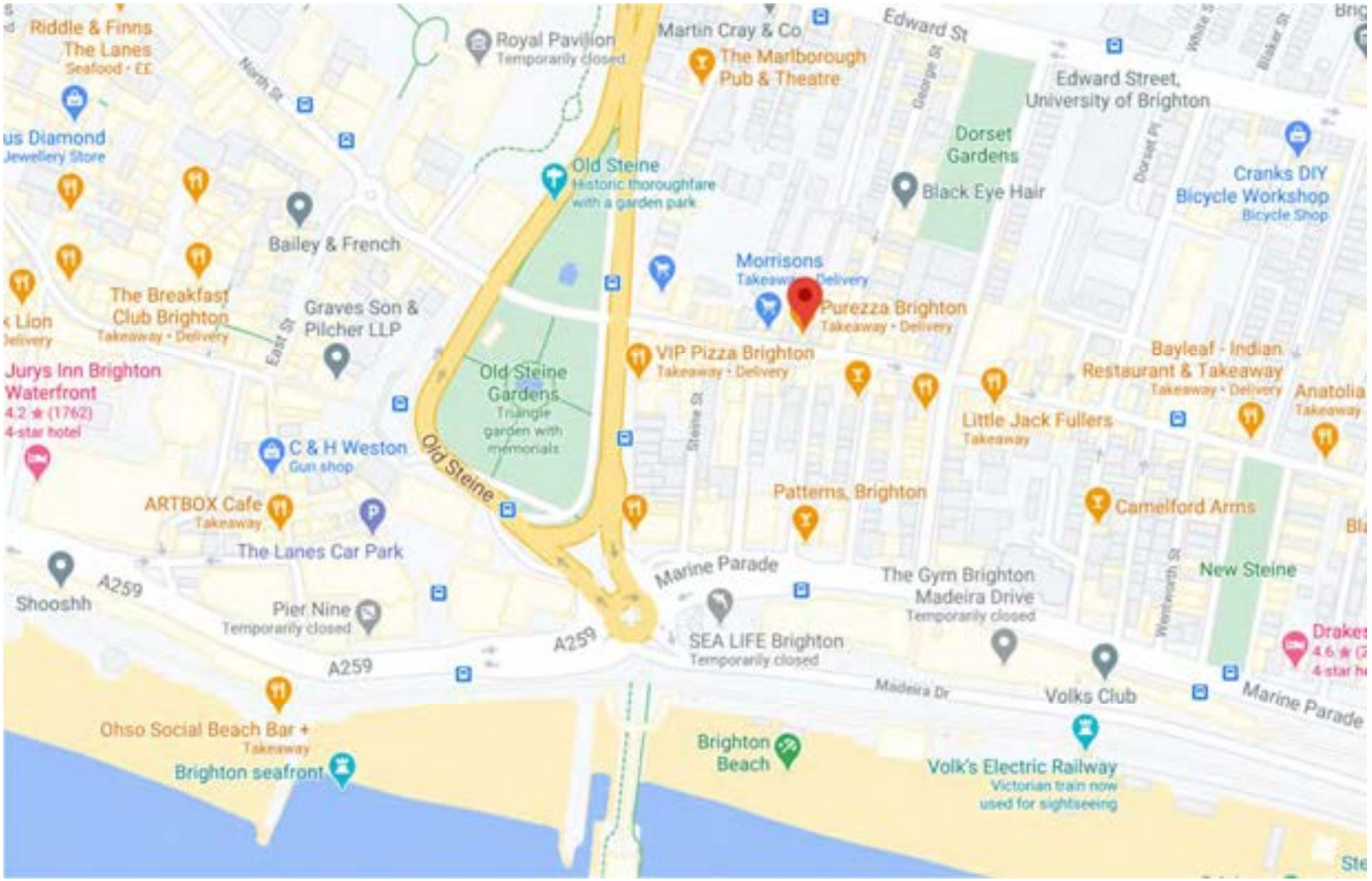
Where relevant, Merkur Casino has also considered any substantive local risks identified in a wide range of policy statements related to gambling and local area profiles specifically related to gambling. However, the company does not operate discriminatory policies against any identified groups based on social demographic or ethnic origin. Therefore, identification of issues relating to gambling related harm are based on individual customer behaviour even where particular groups are identified through research at being at greater risk of gambling related harm.

Assessors Name:	Amanda Kiernan
Signature:	
Date:	14/06/2023

Merkur Slots, 9-10 St. James Street, Brighton, BN2 1RE



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Merkur Slots, 9-10 St. James Street, Brighton, BN2 1RE

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THE LICENSING OBJECTIVES UNDER THE GAMBLING ACT 2005

- 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

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

- Merkur Slots UK Limited is aware that it must notify the Gambling Commission should we suspect that offences under the Gambling Act 2005 are being committed.
- Merkur Slots UK Limited complies with the Commission's advice on the Proceeds of Crime Act 2002.
- Merkur Slots UK Limited has completed its own Business Anti-money laundering risk assessment, local area risk assessments and implements anti-money laundering policies and procedures.
- If we suspect anyone of using our premises for the furtherance of criminal activity (for instance drug dealing, using counterfeit money, selling suspected stolen property and criminal damage) we will contact the police immediately, report to our Head of Compliance and record the instance in the AML and Incidents modules of the electronic Smart Tablet system.
- All Merkur Slots UK Limited premises operate digital CCTV and customer areas are supervised.
- Merkur Slots operates a group-wide Security Alert system where incidents are shared instantly with all licenced premises. We have an internal Fraud Measures Team that respond to and investigate incidents. As a BACTA member, we receive nationwide Security Alerts, which are circulated via the Security Alert system to all licenced premises.
- All Merkur Slots premises provide a static alarm system which is also supported by Staff Guard, a nationwide security company that offers 24hr support via a monitoring centre with fully trained operatives who advise on difficult situations and escalate appropriately.
- Merkur Slots UK Limited has an extensive security, audit and money laundering team monitoring employees and customer activity.
- All Merkur Slots employees complete six-monthly refresher training which covers this licencing objective; anti-money laundering policies and procedures; and guidance on the Proceeds of Crime Act 2002.
- Merkur Slots operate a robust late night working policy, which is fully supported by a full-time Night Manager.

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- Merkur Slots does not operate a single-manning policy between 8pm and close, however, should an emergency occur a 'locked door' and 'keep in touch' policy is implemented.

Objective 2 - Ensuring that gambling is conducted in a fair and open way.

- Our gaming rules are prominently displayed in each of our licensed premises.
- Our employees have a full understanding of machine gaming rules.
- We encourage customer-facing employees to use positive discretion to resolve customer issues at a local level, where possible.
- Our Customer Complaints procedure is display prominently in every venue. Where customer disputes cannot be resolved satisfactorily, we refer all potential disputes to our appointed Alternate Dispute Resolution provider (IBAS).
- All venue managers attend our National Training Centre for a thorough induction programme prior to taking on responsibility of their own venue and team.
- All licensed premises employees receive induction and six-monthly refresher training during the course of their employment to ensure that potential issues can be addressed at the earliest opportunity.

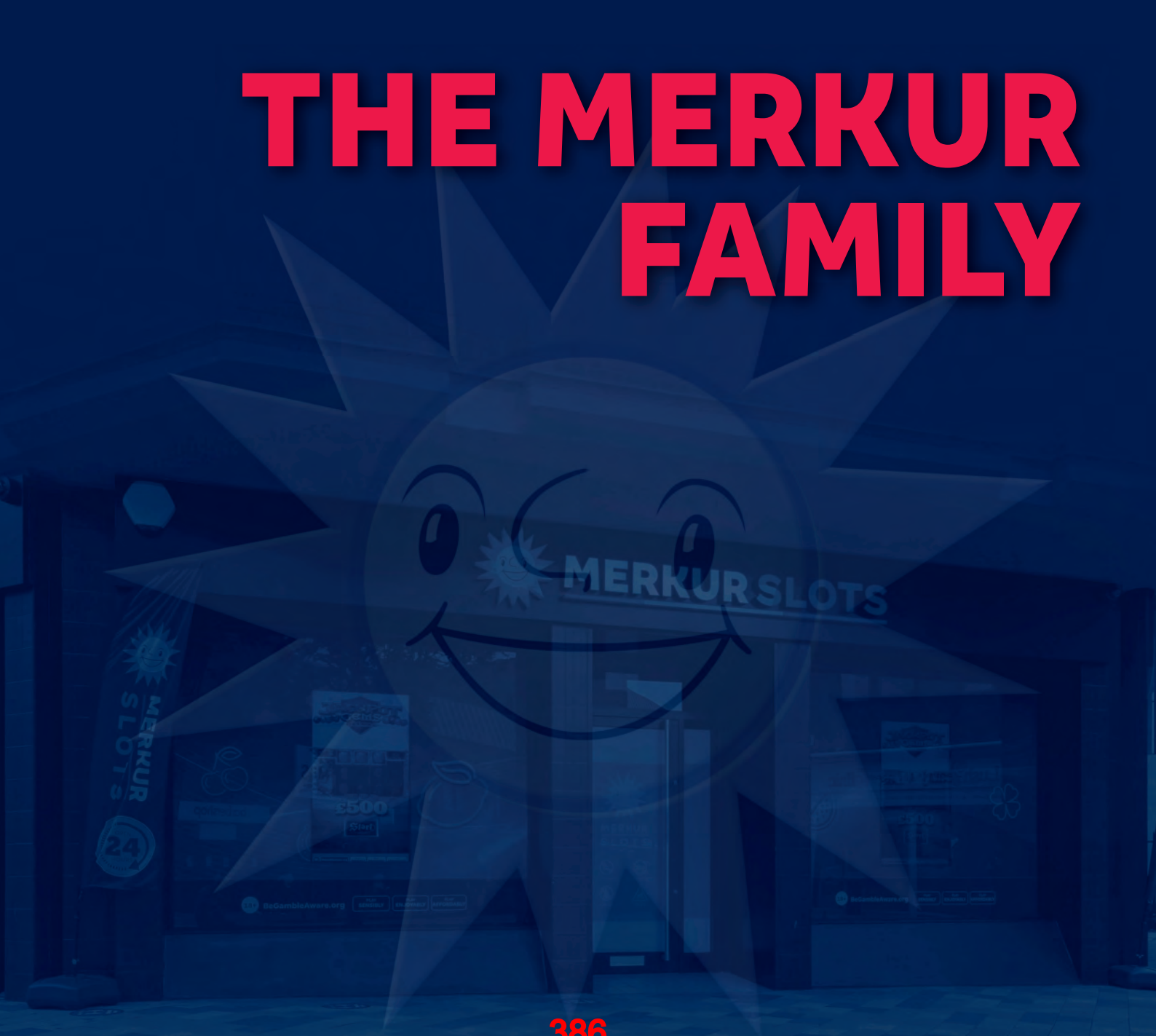
Objective 3 - Protecting children and other vulnerable persons from being harmed or exploited by gambling

- All our licensed premises are strictly adult only and we provide appropriate notification on entry, on all marketing material and throughout our premises.
- We operate a Think 25 policy as standard and all employees are trained to request a photographic form of identity if they suspect that a customer is under age. All challenges are recorded on our Smart Tablet system under Age Verification Checks and Check Policy are our third-party independent partner for compliance testing.
- 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.
- We prominently display information throughout our licensed premises on responsible gambling and provide details of organisations that can provide support and guidance such as BeGambleAware.
- Socially Responsible messaging is implemented on B3 and Category C digital machines.
- All licensed premise employees are trained to identify potential at risk customers and conduct effective interactions. Customer interactions are recorded on the Interactions module on the electronic Smart Tablet and reviewed centrally by the Compliance team.
- We implement a self-exclusion policy throughout our licensed premises and operate a Smart Tablet system for recording self-exclusions, reinstatements and breaches. We are also members of the Bingo Association Multi-Operator Self-exclusion Scheme.
- The layout of our premises is designed to facilitate customer supervision by employees.

- We provide an annual donation in support of research, education and treatment of problem gambling.

All three licensing objectives are embedded at all levels within the organisation via training both on-line and face to face, during Operational meetings, Business Bulletin communications, Compliance/Audit visits and annual conferences.

THE MERKUR FAMILY



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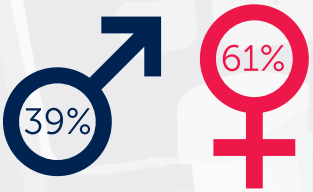
MEDIA PACK

PART OF THE GAUSELMANN GROUP

A Strong Partner For More Than 60 Years

Merkur Casino UK, formerly Praesepe, is a subsidiary of the family run Gauselmann Group who are based in Espelkamp (Germany). Over the last 60 years the group has grown to operate more than 700 venues across Europe under the Merkur Brand. Millions of enthusiastic guests at home and abroad know our logo. The laughing MERKUR Sun is a guarantor for the best entertainment.

Merkur Casino UK employs over 1,600 people (61% Female) over 3 Bingo Clubs, over 180 High Street gaming centres and 3 Family Entertainment Centres under two main brands.



61% of employees are female

39% of employees are male

Merkur Slots is the main UK brand. All Merkur Cashino and Cashino Gaming venues will be rebranded into this new name over time. Our venues represent the very best in terms of exciting 'slot gaming' entertainment through delivering to our customers the latest in venue product and atmosphere. These venues are known for their highly trained teams and first class face to face service.

Merkur Bingo clubs, formerly Beacon Bingo, are very important to our customers in their local communities. Our teams strive to deliver not just great service but a Bingo experience which focusses on ambience, safety and fun in a modern environment. The flagship venue at Cricklewood, in North London, is the largest in Europe.

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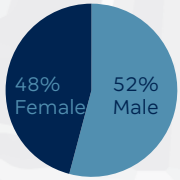
MYTHBUSTERS
We Are Not Betting Shops

Merkur Casino UK is one of the UK's largest operators of High Street Adult Gaming Centres (AGCs). AGCs are often, unfortunately, put into the same category as betting shops. This is because there is a widespread misunderstanding of how AGCs operate and who our customers are. We want to address these misconceptions and demonstrate that a new AGC on your local high street is a good thing. Public concerns surrounding betting shops were largely due to the presence of Fixed Odds Betting Terminals (FOBTs). Our venues do not offer these types of machines. Our machines offer low stakes ranging from 10p to a maximum of £2. These machines have been around for many, many years.

Our AGCs are where people come to spend their spare change, have a game of bingo and enjoy their favourite pastime in convenient locations.

The market on the high street has evolved with venues now providing electronic bingo tablets.

The average stake from our customers is between 30-40p.



Our venues appeal to all ages with our membership gender database split of 52% male / 48% female.

Our teams remain with the customers on the venue floor rather than behind a counter.

We provide complimentary refreshments, teas and coffees, to customers and do not sell alcohol. Our staff will not allow anyone into the premises who appears to be intoxicated.

OUR OPERATION
We Are Not Noisy Neighbours

Whilst we sit within the leisure sector, noise levels are very low and limited from our venues. We currently operate 24 hours in over 90 venues.

Our machines generate low levels of noise.

We do not have tannoy systems that you find in seaside amusement centres.

We only play background music like at any other high street shop.

We are immensely proud of the fact that we have never had a licence revoked or even reviewed. Incidents are extremely rare. We simply do not generate noise and anti-social behaviour.

Customers tend to visit on their own or in couples. We rarely see large groups.

We do not serve alcohol on our premises.

Our customer base after midnight is predominantly the local entertainment workforce and shift workers who like to relax after their busy shifts.

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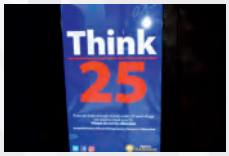
RESPONSIBILITY IS THE FOUNDATION OF OUR BUSINESS

Think 25 Messaging



We Are Not A Problem

Being a responsible operator is high priority across the Gauselmann group and in the UK, Merkur Casino is always looking at ways to adhere to the three licensing objectives as technology and customer behaviour changes.

GAMBLING COMMISSION

Merkur Casino is regulated by the Gambling Commission and Licensing Authorities

We provide complimentary refreshments, teas and coffees, to customers and do not sell alcohol. Our staff will not allow anyone into the premises who appears to be intoxicated.

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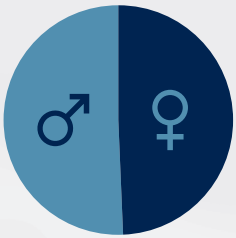
Our venues operate a Think 25 policy whereby any persons who look under 25 have to produce a form of photo ID.

Our venues appeal to all ages with our membership gender database split of 52 % Male / 48% Female



Our venues have 3 external age tests per year with a compliance rate of over 94% for the last 3 years, compared to other leisure and gambling sectors that sit around 80%.

SOCIAL RESPONSIBILITY MEASURES IN PLACE

In Venue

Operationally we have a number of measures in place to protect our customers. Throughout the business Merkur Casino also has a number of socially responsible gambling tools, and management and training initiatives that include:

All staff complete on-boarding and six-monthly refresher training on "The Essentials of Compliance and Social Responsibility" and "Safeguarding Children and Vulnerable People".

Dedicated Learning & Development Team and National training centres.

IHL SMART tablet in every venue for the recording of customer interactions, self-exclusions, incidents and alerts.

All data is centrally reviewed and evaluated by an independent Audit/Compliance team.

Six monthly compliance audits to help identify training needs in venue.

Local Area Risk Assessments are updated annually to identify any changes in the local area.

PlayRight app installed in all venues that is a self-help tool for customers to manage their gambling.

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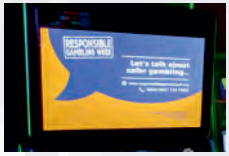
Compliance

Training Centre

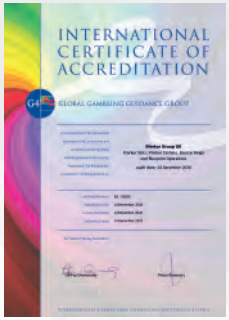
Online Training

SOCIAL RESPONSIBILITY MEASURES IN PLACE

Machine Messaging



Customer Interaction Training



All Levels

We provide an annual assurance statement to the Gambling Commission. This officially details the Board's commitment to the company values, purpose and culture and the accountability placed on delivery of the licensing objectives.

The statement contains information on how we operate effective governance, regulatory risk management, compliance controls, social responsibility and safer gambling initiatives.

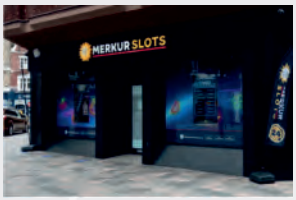
It is also an opportunity to set out any initiatives relating to significant changes being introduced to improve control systems, risk-management, governance and safer gambling. Our recent commitments include: Socially Responsible Machine Messaging; Customer Set Your Limits; SMART Alert application to report criminal activity; opening our Second National Training Centre; Think 25 messaging and Customer Interaction Training.

Merkur Casino UK received the international certificate of accreditation from the Global Gambling Guidance Group (G4). Our Merkur 360 programme showcases how we are continually improving our social responsibility commitments throughout all levels of the business.

Merkur Casino UK also engages with the Bingo Association, Bacta and Gambling Business Group bodies.

- Senior Manager representation Divisional meetings.
- Operations Director is the Chair for division 3 representing Adult Gaming Centres.
- Member of the National Council.
- Head of Compliance is Vice Chair of the Social Responsibility Committee.
- Operations Director and Head of Compliance are Directors.
- Head of Compliance is a member of the Social Responsibility Committee.

BENEFITS TO THE HIGH STREET



Benefits for your High Street include:

Over 90% of new Merkur Slots venues occupy former vacant units.

Investment from £100,000 to £250,000 in long-standing vacant venues.

Linked trips with other shops helping to support other businesses.

Local jobs for between 6 and 12 people depending on the hours of operation.

Increased footfall to the High Street.

We provide an important natural surveillance on the high street, particularly late into the evenings.

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INSPECTOR APPEAL QUOTES
Have Highlighted The Following:

1

Ballards Lane, Finchley, London *February 2021*

"Bringing the host property back into use would provide environmental benefits for the Finchley Church End Town Centre. In addition, there would be social and economic benefits for the locality, both from employment opportunities and the occupation of the building."

2

St Peter's Hill, Grantham *September 2020*

"The proposal could be expected to generate linked trips with cafes, bars, restaurants and other leisure facilities in the centre. The site's location in close proximity to public houses, restaurants and the new cinema would increase its potential to make a positive contribution to the vibrancy of the town centre in the evenings."

3

Sepulchre Gate, Doncaster *August 2020*

"The use proposed would support the vitality and viability of the town centre and bring a vacant unit back into use, facilitating a use which could add to the footfall and increase the opportunity for shared trips. It would also add to the evening economy being a use that would be open up to 24 hours, and also subsequently increase employment opportunities."

4

Holderness Road, Hull *August 2020*

"In relation to the proposed opening hours, the application submission indicates it would be in 24 hour operation on all days of the week. This is not unacceptable with its District Centre location. Thus, a restriction on the opening hours would also not be reasonable and necessary."

5

Vicar Street, Kidderminster *March 2020*

"I have not been provided with any substantive evidence that the proposed AGC would have an adverse impact on crime, anti-social behaviour, vulnerable groups and mental health and that it would add to the deprivation in the area."

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COMMUNITY & CHARITY

Merkur Initiative

Supporting Local Charities and Good Causes

Amongst other charities, some of your donations have helped:

Merkur Casino UK has raised in excess of
£1.2 million for good causes since 2005

Please contact us

For press enquiries:
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phone +44 (0) 7796 614137

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1A Seebeck Place
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MK5 8FR

phone 01908 351200
email info@merkur-casino.com

THE 3 LICENSING OBJECTIVES

1. Keeping crime out of gambling

Whilst crime is considered 'low/medium risk' in our business, we have to be mindful of the fact crime still exists and our venues could be considered as a target for money laundering gained from the proceeds of crime and terrorist financing, i.e. drug money, using TITO technology to conceal 'fake notes', life style and spending habits.

2. Ensuring gambling is conducted fairly and openly

We have to ensure the terms we offer with regards to our business practices are fair and transparent to our customers and as Licensees we must comply with the Consumer Rights Act 2015. This means ensuring our machines and marketing are promoted in a fair and open way.

3. Protecting children and vulnerable people from being harmed or exploited by gambling

We have a duty of care to ensure children and young persons do not enter our premises, which are strictly for OVER 18's only. As a company we operate a 'Think 25' policy and ID checks are carried out if we suspect a person is under 18. Ensuring we protect people who may be 'at risk' from gambling and protecting them from harm, customer interaction and helpful advice is vital to ensure we promote our business in a socially responsible way.

G-TAB Bingo

Bringing Traditional Bingo to the High Street

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G-Tab is a multi-purpose gaming device offering live link Bingo Games, Bingo Variant Games and participation in the National Bingo Game which is played twice daily. Bingo tablets are bingo machines that provide games of both remote and non-remote bingo with remote bingo being the linked games operated via WiFi and the internet on licensed premises. Complies with the appropriate Gambling Commission Technical Standards and Machine Guidance.

Standalone Tablet Terminal

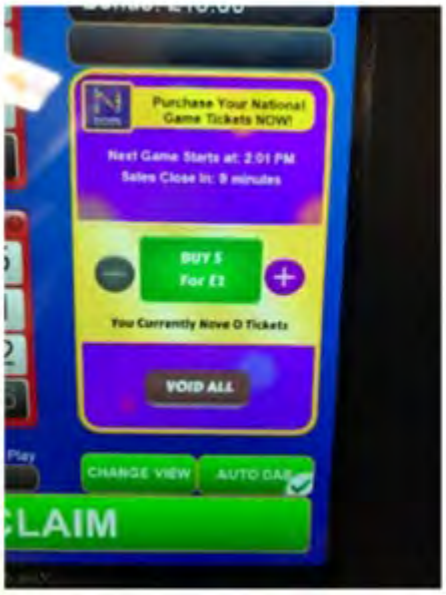
Bingo numbers announced and shown live on the top display

Charges to play clearly displayed

Customers cannot stake-up once game has commenced

"Making all traditional forms of Bingo like 'Shutter Bingo' played at the sea-side or 'main-stage' Bingo played in Clubs available"

National Bingo Game, linked to all Bingo Clubs (such as Mecca and Buzz) played twice daily (2pm and 7pm) at £2.00 for 5 tickets, maximum tickets 100 per position, making £40 maximum stake which is within the Bingo Association guidelines. Prize money including the National Jackpot is based on the number of cards in play, including bonus lines and is clearly displayed on the main display caller's unit, prior to the game commencing and on the individual tablets throughout the game.



Live Link Bingo played throughout the day from 50p for 3 cards, maximum 15 cards per position, making maximum stake of £2.50 per game. The prize money, based on number of cards in play, including bonus lines is clearly displayed on the main display caller's unit, prior to the game commencing, and on the individual tablet throughout the game.

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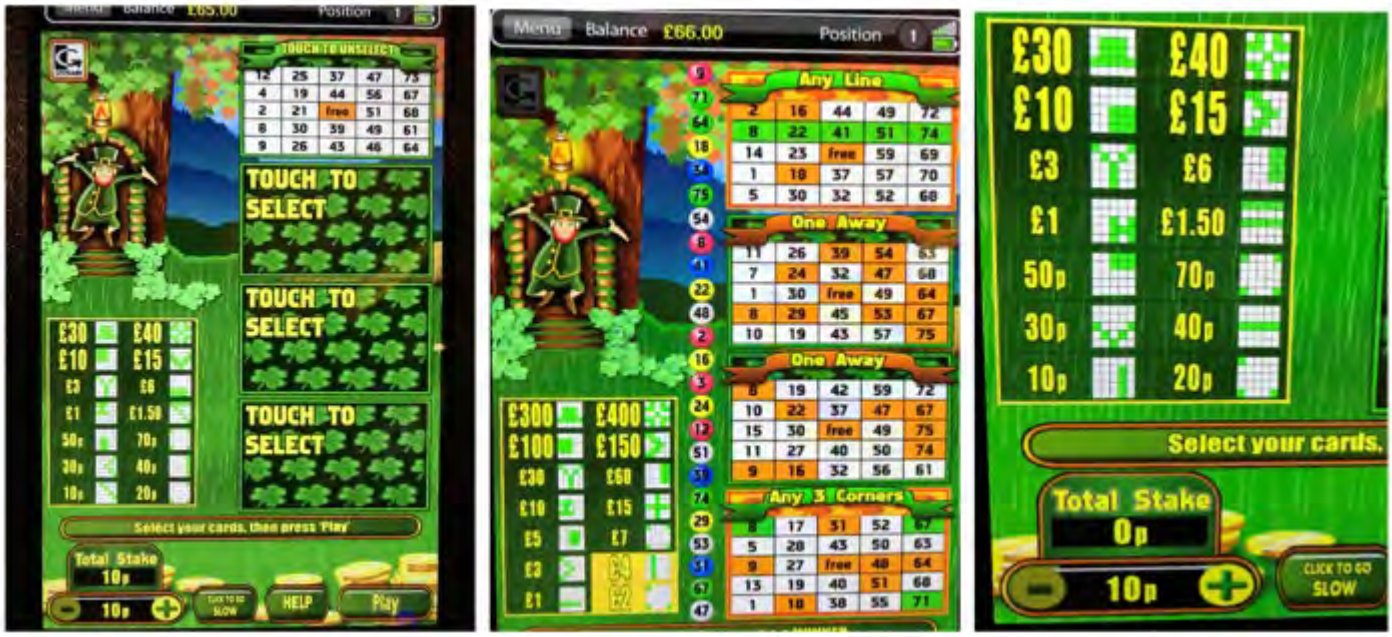
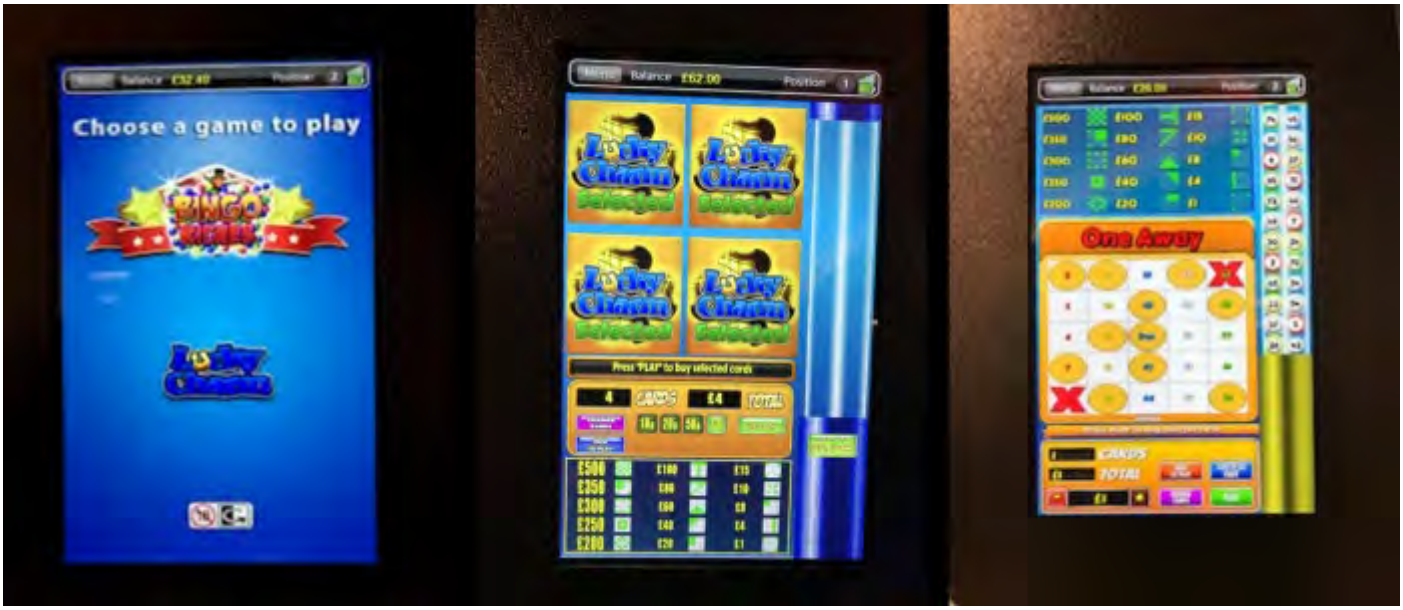
Bingo Variant (BV) Games are available 9:00 till midnight. The game of bingo stands alone on the tablet and does not connect via remote communication to a server or link to games across premises.

Bingo Riches: play from 10p (25p/50p/£1 options) per card, maximum 4 cards, so maximum stake £4 per game, with 24 bingo balls drawn and marked off various patterns to give a varied winplan, maximum prize £40 on 10p stake.



Lucky Charm: play from 10p (20p/50p/£1 options) per card, maximum 4 cards, so maximum stake £4 per game, with 24 bingo balls drawn and marked off various patterns to give a varied winplan, maximum prize £50 on 10p stake.



Low stake games:

The device also offers the player a choice of games which can be played from as little as 5p (maximum £1) a game all of which comply with Gaming Control Commission technical standards.

Compliance and Social Responsibility

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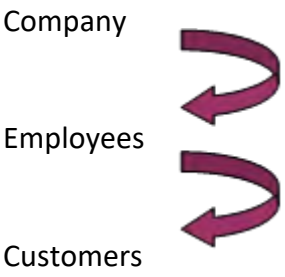
STATEMENT OF INTENT

The responsibility for an individual's gambling is their own. Merkur Casino UK, operating the brands Merkur Slots and Merkur Bingo, recognises that for a very small minority of its customers gambling can become addictive which can lead to a range of problems for both individuals and their families. As a result of this we (the Company) believe that we have a social responsibility to act positively in relation to sensible gambling.

WHAT IS SOCIAL RESPONSIBILITY?

Social responsibility is about going above and beyond what is called for by the law. Ideally, proactively identifying signs of problem behaviours is better than reacting to a problem. We apply our social responsibility through three levels:



Social responsibility is being responsible to people, for the actions of people, and for actions that affect people. Cashino Gaming has clear policies, procedures and codes of practice which outline and support the development of the way in which staff intervene where there is a suspected problem and the Company then monitors and supports the development of the awareness and knowledge of its staff in dealing with such interventions.

The idea of being responsible to customers has actually long been embedded in the ethics of business, treating a customer with respect, attention and genuinely caring about what the customer wants and needs. As a Company we understand our responsibility to help people.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives.

These are to:

- Keep crime out of gambling
- Ensure that gambling is conducted in a fair and open way; and
- Protect children by preventing their entry and vulnerable people from being harmed or exploited by gambling.

It is our responsibility to ensure that we comply with these licensing objectives at all times.

COMPANY

Our Statement of Intent is published and available to all our employees.

To support the licensing objectives and in addition to our Social Responsibility Policy we also have: -

- Sensible gambling procedures including Self Exclusion
- 'Think 25' policy

EMPLOYEES

The Company ensures that all employees are inducted responsibly into our organisation through: -

- Induction checklist
- Employee Handbook
- Reviews and sign off at 4,8,12 weeks

The above documentation includes comprehensive coverage of the following: -

- Social Responsibility Policy
- Sensible gambling procedures
- 'Think 25' policy

Ongoing training is available to all our employees and we provide a Customer Care training programme, that specifically trains our staff about problem gambling and how to interact with customers who may be affected (including arrangements for self exclusion), whilst also covering the following areas:

- Customer care
- Conflict management
- Social responsibility

In addition, employees will receive refresher training every 6 months.

CUSTOMER

Information is clearly provided to the customer to enable them to understand the machine/game they are playing and the percentage returns that apply on all games.

The customer is made aware of and given advice on problem gambling through appropriate advertising, notices, information and Staying In Control leaflets on site. Further information including sources of help and support is available via the following organisations: -

- Citizens advice https://www.citizensadvice.org.uk
- Gamble Aware https://www.begambleaware.org
- GamCare https://www.gamcare.org
- GamesAid https://www.gamesaid.org
- Gam-Anon https://www.gam-anon.org
- Gamblers Anonymous https://www.gamblersanonymous.org.uk
- Gordon Moody Association https://www.gordonmoody.org.uk
- Action for Children Charity https://www.actionforchildren.org.uk
- National Debtline https://www.nationaldebtline.org
- Betknowmore UK https://www.Betknowmore.org
- YGAM (Young Gamers & Gamblers Education Trust) https://www.YGAM.org.uk
- Leeds Community Gambling Service (via Gamcare)

The implementation of the following policies and procedures and through Customer Care Training ensures that this is consistent throughout the Company: -

- Social Responsibility Policy
- Sensible gambling Procedure
- 'Think 25' policy

Stefan Bruns
Chief Executive Officer

Mark Schertle
Chief Operating Officer

Börris Lüngen
Chief Financial Officer

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STATEMENT

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice.

The Company acknowledges its obligation to ensure that staff co-operate with the Gambling Commission's Enforcement Officers in the proper performance of their compliance functions and that they are made aware of those officers' rights of entry to premises.

- The Company must provide the Gambling Commission with any information that they suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a license condition or a code of practice provision having the effect of a license condition. Changes in key circumstances must be reported within five days of their occurrence in accordance with the terms set out in the Operating License.

- The Company must provide the Gambling Commission with such information as the Commission may require from time to time about the use of facilities provided such as: -

    - the numbers of people making use of the facilities and the frequency of such use.

    - the range of gambling activities provided by the licensee and the number of staff employed in connection with them.

    - the licensee's policies in relation to, and experience of, problem gambling.

- The Appointed Manager will be informed immediately a Gambling Commission Enforcement Officer properly identifies himself on the premises, and will attend to the Officer without undue delay. Staff will co-operate at all times with the Commission's Enforcement Officers.

- Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.

RIGHTS OF GAMBLING COMMISSION ENFORCEMENT OFFICERS

- A constable, enforcement officer or authorised person under the Act may enter premises for the purpose of assessing compliance or assessing whether an offence is being committed.

- A constable or enforcement officer can enter a premises if he reasonably suspects that an offence may be being committed or is about to be committed.

- Entry may also be for the purpose of discovering whether facilities for gambling are being provided, to determine whether an operating license or premises license is held and to determine whether facilities are being provided in accordance with terms and conditions of an operating license.

- Entry may also be made to assess the likely effects of activity when application has been made for a premises license.

- The powers of the constable, enforcement officer or authorised person can include inspection of any part of the premises or any machine, anything on the premises, questioning any person, access to written or electronic records, remove or retain evidence of committing an offence or beach of terms and conditions.

- The power of inspection must be exercised only at a reasonable time.

- The enforcement officer or authorised person must provide evidence of his identify and authority.

- A constable, enforcement officer or authorised person may use reasonable force to enter a premise.

- It is an offence to obstruct a constable, enforcement officer or authorised person in carrying out their duties.

Please refer to the training section where you will find the Compliance Training document to be used for training purposes. Our online UPSKILL Training platform hosts Essential of Compliance & Social Responsibility workbook and online quiz to be completed every 6 months by all employees.

PROCEDURE

Visits by Gambling Commission Enforcement Officers may be pre-arranged or unannounced, however, in all circumstances the employee must ask for identification from the visitor to establish that they a Gambling Commission Enforcement Officer.

The visitor must also be requested to sign into the visitors log book.

Staff are to co-operate at all times with the Commission's Enforcement Officers in the proper performance of their compliance functions.

The Enforcement Officer may remove copies of documents as required.

Any visits by a Gambling Commission Enforcement Officer must be reported to your Area Manager and Amanda Kiernan, Head of Compliance - any supporting documents/visit reports to be copied to AKiernan@merkur-casino.com

Gambling Commission Sample ID

Front of card Contains the Following:

1. Officers Name
2. Photo ID
3. Serial Number
4. Date of Issue
5. Gambling Commission Contact Details

Back of card contains the following:

1. Evidence of the Officers Identity
2. Signature of the Gambling Commission Chief Executive

THE 3 LICENSING OBJECTIVES

1. Keeping crime out of gambling

Whilst crime is considered 'low/medium risk' in our business, we have to be mindful of the fact crime still exists and our venues could be considered as a target for money laundering gained from the proceeds of crime and terrorist financing, i.e. drug money, using TITO technology to conceal 'fake notes', life style and spending habits.

2. Ensuring gambling is conducted fairly and openly

We have to ensure the terms we offer with regards to our business practices are fair and transparent to our customers and as Licensees we must comply with the Consumer Rights Act 2015. This means ensuring our machines and marketing are promoted in a fair and open way.

3. Protecting children and vulnerable people from being harmed or exploited by gambling

We have a duty of care to ensure children and young persons do not enter our premises, which are strictly for OVER 18's only. As a company we operate a 'Think 25' policy and ID checks are carried out if we suspect a person is under 18. Ensuring we protect people who may be 'at risk' from gambling and protecting them from harm, customer interaction and helpful advice is vital to ensure we promote our business in a socially responsible way.

INTRODUCTION

This policy has been implemented in order to comply with the Money Laundering Regulations 2007 that requires processes to be adopted to avoid the possibility of money laundering.

New obligations in respect of money laundering were imposed by the Proceeds of Crime Act 2002 (the "POCA") and the Money Laundering and Terrorist Financing Regulation 2017 ("the Regulations"). This legislation broadens the definition of money laundering and increases the range of activities caught by the statutory control framework. As of 10th January 2020 new money laundering regulations come into force. The regulations are applicable to the Licence Conditions & Codes of Practice (LCCP). Whilst our venues/sector is considered "Low Risk", this does not mean that there is "no risk" within our trading sectors.

As a result of this legislation Merkur Casino UK brands are required to establish procedures to prevent the use of its services and resources for money laundering. Anti-Money Laundering is effective within our business by taking a "risk based" approach.

MONEY LAUNDERING DEFINITION

Money laundering is a process by which the proceeds of crime are converted into assets which appear to have a legitimate origin, so that they can be retained permanently or recycled into further criminal enterprises. This definition of money laundering means that potentially any employee could contravene the Regulations if they were to become aware of or suspect the existence of criminal property and continue to be involved in a matter which relates to that property without reporting their concerns. In arcades, both Adult Gaming Centre (AGC) and Family Entertainment Centre (FEC), this is typically stained or dyed notes and foreign coins. We should also be mindful of significant increases in customer spending habits which may be an indicator of criminal spend. In practice this is the most likely area of potential money laundering within our venues.

POLICY

Brands operating under Merkur Casino UK are committed to ensuring that all necessary safeguards are in place with regard to the receipt of money in order to avoid it being used to launder money that may originate from the proceeds of crime.

Merkur Casino UK has appointed a designated Money Laundering Officer (MLO), Mrs. Amanda Kiernan. Email: AKiernan@merkur-casino.com

All relevant staff are trained on the requirements of the Regulations and told of the need to report any suspicious cash transactions. All venues need to report any suspicious cash

transactions **of any** note denomination value, i.e. **one** stained/dyed note, and foreign coins to the value of **£50 during one machine empty or cash collection**. These incidents should be reported using the "(AML) ANTI MONEY LAUNDERING" app available on your IHL tablet. An automated alert will be sent to the Money Laundering Officer for the purpose of informing the relevant authorities.

DISCLOSURE PROCEDURE

Where it is suspected by a member of staff that money laundering activity is taking/has taken place, a disclosure must be made to the Money Laundering Officer as soon as possible. Because of the importance attached to the process, notification should normally take place immediately by telephone or, where that is not possible, by any other expedient means, including automated alerts of the "(AML) ANTI MONEY LAUNDERING" report available on your IHL tablet. Where there is suspicion of any type of potential money laundering incident CCTV images (if available and relevant) should be retained securely.

All incidents should be reported to your line Manager.

The Money Laundering Officer will maintain records of all notifications received detailing the method of verification used to identify the suspected person.

CASH HANDLING

Operating policies and procedures are in place with regard to accounting practices and record keeping in respect of: -

- Monetary stakes introduced to machines (gross takings where available)
- Money introduced to refloat machines
- Promo ticket transactions
- GeWeTe payouts exceeding £1k approval
- Customer refunds due to machine malfunctions
- Money removed from machines (net takings where available). Where gross takings and net takings information is not available the operation will provide an explanation to the Commission
- Ticket In Ticket Out (TITO) vouchers from machines in arcades can be used for money laundering. Vouchers can be cashed in at a later date and criminals will use a range of outlets to disguise the origin of funds

Members of staff, where appropriate, are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to the effect retaining a copy for their future reference. The original is retained on the employee's personnel file.

At Merkur Slots we have clear rules on the consumption of alcohol and guidelines to manage individuals found to be under the influence of excessive alcohol consumption or use of drugs.

It is the duty of all licensed premises to create a safe and secure environment for their customers and to take steps to promote the below licensing objective:

• Keeping crime out of gambling

It is therefore vital that all licensed premises remain vigilant when it comes to illegal drugs.

INDIVIDUALS UNDER THE INFLUENCE OF ALCOHOL/DRUGS ON ENTRY

In all our sites individuals who are deemed to be under the influence of excessive alcohol or drugs must be prevented from entering any of our premises. Staff are trained to identify the potential signs of someone who is under the influence of excessive alcohol or drug use.

PROCEDURE

When such a situation occurs the member of staff should politely refuse entry to the site on the grounds of being under the influence and ask the individual to leave the premises.

Should the individual resist or refrain from leaving the premises in the first instance a Manager or Duty Manager should be called. They should also request that the individual leave the premises immediately. If an individual fails to leave the premises or becomes a nuisance that cannot be dealt with by the staff on duty the police should be called to assist.

All incidents should be recorded fully on the SMART Tablet Incident App.

ALCOHOL CONSUMPTION ON SITE

Dependent upon which type of site you are on depends on the rules that need to be applied.

Bingo Clubs

Customers may purchase alcoholic drinks on site within the licensing regulations of the premises; however, customers must not bring alcohol onsite to be consumed.

AGC's

Under no circumstances should customers be served alcoholic drinks on site, nor should they bring alcoholic drinks onto the premises to be consumed.

Bingo High Street
Under no circumstances should customers be served alcoholic drinks on site, nor should they bring alcoholic drinks onto the premises to be consumed.

EXCESSIVE CONSUMPTION

For sites where alcohol may be purchased and a customer consumes to excess to the extent that their behaviour becomes inappropriate or disruptive, they should in the first instance be prevented from consuming any more alcohol and should be requested to behave appropriately or be asked to leave the premises, usually by a duty manager.

Where the individual refuses to leave the premises then the police should be contacted for further assistance.

Both violence and aggression can be indicators of distress, to gain dominance and sometimes to maintain stability. As such they can be termed 'normal' if not always socially acceptable.

WHAT CAUSES AGGRESSION AND VIOLENCE?

There are many reasons why someone may behave in an aggressive or violent manner towards an individual or object. Below are some of the reasons in different situations.

Platonic Human beings tend to judge things they are familiar with as good and things not familiar as suspect.

Instinctive The best defence is attack!

Learned Behaviour Aggression is sometimes part of the behaviour we have learned from society.

Energy Source Natural release of pent-up instinctual energy - a pressure relief valve. Many of the activities socially acceptable are high forms of controlled aggression. The career drive in some people may be explained as an attempt to express instinctual aggression drive, but in a way society accepts and rewards.

Frustration Response When frustration in an individual reaches certain levels the only option open may be a display of aggression.

WHAT ARE SOME OF THE CAUSES OF VIOLENCE?

There are two aspects to consider:

Physical Such as Brain Damage, Drug Abuse, Alcoholism, Sexual Abnormalities, Pain, Hunger, Sleep Deprivation, Environmental Changes (weather), Appearance, Illness, Defence of Territory of Possessions, Age

Psychological Such as Fear, Frustration, Humiliation, Inappropriate Assertiveness, Pain, Vulnerability, Threats (Defence of self), Age, Illness (affective disorders, schizophrenia), Oppression.

IDENTIFYING AN AGRESSIVE OR VIOLENT CUSTOMER

There are tell tale signs so the key thing is to observe customer discreetly whilst going about your duties. This way you will spot a change in demeanour or behaviour.
These are some of the signs that can help in predicting the likelihood of imminent violence:

- Muscles tensed?
- Facial expression?
- Balanced to move?
- Fingers or eyelids twitching?
- Pacing about?
- Withdrawn on approach?
- Voice - change of pitch/tone; insults; obscenities, threats?
- Sweating?
- Breathing - increase in respiration?
- Tears?
- Offensive weapon carried or available?

PROCEDURE

Quite simply whenever there is an incident you should: -

H Hear the customer – listen to their complaint or issues.
E Empathise – see to understand the problem.
A Acknowledge – 'I hear what you are saying', 'I'm sorry you feel that way'.
T Take Action – progress with whatever action is relevant to the situation.

Here are some further techniques which can help when responding to a customer behaving aggressively or violently: -

- Be alert and consider if you need further assistance.
- Avoid eyeball to eyeball confrontation.
- Relieve the tension by adopting a calm approach.
- Speak and stand calmly but always remain balanced and ready to move - stay on person's weak side where possible.
- Consciously lower pitch and volume of voice.
- Speak clearly and slowly and don't stop talking because the other person doesn't answer.
- Try to get the person talking.
- Listen to what the person says and how it is said.

- Try to identify the source of concern and help if possible.
- Try to distract the person from the immediate cause of concern by changing the course of conversation - buy time to think, to plan, to obtain assistance.
- Understanding and kindness, simple human values which are often overlooked in today's society, can have a marked effect on the outcome of such cases.
- Do not argue! You really cannot win because the other person does not have to be logical. If you lose the argument and have to back off, your position is weakened. You may get so involved, if you do not carefully measure your own response, that you might, in the end, lose some of your own self-control.
- Do not give orders!
- Never make promises you cannot keep.
- Do not disagree where it is not necessary.
- Do not make threats that cannot be carried out or offer rewards for what started out as unlawful or improper conduct.
- Control your behaviour in body language, feelings and expression.
- In conversation with the person being confronted use expressions such as:
    - "I know you have a problem", "I know you are upset", "I believe you when you say something is wrong". Keep your voice at a calm, even pace.

These expressions will show that you have some affinity with the person and his/her position.

- Always consider if you need further assistance from a colleague, if the person becomes abusive in their language or behaviour they should be asked to leave immediately

  (remember to refund their stake money). If they refuse to leave then assistance from management or the police should be sought.

PREVENTING STAFF FROM BEING ABUSED

Under no circumstances should a member of staff put themselves at risk with an abusive customer. If the following of the guidelines above has failed in calming a customer or the customer refuses to leave the premises when asked a manager should be called. If the customer is still aggressive and still refuses to leave the premises then the police should be called.

At no time should a member of staff intervene physically in the removal of an individual from a site. All incidents should be fully recorded on the IHL Smart Tablet Incident log.

Keeping crime out of gambling

Whilst crime is considered ‘low/medium risk’ in our business, we have to be mindful of the fact crime still exists and our venues could be considered as a target for money laundering gained from the proceeds of crime and terrorist financing, i.e. drug money, the use of TITO technology to conceal ‘fake notes’, life style and spending habits.

The Company's written complaints procedure is available as a separate leaflet. Cashino venues operate a 4 stage complaints procedure as below.

If you receive a visit from the Gambling Commission/Local Authority they may ask you who our **Alternative Dispute Resolution** (ADR) provider is so ensure you know the answer – see details below.

Stage 1 – Duty Manager

Stage 2 – Area Manager

Stage 3 – Operations Director

Stage 4 – Alternative Dispute

Alternative Dispute Resolution (ADR) provider is IBAS -

COMPLAINTS & DISPUTES POLICY

At MERKUR, we aim to provide our customers with the very best high street venue experience. We appreciate that sometimes things may not meet our high standards.

Our teams in venue will aim to resolve the issue for you there and then. We have a four stage process to resolve your issue.

Stage 1: In the first instance your issue will be escalated to the Duty Manager to discuss with you.

Stage 2: If the Duty Manager is unable to resolve the issue, they will advise you of this and the matter will be referred to the Area Manager for action. We understand a timely response is essential to your experience and our aim is to contact you within 7 days.

Stage 3: If the matter requires further attention, it will then be referred to the Operations Director. We hope at this point we can reach a satisfactory outcome and you can continue to enjoy our venues.

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MERKUR SLOTS

Stage 4: If your complaint is solely relating to betting or gambling activity, and after our internal complaints process you are unhappy with our resolution, you can submit in writing to the independent third-party alternative dispute resolution provider: IBAS (Independent Betting Adjudication Service).

IBAS (Independent Betting Adjudication Service)
P.O.Box 62639
London
EC3P 3AS

If you wish to contact us directly, the quickest way to do this is via our online Customer Care:

https://customercare.merkurcasinouk.com/

Here you can find help if anything has affected your experience, submit feedback, and manage the status of your complaint.
Alternatively, you can reach us:

- In writing:

  Customer Care,
  MERKUR Casino UK,
  Seebeck House,
  1A Seebeck Place,
  Knowlhill,
  Milton Keynes,
  MK5 8FR

- By phone:

  01908 351265 (Please note this an automated phone service)

Version 2.0

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MERKUR SLOTS

POLICY

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice.

COMPLIANCE

All advertising and marketing by the Company complies with standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP).

We adopt the general principles that our advertising is:

- legal, decent, honest and truthful.
- prepared with a sense of responsibility to consumers and to society.
- respectful to the principles of fair competition generally accepted in business.
- not intended to bring advertising into disrepute.

Specifically we ensure that:

- advertising contains nothing that is likely to lead people to adopt styles of gambling that are unwise.
- advertisements and promotions are socially responsible and do not encourage excessive gambling.
- care is taken not to exploit the young, the immature or those who are mentally or socially vulnerable.
- advertisements are not directed at people under the age of 18 years through the selection of media, style of presentation, content or context in which they appear. No medium is used to advertise gambling if more than 20% of its audience is under 18 years old.
- persons shown gambling are not, nor do they appear to be, under 25 years of age.
- there is honesty at all times with regard to the chances of winning, the likelihood of a big win, and the odds or payout ratio that applies to the gambling on offer.
- advertising and promotional material carries a reference for the need to keep gambling under control.
- it is never suggested or implied that gambling is a means of getting out of financial difficulty.

MARKETING AND PROMOTION

Any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or other advantage (including the discharge in whole or in part of any liability (the benefit)) the scheme is designed to operate, and be operated, in such a way that neither the receipt nor the value or amount of the benefit is: -

A. dependent on or calculated by reference to the length of time for or the frequency with which the customer gambles or has at any time gambled.
B. dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency.

If the value of the benefit increases with the amount the customer spends it does so at a rate no greater than that at which the amount spent increases. Incentives and rewards are proportional to the type and level of the customer's gambling.

PROCEDURE

All Marketing and Promotions must be compliant.

All Marketing and Promotional activities must be approved by one of the following Managers relevant to the site.

For Bingo Sites

- Operations Director
- General Manager
- Marketing Manager

For AGC's

- Operations Director
- Marketing Manager

POLICY

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice. It is illegal for any person who is under 18 years of age to be permitted entry to any Licensed Premises.

PROCEDURE

- It is a matter of gross misconduct if a member of staff knowingly allows entry by any person who is under the age of 18 years to our Licensed Premises.

- Any person known to be under 18 years of age will be refused entry.

- Any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry or when it comes to the attention of staff. Members of staff are trained to 'think 25'.

- If the person admits to being under the age of 18, they are refused entry.

- Should they claim to be 18 or over and there is still doubt, satisfactory proof of age is requested and has to be provided before entry is allowed. If at any time there is suspicion of forged documents these incidents will be recorded and reported.

- Proof of age documents must contain a photograph from which the individual can be identified; state the individual's date of birth; be valid, and legible. It should bear no visible signs of tampering or reproduction. Acceptable forms of identification include those that carry the PASS logo (e.g. Citizen card, Validate and the Government's own Connexions card); a driving license (including a provisional license) with photograph, or a passport and military identification cards.

- Where there is still doubt and the person cannot produce proof of age, they are advised that they will not be permitted to enter until such time as they provide such proof.

- They will be shown, have explained to them, and be given a 'proof of age card' application form or offered an explanation on how to apply for a card.

- Should the person then refuse to leave, they are advised that the age restriction is a legal requirement.

- If they still will not leave, the Duty Manager is immediately contacted to take over the situation.

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- Any attempts by under-18s to enter the premises or designated area(s) are brought to the attention of the Duty Manager immediately and recorded as an entry on a IHL SMART Tablet. Details of entry to include date, time, identity of the individual if known - or detailed description if unknown – member of staff dealing, action taken, the outcome and measures put in place to prevent a re-occurrence.

- Service is refused in all circumstances where any adult is accompanied by a child or young person.

- All gaming machines, other than category 'D' machines, are inscribed with a notice prohibiting play by persons under the age of 18 years.

- Stakes are returned to under-18s attempting to gamble in an adult-only environment, and under-18s are not allowed to retain any prize.

- Consideration will be given to permanently excluding from our Licensed Premises any adult who has previously and repeatedly attempted to gain entry when accompanied by a child or young person or, should entry have been gained, if the offence was committed knowingly or recklessly. Notwithstanding, that adult shall be required to stop gambling immediately and told to leave the premises.

- In instances where a child or young person repeatedly attempts to gamble on premises or in designated area(s) restricted to adults, or where repeated oral warnings have been issued, consideration will be given to reporting the matter immediately to the Gambling Commission and, where appropriate, police or local education welfare department.

- Consideration is to be given to reminding customers of their parental responsibilities and to assess whether there is a need to develop procedures for dealing with young or otherwise vulnerable children left unattended in the vicinity of our premises.

- Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy and accompanying log.

Protecting children and vulnerable people from being harmed or exploited by gambling

We have a duty of care to ensure children and young persons do not enter our premises, which are strictly for OVER 18's only. As a company we operate a 'Think 25' policy and ID checks are carried out if we suspect a person is under 18. Ensuring we protect people who may be 'at risk' from gambling and protecting them from harm, customer interaction and helpful advice is vital to ensure we promote our business in a socially responsible way.

POLICY

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice.

COMPLIANCE

It is an offence for children (under-16s) and young persons (those aged 16 and 17) to be engaged, or permitted to be engaged in: -

- Providing facilities for gambling.
- Performing any function (including cleaning) in connection with a gaming machine at any time.
- Carrying out any other function on the Licensed Premises, whether directly employed or not, whilst any gambling activity is being carried on in reliance on the premises licence. All relevant staff, including children and young persons, employed by this Company have been trained about the laws relating to access to gambling by children and young persons.

IT IS STRICT COMPANY POLICY THAT: -

- Children and young persons are not employed to carry out any work in an adult-only area of family entertainment licensed premises at a time when any gambling is taking place.
- Gaming machines sited in Licensed Premises are turned off if children and/or young persons are working on the premises outside the hours when the premises are open for business.
- Due diligence is given to verifying the age of all new members of staff where there is reason to doubt authenticity of birth dates supplied.

REMEMBER reporting an Interaction is NOT the same as reporting an Incident. An Interaction is a conversation with a customer in regard to their gambling behaviour.

POLICY

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice listed under the Social responsibility code provision 3.4.1.

The Company makes use of all relevant sources of information to ensure effective customer interactions in particular, to identify at-risk customers who may not be displaying obvious signs of problem gambling.

If members of staff have concerns that a customer's behaviour may be related to having problems with gambling, the Duty Manager should be informed at the earliest available opportunity.

The Duty Manager is required to observe the individual and make a judgment as to whether it is appropriate to suggest to the customer that they might want to be provided with information regarding where they can seek professional advice about the nature of their gambling activity, or to discuss other options.

New Customer interaction – formal guidance was introduced by the Gambling Commission 31st October 2019. A copy is available to read in this section of your Compliance folder.

Customer interaction consists of the following 3 parts:

PROCEDURE

PART 1 - Identify and observe – behaviour or activity you have spotted or something the customer tells you.

PART 2 - Interact and take action - contact to prompt the customer to think about their gambling, for you to find out more, and an opportunity for you to offer information or support.

PART 3 - Evaluate and record the outcome – what you or the customer did next. In some cases, you may need to monitor the customer's gambling to spot any change which may prompt further action.

The above 3 parts may include the following:

- Behaviors may include intense mood swings, aggression, hysteria, remorse, excessive ATM use, excessive time and money spent, damage to property, violence or the threat of violence to staff or other customers.

- Staff are aware of where customers can be directed for confidential advice should they be approached by them for help or when they identify signs of gambling harm. This Includes the Staying in Control information leaflet which includes GamCare Helpline details and the Playright App to control their spend/time.

- Members of staff are trained to guide customers through the process of self-exclusion if they consider a customer is at risk and/or where a customer requests self-exclusion information, this will be fully explained and T&C's provided to the customer.

- The Duty Manager may give consideration to refusing service or barring the customer from the premises and, in extreme situations involving aggressive behaviour, contact police for assistance. Any interaction that results in an incident of this type, whether police attend or not must be recorded on the SMARTIncident App on IHL tablet.

- All venue staff should be aware of those customers that are frequent visitors or deemed to be regular players. Monitoring and interaction needs to take place with these customers during their visits. An interaction may lead to the Duty Manager having to intervene or take appropriate action, possibly using the Machine Administration Reconciliation System (MARS), which provides the data to review the spend/play on most machines, for those customers deemed to be potentially at risk. Appropriate action would then be taken on a player by player basis.

- If the customer refuses such information and continues to behave in a manner which could reasonably be considered to be disruptive or puts the staff or other customers in potential danger, the Duty Manager will implement the Company's procedures for dealing with antisocial situations.

- All Customer Interactions must be logged on the IHL SMART Tablet.

- Members of staff are trained as part of their 3 month induction process in the understanding of, and the strict adherence to this policy and accompanying logs.

POLICY

Whilst most customers are able to enjoy and manage their gambling, MERKUR Slots recognises it has a duty of care to those who struggle to manage their gambling and may be experiencing harm from gambling . Accordingly, we provide a self–exclusion facility for those customers that wish to request an exclusion for a fixed period of time, which is for a minimum of not less than 6 months, nor more than 12 months, with the customer, on request, having the option to extend one or more periods for a further 6 months each.

Self-exclusion social responsibility code provision 3.5.1 is a condition of our Operating Licence under the Licence Conditions and Codes of Practice – (LCCP). New regulations were implemented by the Gambling Commission (LCCP Self-exclusion 3.5.1) and as from 6th April 2016, all gaming operators must be part of a multi operator self-exclusion scheme, referred to as MOSES.

If a customer wishes to self-exclude this can be actioned immediately by a member of the MERKUR Slots venue team via the SMARTExclusion App on the IHL Tablet.

Please note: you will need a Wi-Fi connection in order to access the IHL SMART Tablet.

PROCEDURE - Using the SMARTExclusion Tablet

When a customer has requested that they wish to be refused entry to our premises, the customer and the member of staff will formally acknowledge and document their request on the SMARTExclusion tablet. For further information please refer to the "SMARTExclusion User Guide" available at the venue.

Self-exclusion is sector specific:-

- AGC Licensed Premises - 0.25km – 1km exclusion zone
- BINGO Licensed Premises 'Traditional Bingo Clubs' – National exclusion zone
- BINGO Licensed Premises 'High Street' - 0.25km – 1km exclusion zone

Therefore, you need to know what type of Premises Licence you hold at your venue. It will either be ADULT GAMING CENTRE PREMISES LICENCE (AGC) or BINGO PREMISES LICENCE - the premise licence is displayed on the Information Board. The tablet is set up to select your sector type by default, either AGC or BINGO. You will need to explain to all customers who wish to self-exclude, that it is sector specific and that they need to visit other establishments in their local area if they frequent other premises operating Bingo, AGC, Licensed Betting Shops and Casinos licenses in order for them to self-exclude from ALL gambling premises.

Please Note: the staff member dealing with the self-exclusion process should make the customer aware that if they self–exclude from a Slots Venue with a Bingo Premise Licence, they will be self-excluded from all Traditional Bingo clubs in the UK.

The customer must be Informed that this self-exclusion does not Include MERKUR Slots on-line (MERKURslots.com or MERKURcasino.com). The above is detailed in the Self-exclusion Terms & Conditions - the customer will receive a copy upon activation of their self-exclusion - a copy of these are held in the Compliance and Social Responsibility Manual.

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The customer will be asked to assist us in applying the exclusion by allowing you to take an up-to-date photograph. The SMARTExclusion tablet has a built-in web cam for this purpose. You will be prompted by the on-screen instructions when to take a photo of the customer during the self-exclusion process. **A photo is a mandatory requirement. The photo should be taken of head and shoulders and must be forward facing - please ensure the background is light so the image is clear. Do not use a photo of a photo or ID document.**

The member of staff will confirm the customer's exclusion for a minimum period of not less than six months, nor more than 12 months.

It must be made clear to the customer that they may not revoke the self-exclusion during this time and that they are entering a voluntary agreement.

Once the customer has entered their electronic signature on the tablet and the self-exclusion is confirmed, the information will be retained on the tablet at the venue and an electronic notification will be sent to other relevant licensed premises.

Any customer held on our membership system that chooses to self-exclude with be removed from all marketing activity during their self-exclusion period.

A photo gallery is available to view for ease of identifying customers who have self-excluded in the local area from any operator and includes your venue within the selected radius. Milton Keynes Head Office will automatically be notified of all self-exclusions.

Please note on the photo gallery,

- Exclusions which are live have no coloured border.
- Exclusions which are in the 6 month 'cooling off' period have a RED border. These photos will remain on the tablet for 6 months. If the customer does not return to gambling within the 6 months period the photo will automatically disappear and be archived (with the exception of Traditional Bingo Clubs who retain the details for a longer period of time unless the customer reinstates).
- Exclusions in the 24 hour 'cooling off period have a BLUE border. This will be visible for customers who have reinstated and wish to resume gambling and will disappear after the 24 hour period.

If a customer tries to enter a relevant gaming premises during a self-exclusion period, this is classed as a breach and details should be recorded on the tablet by selecting the customer photo and selecting the Report Breach button

When the self-exclusion period ends, a customer has the option to return to gambling. **The customer should return to the venue where they originally self-excluded from to complete the re-instatement process on the tablet.** This button will be visible on the tablet only after the end date of the self-exclusion period.

If a customer wishes to extend their self-exclusion period for a further 6 months, they may do so by selecting the button on the tablet.

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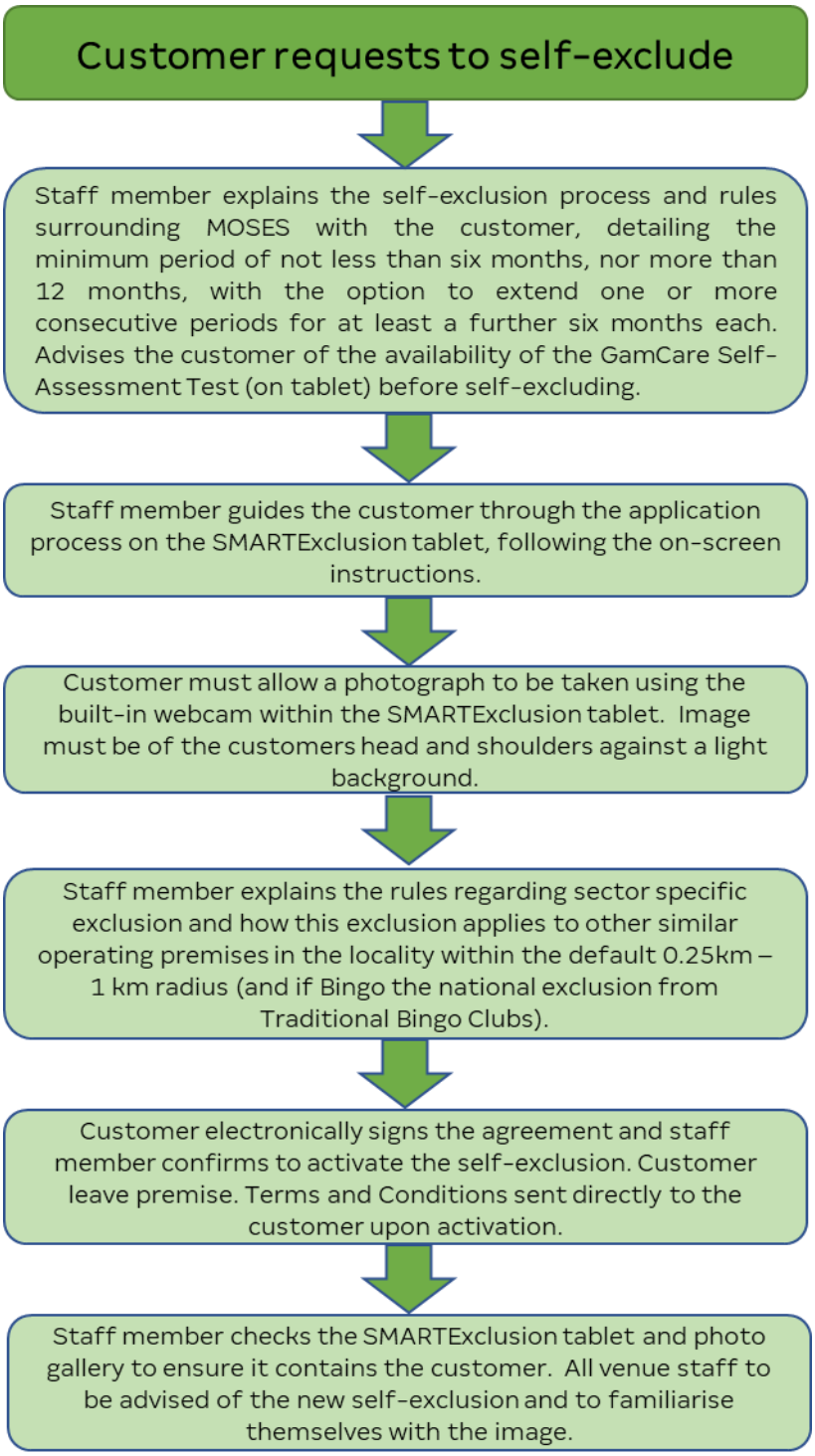
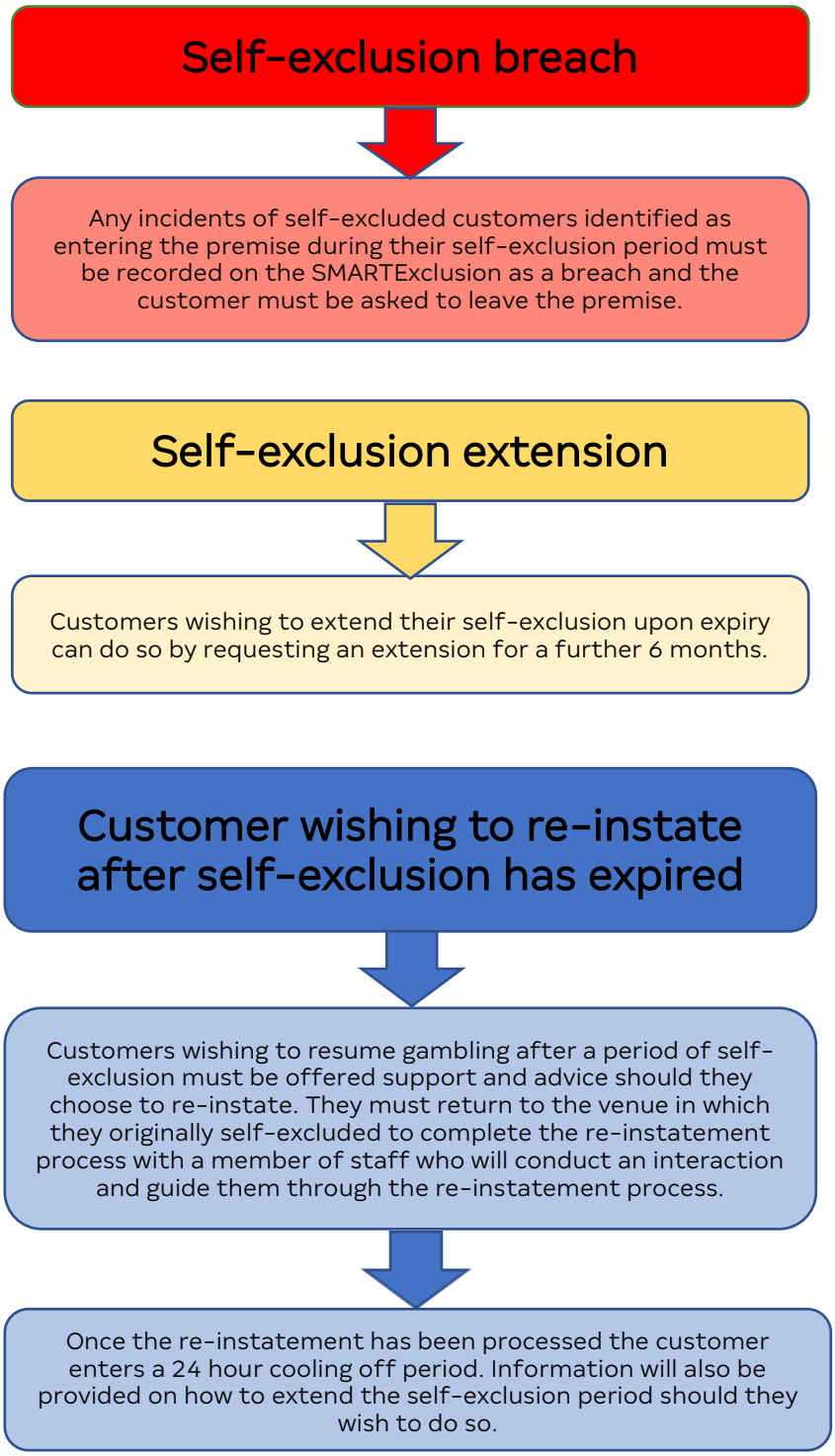
SELF EXCLUSION PROCEDURE FLOWCHART





For full operating instructions for the SMARTExclusion tablet please refer to the SMARTExclusion User Guide available in the Compliance Manual at your venue.

STAFF TRAINING

For staff training purposes follow the instructions on the tablet and enter the following details on New Exclusion – Contact Details page:

First Name: **dummy**
Last Name: **test**

You **do not** need to take a photo of a person, just point the camera to the floor and take the photo. All test entries will automatically get archived once a week from the database.

SMART Tablet malfunction

If for any reason your SMART Tablet is unavaible for use due to malfunction please contact IT Support immediately who will investigate and resolve the issue. ITSupport@MERKUR-casino.com

Should a customer wish to self-exclude and your tablet is not available due to malfunction please complete the Manual Self-Exclusion request form with the customer and send immediately to Amanda Kiernan, Head of Compliance who will contact the customer for an image and ID Verification to activate the self-exclusion.

SMART Tablet theft – please contact IT Support immediately who will ensure the tablet is deactivated and a replacement arranged.

Terms and Conditions

Welcome to SmartEXCLUSION – Please note, if you selected to be excluded from an Adult Gaming Centre (AGC), High Street, MSA/Airport or Holiday park or Bingo High Street or Holiday Park then your exclusion data is currently shared with the operators using SmartEXCLUSION. A list of Operators and their trading names can be found here Operator listing (/operator_listing). There may be other operators in the chosen exclusion zone(s) who are not signed up to the scheme.

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The AGC Industry Self-Exclusion Scheme - SmartEXCLUSION

Anyone wishing to engage in self-exclusion from gambling premises does so of their own volition. By engaging in the self-exclusion process, self-excluders are agreeing to abide by the terms and conditions of that process hereunder;

1. The self-excluder will determine which gambling premises they wish to be self-excluded from.
2. The self-exclusion system will notify all other venues selected by the self-excluder of their inclusion.
3. The self-excluder will determine how long the self-exclusion period lasts; between a minimum of 6 x months and a maximum of 12 x months.
4. Once the self-exclusion request is registered with SmartEXCLUSION, the excluder cannot terminate the self-exclusion before the selected date of expiry.
5. Self-exclusion will continue to be effective for a further 6 x months after the selected expiry date unless the self-excluder informs the SmartEXCLUSION system at the end of the core expiry period that they no longer wish to be self-excluded. If and when they do, a 24 hour 'cooling off' period will elapse before reinstatement can become effective and gambling activity can take place again.
6. During the self-exclusion period employees working in the selected gambling premises will endeavour to identify all self-excluders and prevent them from breaching their self-exclusion, but this cannot be guaranteed. If a self-excluder successfully and/or purposely gains access to gambling premises from which they have self-excluded there is no responsibility or obligations upon the operators of that premise for any actions of the self-excluder whilst on those premises.
7. In the event that a self-excluder enters a selected gambling premise during the self-exclusion period they will be required to leave the premise immediately. Self-excluders in breach of these terms will, if necessary, be removed by the use of reasonable force.
8. The self-excluder can only be self-excluded from land bases premises and not from UK online gambling platforms. The self-exclusion scheme for online operators can be found at www.gamstop.co.uk. By completing the self-exclusion via Gamstop the system will notify all online gambling companies licences in Great Britain of their inclusion. Any withdrawable funds will be returned to you following the online operator's policies.

SmartEXCLUSION includes a register of individuals who have chosen to self-exclude from entering specific gambling premises. In order to support the individual with their self-exclusion, staff working in those gambling premises need to be able to identify the excluder and to notify other selected gambling premises using the information they have provided.

1. The self-excluder will provide the following information, where applicable, to be recorded onto SmartEXCLUSION;
    - A passport style photograph, which can be taken at the point of self-exclusion in the premises.
    - Vehicle details including registration number.
    - Confirmation of home address
    - Mobile number or Email address

All self-exclusion registrations and the details provided will be recorded onto a database maintained by SmartEXCLUSION.

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3. Personal details and a photograph will be kept by SmartEXCLUSION and used by selected participating AGC's to support the exclusion.
4. In order to support self-excluders to maintain their exclusion, photographs will be available and displayed on tablet devices in the selected premises to help with observation and detection. However, it is the sole responsibility of the self-excluder to refrain from entering any of the selected premises for the duration of the self-exclusion period.
5. The details of all self-exclusions will be retained by SmartEXCLUSION for a period of up to three years beyond the expiry of the self-exclusion period.
6. SmartEXCLUSION has a legal obligation to record and report all interactions with self-excluders, including breaches or attempted breaches. These records have to be made available to those gambling premises selected during registration, and also to the UK Gambling Commission.

The Operators of SmartEXCLUSION and the gambling premises selected for the purpose of self-exclusion will take all reasonable steps to refuse admittance or otherwise prevent self-excluders from gambling. However, it is the responsibility of the self-excluder to ensure that they do not enter any gambling premises, or ask anyone to gamble on their behalf during the self-exclusion period.

Retention of Winnings

You acknowledge and agree that in the event that you breach or circumvent your self-exclusion request during your self-exclusion period you will not be entitled to receive winnings.

Deposited Funds

If you have any funds deposited on any electronic device on the premises at which you have self-excluded, these will be returned to you in accordance with the operator's usual policies.

Data Protection

I acknowledge that in order to process my request for self-exclusion I may be required to disclose personal details about me, including providing a photograph. I will be asked for sensitive personal data about my decision to self-exclude and the reason for reaching it. SmartEXCUSION and its members may make use of NON personal data for the purpose of statistical analysis on problem gambling, which may be shared with governing bodies like the Gambling Commission and Responsible Gambling Trust. Neither SmartEXCLUSION nor its members will share or sell personal data to third parties.

The Bingo Industry Self-Exclusion Scheme

Your Commitment to Self-Exclusion

By requesting to proceed with the self-exclusion process, you agree to provide full and accurate personal details, now and in the future, to enable bingo operators who are members of The Bingo Association (BA) to prevent you from accessing and/or gambling on their premises. A list of premises which are part of this self-exclusion scheme can be found on The Bingo Association's website: www.bingo-association.co.uk (http://www.bingo-association.co.uk)

Some members of The Bingo Association operate a self-exclusion scheme based on locality which may include other gambling sectors, these premises are identifiable on the list on the BA website.

The details relating to your self-exclusion and any image provided will be held on the BA's self-exclusion non-public secure database for the duration of your self-exclusion. Reasonable checks and safeguards will be undertaken to ensure that whilst you are self-excluded, you cannot access or gamble at any BA member premises.

Once you have requested self-exclusion, BA members will use all reasonable endeavours to comply with your self-exclusion request. However, by signing the self-exclusion agreement you also declare and accept that you are responsible for your actions and will not seek to circumvent your request to self-exclude by attempting to gain access to or gamble at any BA member premises or to use any online gambling service that you have similarly requested self-exclusion from during this application process.

Accordingly, the BA, the operator of the bingo premises at which you have submitted your request to self-exclude and all other members of the BA accept no responsibility or liability for any consequences or losses, however caused, that you may suffer or incur:

- If you continue to gamble
- If you have provided misleading, inaccurate or incomplete details
- If you successfully circumvent your self-exclusion

Retention of Winnings

You acknowledge and agree that in the event that you breach or circumvent your self-exclusion request during your self-exclusion period you will not be entitled to receive winnings which may, at the discretion of the BA and/or the operator of the premises at which you breach your self-exclusion, be re-distributed to other players at the club or be given to a charity.

Deposited Funds

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If you have any funds deposited on any electronic device on the premises at which you have self-excluded, these will be returned to you in accordance with the Club's usual policies.

Processing your request

The premises from which you self-exclude will take reasonable steps to promptly process your self-exclusion request and to notify the BA and other BA members of your decision. You should be aware however, that it may take up to seven days for other bingo companies to implement similar changes to their systems. You acknowledge and agree that neither the BA nor the premises from which you initiated your self-exclusion nor any other BA member will be held liable to you or any third party, if you successfully breach or circumvent your self-exclusion request or if any marketing material gets sent to you.

Online Self-Exclusion

Self-Excluding in a Bingo licensed venue does not exclude you from UK online gambling sites. The self-exclusion scheme for online operators can be found at www.gamstop.co.uk By completing the self-exclusion via Gamstop the system will notify all online gambling companies licensed in Great Britain of their inclusion. Any withdrawable funds will be returned to you following the online operator's policies.

Counselling and Support Services

Problem gambling information will be available to you at your self-exclusion interview. The BA also provides factsheets within The Bingo Association's Operators' Handbook with details of a selection of national counselling and support services. Please ask the Duty Manager of the premises where you self-excluded if you wish to receive these factsheets.

GamCare is the national association for gambling care, educational resources and training and provides information, advice and counselling to individuals, their family and friends, who have concerns about problem gambling. The Helpline number for GamCare is 0808 8020 133 (tel:08088020133) and their e-mail address is: info@gamcare.org.uk (mailto://info@gamcare.org.uk). Help can also be found on the gambleaware website: www.gambleaware.co.uk (http://www.gambleaware.co.uk)

Reinstatement

You will not under any circumstances be permitted to terminate your self-exclusion agreement before the end of the period that you have applied for. At the end of your self-exclusion period, including any extension to the period that you may subsequently make, the self-exclusion remains in place for a further six months unless you take positive action in order to gamble again. To do this, you must complete the Reinstatement Request Form. You may make this request at the end of your period of self-exclusion or at any time during the six month period following this. Once a request to reinstate has been received by a club, a 24 hour cooling-off period will be enforced.

If you do not request re-instatement, your period of self-exclusion lapses on the expiry of six months after your self-exclusion agreement ends. You may then be able to gamble again, should you choose. Nevertheless, some companies may additionally and independently ask you to formally request reinstatement if your self-exclusion has lapsed. No marketing material will be sent to you unless you request it as part of the reinstatement process.

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Protection

I acknowledge that in order to process my request for self-exclusion I may be required to disclose personal details about me, including providing a photograph. I will be asked for sensitive personal data about my decision to self-exclude and the reason for reaching it. The BA and its members may make use of NON personal data for the purpose of statistical analysis on problem gambling, which may be shared with governing bodies like the Gambling Commission and Responsible Gambling Trust. Neither the BA nor its members will share or sell personal data to third parties.

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MANUAL SELF-EXCLUSION REQUEST FORM (*Only to be used should the SMART Tablet malfunction)*

Site Name: .....

Site Address: .....

Customer Name: .....

Customer Date of Birth: .....

Customer Address: .....

.....

.....

Customer Mobile Number: .....

Customer Email Address: .....

Start Date: .....

I request that I be refused entry to the following MERKUR SLOTS venues:

.....

.....

.....

.....

for a period of 6 or 12 months* (Customer to specify) *..... (minimum six months/maximum 12 months) from the date of signing and acknowledge that I am not allowed to rescind my self-exclusion during this period.

I understand that I will be contacted within 24 hours to provide a photograph of myself and further ID verification for GDPR purposes to enable the self-exclusion to be activated.

Signed : ..... **(Customer)** **Date**: .....

Witnessed : ..... **(Duty Manager)** **Date**: .....

Upon completion of the above verification this self-exclusion application will be entered onto our IHL SMART Exclusion system and the Terms and Conditions of the self-exclusion agreement will be sent directly to confirm activation.

You will be contacted within 24 hours by a member of the Compliance department to complete your self-exclusion if you have not been contacted within 24 hours contact us via MERKUR Customer Care
https://customercare.merkurcasinouk.com/index.php

Once the term has elapsed (minimum 6 months/maximum 12 months), the customer needs to inform the Duty Manager that they wish to re-instate. The customer must then wait a further 24 hour period before they are permitted to gamble.

OFFICE USE ONLY

Instructions: To be completed by the Duty Manager:

- Hand a copy of this completed form to the customer
- Scan/email a copy to the Head of Compliance
- DO NOT obtain photographs or retain copies of ID documentation
- The original copy must be retained securely then shredded once Self-Exclusion is active on the SMART Tablet

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SOCIAL RESPONSIBILITY & CODES OF PRACTICE PREMISES LOGS

Age Verification app - all ID checks for customer(s) you suspect being under the age of 25 are to be recorded on the tablet (remember we operate a Think 25 policy).

SmartINTERACTION app - If you are approached by a customer, or you instigate a conversation with regards to "AT RISK" customers who may have a **gambling problem**, if you offer "Staying In Control" Leaflet, and discussions regarding self-exclusion, you need to record the incident on the tablet.

SmartINCIDENT App – the app should be used to record all incidents types 1-6 as listed below. You can view this information by selecting "View Incidents" and "incident Type" on the tablet.

Listed below are the incident types on the tablet. Further information can be recorded by selecting the drop down box.
Incident Types:

1. Incident relating to aggressive behavior
2. Incident relating to barred or previously barred customer
3. Incident relating to alcohol
4. Incident relating to drugs
5. Incident relating to disturbance inside / outside / near premises
6. Venue Staff Training (Training Only)

SmartEXCLUSION On the IHL tablet, to be completed if a customer wishes to self-exclude. Ensure all staff check the tablet daily at the start of each shift to familiarise themselves with any new photos which will appear in the top left hand corner of the photo carousel for new self-excluded customers, as the tablet will update automatically each day! Please refer to the Self Exclusion Policy page 7.4 in the Compliance folder for staff training information.

A copy of all User Guides for the tablet are available in your Venue Floor Folder for reference purposes.

You can also view and download these documents on Upskill > Knowledge Base > Categories

Compliance Policy

Why:

The responsibility for an individual's gambling is their own. The responsibility to exercise a duty of care is that of the operator. Merkur Gaming recognises that for a very small minority of its customers gambling can become addictive which can lead to a range of problems for both individuals and their families. As a result of this we (the Company) believe that we have a social responsibility to act positively in relation to sensible gambling.

Best Result:

All employees are fully aware of the importance of following policy and processes in regards to compliance and social responsibility. The business is run in line with the license conditions and codes of practice at all times and all employees work together to ensure the 3 licensing objectives are met.

Worst Result:

Employees are not aware of the policy and processes in regards to compliance. The company is not operated in line with the 3 licensing objectives and the license conditions and codes of practice. The business is put at risk of its license being lost.

The 3 licensing objectives:

- **Keep crime out of gambling**
- **Ensure that gambling is conducted in a fair and open way**
- **Protect children by preventing their entry and vulnerable people from being harmed or exploited by gambling**

What:

- Employees must complete compliance training before being able to work with customers in any venue
- It is the responsibility of the Lead Supervisor to ensure that all employees are correctly trained and up to date with compliance training
- It is the responsibility of employees to check that they have completed all relevant compliance training on their inform people/upskill account regularly
- Employees must always follow the policies and processes in regards to compliance which are found in the Compliance and Social Responsibility folder

When:

- The policies and processes which form compliance and social responsibility apply at all times of operation.

Who:

- All employees have a responsibility to ensure that the business is operated in a way which is compliant at all times.

Related / supporting documents:

- The compliance and social responsibility folder.

Order of who to contact if in need of help / advice:

- Lead Supervisor
- Cluster Manager
- Compliance Manager

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CCTV Policy

Why:

CCTV is an essential tool to help prevent crime and capture those responsible for breaking the law. In a business where cash is being transferred continuously between customers, machines and employees, it is important for the safety of employees and customers that all areas of the venue area covered by CCTV at all times.

Best Result:

The CCTV system is only accessed by those with authority to do so. Cameras angles are never changed without the correct authority. The security of the venue is increased

Worst Result:

The CCTV is accessed by those who should have no access, data is lost. Cameras are moved without authorization causing a loss of coverage of key areas. The security of the venue is compromised

What:

- The CCTV system should be switched on and recording at all times.
- Any faults with the CCTV System should be communicated to your Cluster Manager immediately and the IT department.
- CCTV should always cover: The front and rear exits, All machines, The offices and The GeWeTe
- The CCTV should be checked daily to ensure its working correctly and the time and date are all correct.
- Information in regards to the CCTV should never be disclosed to any 3rd parties.
- Placing and adjusting of the cameras should only be completed by IT with authorisation from AM/OD.
- Records should be kept to show who has access to the CCTV password and username.
- Decorations should be not placed in areas which obscure the CCTV monitors
- The CCTV should be in a security cabinet
- The key to the Security Cabinet to be locked in the Key Cabinet

When:

- The CCTV should be checked daily to ensure correct function.

Who:

- The Lead Supervisor has responsibility for the CCTV system being checked and fully functional.

Order of who to contact if in need of help / advice:

- Cluster Manager.
- Commercial Administrator

Staff Guard / P.A Policy / Static Alarm

Why:

The security of employees is of the upmost importance; therefore personal alarm systems and the staff guard system have been installed to help deter aggressive incidents and give employees a way of contacting help when required.

Best Result:

The staff guard and MPA fobs are carried by employees at all times as per policy. This increases the security of our employees and guests. Employees become more comfortable in their roles knowing they have methods of contacting assistance in emergency situations.

Worst Result:

The staff guard and MPA fobs are not carried by employees which reduces the safety of employees and guests. During events when emergency assistance is needed, it is not acquired.

What:

- Employees should always carry a mobile panic alarm (MPA) or staff guard fob on their person while at work. (ideally both should be carried)
- Activation of staff guard should be prioritised over using the MPA in circumstances which do not require immediate police attention.
- Staff guard should be tested at least once per week – Recorded on MC141 (Note: it is recommended to test the system during times of higher customer numbers, as it makes the customers aware that staff have a communication link to a security service)
- **Employees should not be hesitant to use staff guard** – This is a service which we pay for, there are no issues with false alarms or over usage. Use as often as necessary.
- Employees should be more thoughtful about using the MPA system, and should only activate it in times of imminent physical threat or robbery, or anything which police would usually be called for. This is a system which is linked directly to police. Inappropriate use of this device may lead to the venue losing the right to use it altogether.

- Staff guard and the MPA system should only be used if it is safe to do so – never endanger colleagues or customers during a situation arising when it would not be safe to active either system.
- For Static alarms ensure that the reset key is available at all times.

When:

- The staff guard unit should be tested once per week.
- The staff guard unit should be activated whenever staff are feeling uncomfortable or threatened.
- The MPA system should be used only when immediate police assistance is required

Who:

- The MPA unit and/or Staff guard fob should be carried by employees at all times.
- All venue employees should have access to these devices
- All venue employees should have received training on how to use these devices.

Related / supporting documents:

- MC141 – Staff guard test record

Order of who to contact if in need of help / advice:

- Cluster Manager
- Commercial administrator
- For any technical issues regarding staff guard call: 01623 649013 (This is a 24hr line but it's best to call during normal business hours Out of hours, the number transfers straight to an engineer so he may be woken by the call Do not press the fob if you have maintenance issues – dial this number as directed)

How:

To operate the Staff Guard unit:

1. Slide cover up on fob and press the red button – this dials Staff Guard.

2. A blue light will flash on the unit which shows that it's dialing.

3. The red light appears/will stay on continuously after a few seconds meaning the call has connected and someone is listening. They will not speak for the first 10 seconds.

IF YOU ARE IN IMMEDIATE DANGER SAY:
CALL THE MANAGER - This is our pass phrase that tells them to call for **IMMEDIATE POLICE ASSISTANCE**

However, they will also call the police if they can hear that a crime is being committed, or anyone is in immediate threat.

If you say: **"Stand By"**
They will stay online and listen to whatever is happening so you can use this as a safety measure if you feel a situation could escalate. Again, they will call the appropriate authorities if required.

They will say **"Standing by"** every few minutes to assure/remind you that they are still there.

Say: **"Stand down"** once you no longer need

How to make a test call:

Once per week a test call must be made:

1. Press the fob (red button) and wait for a response. Say, "Just a test call" and give the password when asked.

The password is your venue name and number.

2. They will confirm the test and end the call

MOBILE PANIC ALARMS (MPA)

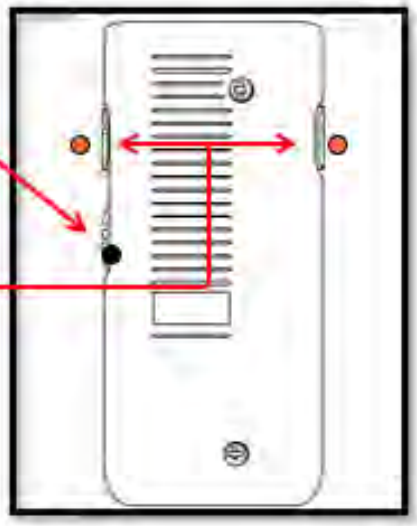
Mobile Panic Alarms are designed to offer staff the security of a personal attack alarm at all times whilst they are at work. The MPAs should be worn by staff members and key holders should be issued with one to keep with them at all times. MPAs are not to be taken off site and should not be taken home.

1. Slide the black button downwards to unlock the orange buttons

2. Press the two orange side buttons together

The panic alarm does not work if you press only one button

The black button should be kept in the locked position to prevent false activations



HOW IT WORKS

The MPA transmits a signal to a receiver on site. This signal is then transmitted INSTANTLY to an alarm control centre who inform the local Police. The Police will aim to attend site in less than 5 minutes when a MPA is activated as this is given priority over a normal 999 call.

CAUTION – The transmitter range will be affected by the condition of the MPA aerial, always ensure your MPAs are in good condition. If the MPA is defective or damaged, contact the Commercial Administrator to arrange a repair/replacement straight away.

[redacted]

MPA's should only be used when there is the threat of serious injury to staff or customers.

Example of when to use;

- Any physical violence is carried out towards a member of staff or customer;
- When the threat of physical violence is considered imminent; or
- The site is subject to a robbery.

At all other times ring the police directly. The number is displayed on the office notice board.

[redacted]

Any problems with the MPA should be addressed to your Line Manager who will inform the Commercial Administrator.

HOW TO TEST YOUR MPAs

1. Call your alarm supplier, a list of numbers is provided below.

2. Tell the alarm operative you want to test your MPAs, give them your site name (Merkur Slots), site address and site password.

3. The alarm operative will then tell you that they have disconnected the signaling, at which point you will be asked to activate each MPA in turn.

4. For example; you will press MPA 1 when instructed to by the alarm operative and they will tell you if a signal has been received, you will then move on to MPA 2 and the alarm operative will tell you if a signal has been received, you will then move on to MPA 3 etc. etc.

5. You will do this until all of your MPAs have been tested.

6. After each individual MPA test, the alarm operative will tell you if the signal has been received or not. If not, your MPA is faulty and will need to be repaired or replaced. In this instance, please report it to the Commercial Administrator straight away.

7. You will need to log that you have carried out an MPA test on your MPA Test Record Sheet, which should be maintained in your Premises Log in your Compliance Folder.

Alarm Provider	Contact
JUSTICE	08452570090
ABEL	0844 800 3022
METRO	0115 983 38011
GEM	0844 879 1703
CHUBB	0344 879 1730
ADT	0344 800 1999 option 5
LSG	08452000088

When the MPA testing exercise has been completed the alarm company will reactivate the signalling and the police response will be reinstated.

You will then need to reset your alarm control panel.

If you have a fob operated system, press your fob against your keypad, as if you are going to set the system for closure. The keypad will ask you if you want to set the system. Press 'yes'. The system will start to arm, so immediately hold your fob up to the keypad once again to unset the system. Your system will now be reset.

If you have a code operated system, input your code, as if you are going to set the system for closure. The keypad will ask you if you want to set the system. Press 'yes'. The system will start to arm, so immediately input your code, as if you are opening and this will unset the system. Your system will now be reset

Smoking / Vaping Policy

Why:

The smoke free laws passed on 1st July 2007 prevent smoking in work places and other public places. Therefore to remain compliant with the law smoking should only be permitted in designated areas for employees and customers alike.

Best Result:

All employees and customers observe the smoke free policy and only smoke in areas in which smoking is permitted. We are compliant with the law.

Worst Result:

Employees and customers do not observe the smoking policy, the customer experience is negatively affected and we are not compliant with the law. Employees found smoking inside the premises may face disciplinary action.

What:

- Smoking is strictly prohibited within venues
- Customers should not be allowed to smoke inside doorways or toilets
- Where possible there should always be a place to dispose of finished cigarettes
- Should the venue have no smoking area at the back of the venue, there should be steps taken to keep the front of the venue looking presentable at all times
- Vaping is allowed within our venues however these devices should not produce excess vapour
- Employees are not permitted to vape while on shift and therefore must take designated breaks to vape as smokers do. Employees must not vape in the venue.
- Employees who smoke / vape must cover their uniform while smoking and when possible smoke separately from customers
- No smoking signs should be clearly displayed

When:

- It is illegal for anyone to smoke inside the premises at any time.
- This policy is applicable at all times.

Who:

- This policy relates to both employees and customers.
- All employees are responsible for ensuring that this policy is followed at all times.

Order of who to contact if in need of help / advice:

- Lead Supervisor
- Cluster manager
- Area manager

ACCEPTABLE PROOF OF AGE DOCUMENTS INCLUDE

MILITARY ID CARD

ANY IDENTIFICATION CARRYING THE 'PASS' LOGO

DRIVING LICENCE WITH PHOTOCARD

PASSPORT

The law states that licensees must only accept Identification which:

1. The ID contains a photograph from which the Individual can be identified
2. Clearly states the Individuals date of birth
3. Is valid
4. Is legible and has no visible signs of tampering or reproduction

Machine Fraud Policy

Why:

Machine fraud is a threat which is ever present. Employees should be aware of the ways in which fraud can take place and what to do in the event of spotting a "customer" defrauding a machine.

Best Result:

All employees are aware of the policy in regards to machine fraud and what to look out for. Machine fraud is reduced and the income for the business protected.

Worst Result:

Employees fail to identify fraud taking place resulting in loss of income. Further venues are targeted. The employees responsible may be subject to disciplinary processes.

What:

- The venue floor should never be left unattended.
- Employees should be thoughtful in regards to customers who they are not familiar with
- Employees should be given access to photos of known fraudsters by the Cluster manager
- Known fraudsters shall be asked to leave immediately upon entrance with no explanation needed to be given
- Following any machine being defrauded, at the earliest opportunity the duty manager must send an email to the security address with as much evidence and information as possible
- Employees are not to endanger themselves or customers at any time when dealing with a fraudster.

When:

Fraud may be taking place when

- Machines are being played with large amounts of credit. Normally people do not play with large credit in the machine (be aware that some customers may have won a jackpot and have that credit sitting in their balance)
- Machines going empty regularly or a large succession of tickets being collected.
- Suspicious activity – Large amounts of customers coming into the venue and dispersing or trying to distract employees.
- Customers with their hands over the coin mechanism, display or pay out tray.

- Large amounts of coins (one pounds and ten pence coins) being separated into denominations in the payout tray.
- Customers leaving the venue with machines still having money left in the bank.

Who:

- All employees have a responsibility for protecting the business from machine fraud.
- The Cluster manager should provide employees with photos of known fraudsters
- The duty manager should inform the security email address following machine fraud taking place

Order of who to contact if in need of help / advice:

- Lead Supervisor
- Cluster Manager
- Area Manager

How:

If you suspect that machine fraud is taking place either:

- Activate staff guard and ask the customer to leave the venue if you feel comfortable to do so

Or:

- Do not alert the suspect(s)
- Inform the duty manager who will telephone the police.
- Continue to watch the suspect(s) and try not to alert their attention that you have identified them

Following a fraud

1. Information should be gathered from the CCTV and stored on a memory stick.
2. This information should be provided by email to security@merkur-casino.com as soon as possible to prevent another venue being targeted in the local area
3. The Area Manager should be contacted to inform them of the event.
4. Income protection should be informed.

Machine Ratio Check Policy

Why:

The quantity of B3 Machines which a venue is permitted to have is limited, in general to 20% of its total machines. Checks needs to be completed to ensure that at all times every venue operates within its correct ratio.

Best Result:

The Machine Ratio Check policy is completed and the venue complies with legislation and operates within the legal ratio for B3 Machines.

Worst Result:

The Machine Ratio Check policy is not completed and the venue operates more B3 machines than it is legally allowed.

What:

- MC105 should be completed
- Completed MC105 should be emailed to incomeprotection@praesepeplc.com

When:

- After any Machine Move.
- When any Machine or Tablet is reported as out of order and not repaired on the next visit by the Service Engineer.

Who:

- The Duty Manager at the time of the move/removal.

Related / supporting documents:

- MC105 Machine Ratio Check Record.

Order of who to contact if in need of help / advice:

- Area Manager
- Income protection
- Gaming Machines.

How:

Complete the MC 105 Machine Ratio Check Record

Walk around the venue and complete all the relevant sections with the correct number of machines in the main area of the venue

Email Completed document

Complete all relevant sections with correct number of machines if the venue has a 2nd licensed area

MARKETING CODE OF PRACTICE

A GUIDE TO GETTING OUR ADVERTISING AND PROMOTIONS RIGHT – EVERY TIME !

The Marketing Department provides an annual programme of National activity. All these communications and point-of-sale/display materials are legally compliant and present our customers with a fair and professionally managed image of a responsible gaming provider. HOWEVER, occasionally 'local' activity may be requested from you. All 'local' activity should be cleared through the Marketing Department. This will ensure we are always:

LEGAL - DECENT - HONEST - TRUTHFUL

1. All our advertising and promotions must be legally compliant and MUST NOT be misleading or indecent.
2. All our advertising and promotions must be socially responsible and NOT promote gambling for financial gain.
3. All our advertising and promotions must be TRANSPARENT and clearly state the offer and any requirements or conditions applied to obtaining it.
4. Any terms or conditions related to the offer, including offer end dates MUST BE displayed clearly at the point-of-sale and/or on any related printed literature or publicity materials.
5. Any printed literature, display or point-of-sale material MUST contain the company's approved compliance baseline (see example below) which includes the over 18 symbol and Gamble Responsibly statement alongside your business name, brand/logo.
6. Advertising and promotions MUST NOT be targeted at, or exploit children, or those vulnerable to gambling. The law states :

   Advertisements and Promotions should not be specifically and intentionally targeted towards people under the age of 18 through the selection of media, style of presentation, content or context in which they appear. All advertisers and gambling operators should already be aware that it is an offence under Section 46 of the Gambling Act 2005 to invite a child or young person to gamble.
7. The use of models, photographic images or illustrations in advertising or promotions must look a minimum of 25 years of age.
8. DO NOT make purchase a condition of entry into a draw or raffle – buying a 'chance' of winning is a lottery, so always state NO PURCHASE NECESSARY (even if for charitable causes).
9. DO NOT present offers which reward extended play or incentivise disproportionate stake levels.
10. ALWAYS communicate offers clearly in grammatically correct English, avoiding slang, expletives or abusive text. Avoid anything customers could perceive as offensive or discriminatory and remember the 4 key code words:

LEGAL - DECENT - HONEST - TRUTHFUL

GUARANTEED JACKPOT WINS FOR EVERYONE! ✗

PLAY THIS AND DOUBLE YOUR MONEY! ✗

YOU WILL WIN A FORTUNE! NO TERMS AND CONDITIONS ✗

BEST BEFORE END ✓

OVER 18 ONLY 18 ✓

18 ✓

THINK 25 ✓

FREE TO ENTER? ✓

PLAY LONGER WIN MORE ✗

✓

IMPORTANT: All local promotions are required to be run through the Marketing Department.

18+ BeGambleAware.org

PLAY SENSIBLY | PLAY ENJOYABLY | PLAY AFFORDABLY

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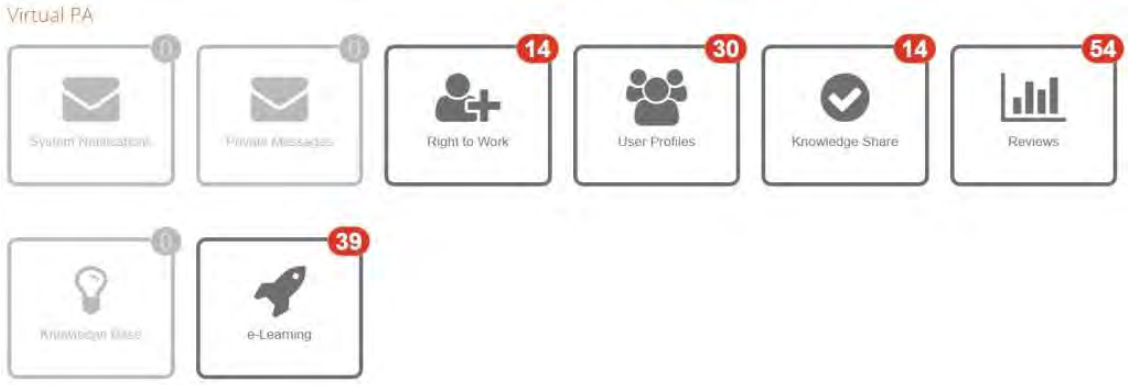
MERKUR SLOTS

Introduction to e-learning

All your e-learning sits in your 'Virtual PA' and you access it through the e-learning tile as below:



EVERYONE who works in one of our venues, (Merkur Slots) must complete various training modules to ensure they understand our industry and area of compliance.

You will have an element of e-learning and various modules to complete every day during your first two weeks of your induction.

We know this looks a lot, but you must understand the ethos of the Gaming Industry, that compliance is a legal requirement and how it is used day to day in your role and your venue.

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Merkur Slots
Training Plan

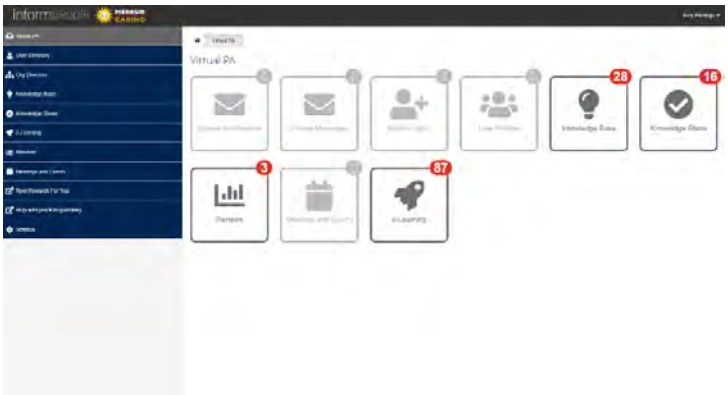
V6 01 22

BEFORE YOU CAN START TRAINING OR WORKING IN VENUE **YOU MUST COMPLETE** YOUR COMPLIANCE TRAINING!

LOG IN TO THE INFORM PEOPLE SYSTEM

SELECT THE

e-LEARNING TAB



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Complete these three courses:

Essentials of Compliance and Social Responsibility

Age Verification

Safeguarding Children And Vulnerable People

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CCTV & Security

When working in the venue you need to have full awareness and understanding of all security policies, ensuring they are adopted at all times, as this will have an impact on your safety, our customer's safety, and the security of our venue.

CCTV is an essential tool to help prevent crime and capture those responsible for breaking the law. In a business where cash is being transferred continuously between customers, machines and employees, it is important for the safety of employees and customers, that all areas of the venue are covered by CCTV at all times.

Please refer to the Operations Manual for all security full policy

Your training buddy will help bring all security policies to life with you in the venue.

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Module 3- Gaming machines

Modules covered

- Introduction
- TiTo
- Product & Brand Knowledge
- Cleaning Gaming Machines
- Machine Maintenance & Fault reporting

e-learning to complete

- Essentials of compliance
- Safeguarding the vulnerable
- Age Verification

above completed at Induction

Policies to read

- CS9/01 Machine Presentation - section 2
- M01/01 Machine Breakdown -section 4
- M02/01 Venue Presentation - Section 4
- M03/01 Ticket Refill Policy - Section 4

Please ensure you tick off each of the above bullet points that you have completed

Once this module is completed successfully, you will have achieved the skills required to carry these tasks: **Please ensure you tick off each task that you have completed, when you feel comfortable you can perform them in venue*

- Know how many machines you can have in venue
- Understand the different machines category's
- Gain knowledge on our product & brand
- How our machines should be presented
- Know how to report any faults
- Know how TiTo works, within the venue

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Gaming Machines

In your venue, you will see there are several different types of machines. These range from 10p to play to £2 to play and dependent on which machine the customer is playing, up to a maximum of £500 Jackpot win.

You should familiarise yourself with the different types of machines so you can advise customers, explain the workings and start to become an expert on machines – after all, they are our 'product'!

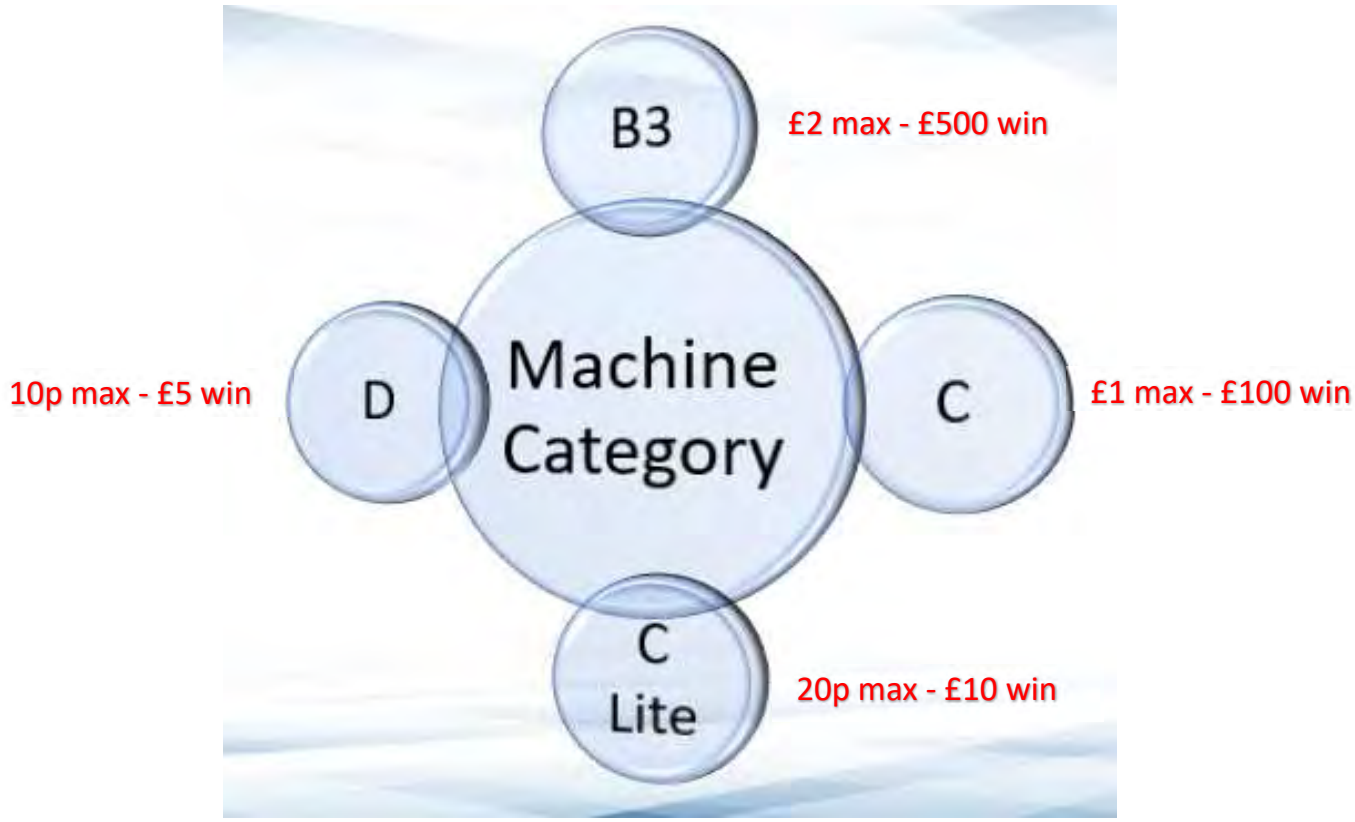
Merkur Slots
Training Plan
Gaming Machines

V6 01 22

Did you know?
All Gaming establishments require a premises licence to run gambling activities. This will be located on the Information Board, near to the front entrance.

An AGC can comprise a mixture of the entire machine categories; however, the ratio of B3 cabinets to all the other categories cannot exceed **TWENTY PERCENT.**

For example, an AGC operating with Ten B3 Cabinets must have 40 Cat C/and Ds to operate legally



The following notices are a requirement by law to be displayed on all Gaming Machines in the venue. This can be on the screen of the machine or displayed on a sticker affixed to the cabinet

- **No under 18's to Play**
- **Gamble Responsibly (Gamcare UK Helpline 0800 8020 133)**
- **Minimum Percentage payout**
- **Machine Category – (either Legacy or Non-Legacy)**

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Merkur Slots
Training Plan

V6 01 22

Ticket in Ticket out Machine (TiTo)

Ticket in Ticket Out is a very simple concept and has been introduced throughout the Merkur estate. This has now given us a system that provides full data retrieval and a cashless solution, which assists all departments in the day-to-day running of the business.

All manufacturers conform to the GBG (Gambling Business Group) ticketing protocol, which allows the player to transfer winnings from machine to machine easily and conveniently. In essence, TITO offers a simpler, efficient, and impartial playing experience.

The real advantage from an operational perspective is the reduction of cash handling by automating the manual processes, such as hand pays and floating hoppers with cash. This in turn means more time freed up for customer service.

Whilst a lot of our estate uses Ticket in Ticket out (TiTo), we do still have machines that follow the manual processes. This means that the Gaming Machines will have an agreed float within them. The float will need to be topped up; this is called the refill process. During the collection process, this machine will need to be emptied of all cash, and then the agreed float put back into the machine. If these machines are within the venue you are training in, the training manager will go through this process with you.

Please refer to MARS Manual for guidance

As the technology of our machines is advancing, we need to take advantage of this, with how we operate. We want to reduce and minimise risk to our business, and this can be with inappropriate use of tokens, counting errors before and during the collection, and any other associated errors that can occur collecting tokens.

A Ticket in Ticket Out Machine will in turn minimise time spent on collection, collecting tokens, and issuing tokens, meaning our teams will be able to spend more time focusing on the whole customer experience within our venues.

We also want to minimise the risk of cross contamination within our venues and minimising the need to recycle tokens will help with this.

Merkur Slots
Training Plan

V6 01 22

Topics covered

- How to Play Bingo
- How to use the G-Tab
- How to Account for the G-tab

e-learning to complete

Policies to read

- GTab Bingo Manual
- GTab Manual

Please ensure you tick off each of the above bullet points that you have completed

Once this module is completed successfully, you will have achieved the skills required to carry these tasks: **Please ensure you tick off each task that you have completed, when you feel comfortable you can perform them in venue*

- Understand how to play bingo
- Know how to play the G-Tab
- Understand how to account for the G-Tab

G-Tab

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As technology progresses, we can increase our choice of product and content to our customers.

One product we use is the G-tab, some venues will have gaming machine content only (G-

How to Play Bingo?

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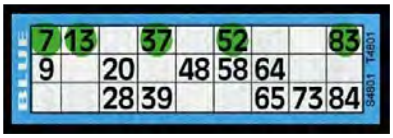
Merkur Slots
Training Plan

V6 01 22

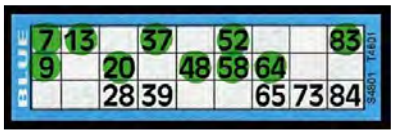
If you are one of the venues that have a bingo license, then it would be helpful to understand how to play bingo, so you can feel comfortable explaining this to a customer should they ask.

Let's take a look at the classic 1-90 bingo game

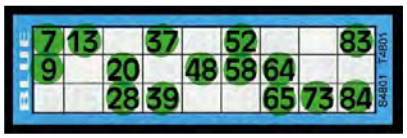
1. One line - where one line of 5 numbers matches the numbers called



2. Two-line – where two lines of 5 numbers matches the numbers called



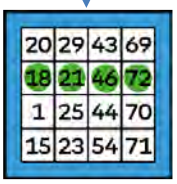
3. Full House – where all three lines, 15 numbers matches the numbers called

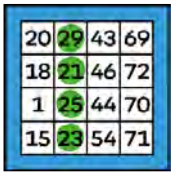


To win in any of these combinations, the last number called must be part of the winning sequence.

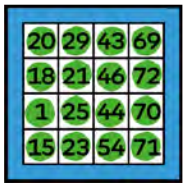
Let's take a look at the 1-80 bingo game (rainbow bingo)

1. One line - where one line diagonal, vertical or horizontal of 4 numbers matches the numbers called





2. Full House – where all 4 columns, 16 numbers match the numbers called



If the Venues with Bingo Licenses are unable to offer bingo due to technical faults. You should have on-site rainbow bingo tickets. These must be offered at no cost to customers at times you have agreed with your area manager, it is recommended that you play for a full house for £5.

Please email marketing –marketing@merkur-casino.com– for the rainbow bingo tickets and instructions

G-Tab How to play

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Your training buddy will now demonstrate the G-Tab tablets, including the products are available on the tablets within your venue, (bingo/non bingo).

Please refer to the manufacturer's guide.

G-Tab accounting

Each day you will need to account for the G-Tab, this should be done at the start of the next day.

You will now observe and practice a G-tab daily collection with your training buddy.

You will be able to observe the full accounting procedures during the final collection (this is covered in another module).

Please refer to the G-Tab user guide which can be found on the Cash & Bank system.

Module 6- Systems and paperwork

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Merkur Slots
Training Plan

V6 01 22

Modules covered

- Understanding different logs
- Acronyms & Abbreviations
- Licensing objectives
- Possible more YGAM
- GDPR

e-learning to complete

- Essentials of compliance
- Safeguarding the vulnerable
- Age Verification

*above completed at Induction

Policies to read

- CM1/01 Compliance Policy - Section 6
- GDPR on knowledge base
- Document Retention policy

Please ensure you have read the Compliance and social responsibility folder in venue

Please ensure you tick off each of the above bullet points that you have completed

Once this module is completed successfully, you will have achieved the skills required to carry these tasks: **Please ensure you tick off each task that you have completed, when you feel comfortable you can perform them in venue*

- How to use the Compliance Logs
- How to use the Smarthub (previously referred to as IHL) tablet
- Understand the Licensing objectives and your role in meeting the objectives
- Understand the main acronyms used
- Know how to use customer information
- Can identify a vulnerable person
- What to do with Tito Tickets
- Understand what personal data is and how and when it should be stored and destroyed

Compliance

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When we think Compliance it can be very daunting and scary as we don't want to make mistakes and get it wrong. Generally, **compliance means** adhering to a rule, such as a

You will have already completed the **3** compliance E-learning Courses:

- Essentials of Compliance and Social Responsibility
- Age Verification
- Safeguarding Children and Vulnerable People

Compliance – Understanding the Different Logs

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INTERNATIONAL CERTIFICATE OF ACCREDITATION

GLOBAL GAMBLING GUIDANCE GROUP

In accordance with the responsible gaming policies, procedures and standards set by the Global Gambling Guidance Group (G4), Amsterdam, the Netherlands, accreditation is hereby granted to:

Merkur Group UK
Merkur Slots, Merkur Cashino, Beacon Bingo and Blueprint Operations

audit date: 14 December 2020

Certificate Number:	EG - 02020
Original Approval:	14 December 2020
Current Certificate:	14 December 2020
Certificate Expiry:	14 December 2023

On behalf of the G4 Foundation:

Jeffrey Derevensky

Pieter Remmers

Vincit qui se vincit

INTERNATIONAL RESPONSIBLE GAMING ACCREDITATION SYSTEM

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THINK
25
If you are lucky enough to look under 25 years of age, we need to check your ID.
Please do not be offended.
Acceptable forms of ID are:
Driving Licence, Passport, Citizen Card.
18+ BeGambleAware.org
PLAY SENSIBLY
PLAY ENJOYABLY
PLAY AFFORDABLY
MERKUR SLOTS

477

the
bonus
king
MERKUR SLOTS
BINGO PLAYED HERE
BEST
ODDS
GUARANTEED

478

PULL
MERKUR
SLOTS
18+
No Smoking
Over 18s Only
No Alcohol
CCTV

If you feel you are in difficulty with your gambling or know someone who is and would like help,

Call the National Gambling Helpline:

0808 8020 133

PLAYING THE MACHINES

Staying in Control

JOCUL LA APARATE:
CUM SĂ DEȚINEȚI CONTROLUL

玩角子老虎机时：
保持克制

ИГРАТЬ НА ИГРОВЫХ АВТОМАТАХ
ДЕРЖАТЬ СЕБЯ В РУКАХ

ИГРА НА РОТАТИВКИ: НЕ ГУБЕТЕ КОНТРОЛ

MAKİNELERDE OYNARKEN:
KONTROLÜ ELİNİZDE TUTUN

JUGAR CON LAS MÁQUINAS:
MANTENER EL CONTROL

HRANÍ NA AUTOMATECH:
MĚJTE TO POD KONTOLOU

LOJA ME MAKINERITË:
TË JESH NË KONTROLL

GRAJĄC NA AUTOMATACH:
NIE TRAĆ KONTROLI

A JÁTÉKGÉPEKEN VALÓ JÁTSZÁS:
MEGTARTANI A KONTROLLT

मेशनिहरू खेल्नु नयिन्त्रणमा रहनुहोस्

JOUER AUX MACHINES À SOUS : GARDER LE CONTÔLE

NUTZUNG VON SPIELAUTOMATEN:
DIE KONTROLLE BEHALTEN

480

18+ BeGambleAware.org

PLAY SENSIBLY | PLAY ENJOYABLY | PLAY AFFORDABLY

MERKUR SLOTS

Extract of Licence Conditions and Codes of Practice (LCCP) for Bingo

Version effective from 12 September 2022

1.1.1 - Qualified persons – qualifying position

Applies to:

All operating licences, except ancillary remote licences, issued to small-scale operators

1. In this condition the terms 'small-scale operator', 'qualifying position' and 'qualified person' have the meanings respectively ascribed to them by the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.
2. Schedule X[1] lists those individuals notified to the Commission as qualified persons.
3. If, whilst the licensee remains a small-scale operator, an individual begins or ceases to occupy a qualifying position in relation to the licensee, the licensee must within 28 days apply to the Commission under section 104(1)(b) of the Act for amendment of the details of the licence set out in Schedule X[1].
4. An application for amendment under section 104(1)(b) of the Act may be made in advance of an individual beginning or ceasing to occupy a qualifying position provided it specifies the date from which the change to which it relates is to be effective.
5. In this condition 'qualified person' has the same meaning as in the Gambling Act 2005(Definition of Small-scale Operator) Regulations 2006.

---

[1] The schedules mentioned here will be attached to individual licences.

1.2.1 - Specified management offices – personal management licences

Applies to:

All casino, bingo, general and pool betting, betting intermediary, gaming machine general, gaming machine technical, gambling software and lottery managers licences, except ancillary remote licences

1. Subject to 6 and 7 below, licensees must ensure:
    a. that each individual who occupies one of the management offices specified in 2 below in respect of the licensee or in connection with the licensed activities holds a personal licence authorising the performance of the functions of that office (hereafter 'a personal management licence'); and
    b. that at least one person occupies at least one of those offices
2. The specified management offices are those offices (whether or not held by a director in the case of a licensee which is a company, a partner in the case of a licensee which is a partnership or an officer of the association in the case of a licensee which is an unincorporated association) the occupier of which is by virtue of the terms of their appointment responsible for:
    a. the overall management and direction of the licensee's business or affairs
    b. the licensee's finance function as head of that function
    c. the licensee's gambling regulatory compliance function as head of that function
    d. the licensee's marketing function as head of that function
    e. the licensee's information technology function as head of that function in so far as it relates to gambling-related information technology and software
    f. oversight of the day to day management of the licensed activities at an identified number of premises licensed under Part 8 of the Act or across an identified geographical area
    g. in the case of casino and bingo licences only, oversight of the day to day management of a single set of premises licensed under Part 8 of the Act.
3. The person responsible for the licensee's gambling regulatory compliance function as head of that function shall not, except with the Commission's express approval, occupy any other specified management office.
4. Licensees must take all reasonable steps to ensure that anything done in the performance of the functions of a specified management office is done in accordance with the terms and conditions of the holder's personal management licence.
5. Where an individual is authorised by a personal licence and that licence comes under review under section 116(2) of the Act, the operating licensee must comply with any conditions subsequently imposed on that licence by the Commission about redeployment, supervision, or monitoring of the individual's work and any requirements of the Commission in respect of such matters applicable during the period of the review.
6. Paragraphs 1 to 5 above shall not apply to a licensee for so long as the licensee is a 'small-scale operator' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006 ('the Regulations').
7. During the period of 3 years commencing with the date on which a licensee ceases to be a small-scale operator paragraphs 1 to 6 above shall apply subject to the proviso that the phrase 'each individual' in paragraph 1a shall not include any individual who was a 'qualified person' (as defined in the Regulations) in relation to the licensee 28 days immediately prior to the licensee ceasing to be a small-scale operator.

2.1.1 - Access to (and provision of data from) key equipment

Applies to:

All remote casino, bingo and betting licences other than ancillary licences and remote betting intermediary (trading room only) licences

1. Licensees must, on request, permit an enforcement officer to inspect any of their remote gambling equipment and/or provide to the Commission copies of data held on such equipment in such format and manner as the Commission may request.

2.2.1 - Gambling software

Applies to:

All remote casino, bingo and betting licences other than ancillary licences and remote betting intermediary (trading room only) licences

1 All gambling software[1] used by the licensee must have been manufactured by the holder of a gambling software operating licence. All such gambling software must also be supplied to the licensee by a holder of a gambling software operating licence. Such software must only be installed or adapted by the holder of such a licence.

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[1] As defined in section 41(2)&(3) of the Act

2.3.1 - Technical standards

Applies to:

All non-remote gaming machine technical and gambling software licences and remote operating licences, including remote gaming machine technical, remote gambling software and betting ancillary remote licences, but not remote betting intermediary (trading rooms only) licences

1. Licensees must comply with the Commission's technical standards and with requirements set by the Commission relating to the timing and procedures for testing.

2.3.2 - Bingo equipment specifications

Applies to:

Non-remote bingo operating licences and bingo ancillary remote licences

1. Licensees must comply with the Commission's specification for bingo equipment.

3.1.2 - Other networks

Applies to:

All remote casino, bingo, and betting licences (except ancillary remote and host licences)

1. Subject to 2 below, all licensees who provide facilities for gambling, other than peer to peer gaming, in circumstances in which they do not contract directly with all of the participants using those facilities ('network operators') must have, put into effect and monitor the effectiveness of policies and procedures designed to ensure that:

    a. every participant using the facilities in Great Britain ('a domestic customer') is doing so pursuant to a contract entered into between that player and the network operator, or that player and another holder of a Gambling Commission remote operating licence of the same kind as that held by the network operator ('a relevant licence');
    b. the arrangements between the network operator and any holder of a relevant licence through which domestic customers access their facilities, and with gambling operators not licensed by the Gambling Commission through which customers use their facilities outside Great Britain, provide in clear terms which operator is to be responsible for the handling of which categories of customer complaint and dispute; in particular such arrangements must provide how a dispute involving customers from more than one jurisdiction is to be handled;
    c. the network operator's arrangements for the sharing of information both with any holder of a relevant licence and with gambling operators not licensed by the Gambling Commission through which participants use the facilities outside Great Britain are such as to enable all parties to discharge effectively their respective regulatory obligations, in particular in relation to:
        i. prevention of money laundering; combating the financing of terrorism; and where applicable, the Proceeds of Crime Act,
        ii. investigation of suspected cheating,
        iii. combating of problem gambling, and
        iv. investigation of customer complaints.

2. Paragraph 1 above does not apply to the provision to the holder of a non-remote bingo operating licence (H) of facilities for the playing of games of bingo organised by H in premises in respect of which a bingo premises licence has effect (eg the National Bingo Game).

3.1.3 - Hosting

Applies to:

All casino (game host), bingo (game host), general betting (host) (real events) and general betting (host) (virtual events) licences

1. Subject to 2 below, all licensees who provide facilities for gambling in circumstances in which they do not contract directly with any of the participants using those facilities ('hosts') must ensure that:

    a. every participant using the facilities in Great Britain ('a domestic customer') is doing so pursuant to a contract entered into between that player and the holder of a Gambling Commission remote casino, bingo, general betting (real events) or general betting (virtual events) operating licence ('a relevant licence');
    b. the arrangements between the host and any holder of a relevant licence through which domestic customers access their facilities, and with gambling operators not licensed by the Gambling Commission through which customers use their facilities outside Great Britain, provide in clear terms which operator is to be responsible for the handling of which categories of customer complaint and dispute; in particular such arrangements must provide how a dispute involving customers from more than one jurisdiction is to be handled;
    c. the host's arrangements for the sharing of information both with any holder of a relevant licence and with gambling operators not licensed by the Gambling Commission through which participants use the facilities outside Great Britain are such as to enable all parties to discharge effectively their respective regulatory obligations, in particular in relation to:
        i. prevention of money laundering; combating the financing of terrorism; and where applicable, the Proceeds of Crime Act,
        ii. investigation of suspected cheating,
        iii. combating of problem gambling, and
        iv. investigation of customer complaints.

2. Paragraph 1 above does not apply to the provision to the holder of a non-remote bingo operating licence (H) of facilities for the playing of games of bingo organised by H in premises in respect of which a bingo premises licence has effect (eg the National Bingo Game).

4.1.1 - Segregation of funds

Applies to:

All remote operating licences, except gaming machine technical, gambling software, host, ancillary remote bingo and ancillary remote casino licences

1. Licensees who hold customer funds must ensure that these are held in a separate client bank account or accounts.
2. In this condition ‘customer funds’ means the aggregate value of funds held to the credit of customers including, without limitation:
    a. cleared funds deposited with the licensee by customers to provide stakes in, or to meet participation fees in respect of, future gambling,
    b. winnings or prizes which the customer has chosen to leave on deposit with the licensee or for which the licensee has yet to account to the customer, and
    c. any crystallised but as yet unpaid loyalty or other bonuses, in each case irrespective of whether the licensee is a party to the gambling contract.

4.2.1 - Disclosure to customers

Applies to:

All operating licences, except gaming machine technical, gambling software, host, ancillary, remote bingo, and ancillary remote casino licences

1. Licensees who hold customer funds must set out clearly in the terms and conditions under which they provide facilities for gambling information about whether customer funds are protected in the event of insolvency, the level of such protection and the method by which this is achieved.

2. Such information must be according to such rating system and in such form the Commission may from time to time specify. It must be provided in writing to each customer, in a manner which requires the customer to acknowledge receipt of the information and does not permit the customer to utilise the funds for gambling until they have done so, both on the first occasion on which the customer deposits funds and on the occasion of any subsequent deposit which is the first since a change in the licensee's terms in relation to protection of such funds.

3. In this condition 'customer funds' means the aggregate value of funds held to the credit of customers including, without limitation:

    a. cleared funds deposited with the licensee by customers to provide stakes in, or to meet participation fees in respect of, future gambling;
    b. winnings or prizes which the customer has chosen to leave on deposit with the licensee or for which the licensee has yet to account to the customer; and
    c. any crystallised but as yet unpaid loyalty or other bonuses, in each case irrespective of whether the licensee is a party to the gambling contract.

5.1.1 - Cash and cash equivalents

Applies to:

All operating licences except gaming machine technical, gambling software and host licences

1. Licensees, as part of their internal controls and financial accounting systems, must implement appropriate policies and procedures concerning the usage of cash and cash equivalents (eg bankers drafts, cheques and debit cards and digital currencies) by customers, designed to minimise the risk of crimes such as money laundering, to avoid the giving of illicit credit to customers and to provide assurance that gambling activities are being conducted in a manner which promotes the licensing objectives.
2. Licensees must ensure that such policies and procedures are implemented effectively, kept under review, and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

6.1.2 - Use of credit cards

Applies to:

All non-remote general betting, pool betting and betting intermediary licences, and all remote licences (including ancillary remote betting and ancillary remote lottery licences) except gaming machine technical, gambling software and host licences

1. Licensees must not accept payment for gambling by credit card. This includes payments to the licensee made by credit card through a money service business.

7.1.1 - Fair and transparent terms and practices

Applies to:

All operating licences except gaming machine technical and gambling software licences

1. Licensees must ensure that the terms on which gambling is offered, and any consumer notices relating to gambling activity, are not unfair within the meaning of the Consumer Rights Act 2015. Licensees must comply with those terms.
2. The contractual terms on which gambling is offered and any consumer notices relating to gambling activity must be transparent within the meaning of the Consumer Rights Act 2015. The contractual terms on which gambling is offered must be made available to customers in an easily accessible way.
3. Licensees must ensure that changes to customer contract terms comply with the fairness and transparency requirements under the Consumer Rights Act 2015. Customers must be notified of material changes to terms before they come into effect.
4. Licensees must ensure that they do not commit any unfair commercial practices within the meaning of the Consumer Protection from Unfair Trading Regulations 2008, at any stage of their interactions with consumers.

8.1.1 - Display of licensed status

Applies to:

All remote casino, bingo and betting licences other than ancillary, host, remote betting intermediary (trading room only), remote general betting (limited) and remote general betting (standard) (remote platform) licences

Read additional guidance on the technical requirements contained within this section.

1. Licensees providing facilities for remote gambling must display on every screen from which customers are able to access gambling facilities provided in reliance on this licence:
    a. a statement that they are licensed and regulated by the Gambling Commission;
    b. their account number; and
    c. a link (which will be supplied by the Commission) to their current licensed status as recorded on the Commission's website.
2. Such statement, account number and link must be in the format, provided by the means, and contain the information from time to time specified by the Commission in its technical standards applicable to the kind of facilities for gambling provided in accordance with this licence or otherwise notified to licensees for the purposes of this condition.
3. Licensees may also display on screens accessible from Great Britain information about licences or other permissions they hold from regulators in, or by virtue of the laws of, jurisdictions outside Great Britain provided it is made plain on those screens that the licensee provides facilities for gambling to persons in Great Britain in reliance on their Gambling Commission licence(s).

9.1.2 - Prohibited bingo prize games

Applies to:

All non-remote bingo operating licences

1. Licensees must not offer or permit to be played prize gaming games that appear on any list of games prohibited by the Commission.

12.1.1 - Anti-money laundering - Prevention of money laundering and terrorist financing

Applies to:

All operating licences except gaming machine technical and gambling software licences

1. Licensees must conduct an assessment of the risks of their business being used for money laundering and terrorist financing. Such risk assessment must be appropriate and must be reviewed as necessary in the light of any changes of circumstances, including the introduction of new products or technology, new methods of payment by customers, changes in the customer demographic or any other material changes, and in any event reviewed at least annually.
2. Following completion of and having regard to the risk assessment, and any review of the assessment, licensees must ensure they have appropriate policies, procedures and controls to prevent money laundering and terrorist financing.
3. Licensees must ensure that such policies, procedures and controls are implemented effectively, kept under review, revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

14.1.1 - Access to premises

Applies to:

All operating licences

1. Licensees must have and put into effect policies and procedures (including staff training programmes) designed to ensure that their staff co-operate with the Commission's enforcement officers in the proper performance of their compliance functions and are made aware of those officers' rights of entry to premises contained in Part 15 of the Act.

15.1.1 - Reporting suspicion of offences etc – non-betting licences

Applies to:

All operating licences except betting, betting intermediary, ancillary remote betting, betting host and remote betting intermediary (trading rooms only) licences

1. Licensees must as soon as reasonably practicable, in such a form or manner as the Commission may from time to time specify, provide the Commission with any information that they know relates to or suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition.[1]

   Read additional guidance on the information requirements contained within this section.

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[1] These matters are to be reported to us online via our 'eServices' digital service on our website

15.1.3 - Reporting of systematic or organised money lending

Applies to:

All non-remote casino, non-remote bingo, general betting, adult gaming centre, family entertainment centre and remote betting intermediary (trading rooms only) licences

1. Licensees must as soon as reasonably practicable, in such form or manner as the Commission may from time to time specify, provide the Commission with any information relating to cases where they encounter systematic, organised or substantial money lending between customers on their premises, in accordance with the ordinary code provisions on money lending between customers.[1]

   Read additional guidance on the information requirements contained within this section.

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[1] These matters are to be reported to us online via our 'eServices' digital service on our website

15.2.1 - Reporting key events

Applies to:

All operating licences

A key event is an event that could have a significant impact on the nature or structure of a licensee's business. Licensees must notify the Commission, in such form or manner as the Commission may from time to time specify, of the occurrence of any of the following key events as soon as reasonably practicable and in any event within five working days of the licensee becoming aware of the event's occurrence[1].

Operator status

1. Any of the following applying to a licensee, any person holding a key position for a licensee, a group company or a shareholder or member (holding 3% or more of the issued share capital of the licensee or its holding company): • presenting of a petition for winding up • making of a winding up order • entering into administration or receivership • bankruptcy (applying to individuals only) • sequestration (applicable in Scotland), or • an individual voluntary arrangement.

Relevant persons and positions

2. In the case of licensees who are companies or other bodies corporate having a share capital, the name and address of any person who (whether or not already a shareholder or member) becomes a shareholder or member holding 3% or more of the issued share capital of the licensee or its holding company.

3. The taking of any loan by the licensee, or by a group company who then makes an equivalent loan to the licensee, from any person not authorised by the Financial Conduct Authority: a copy of the loan agreement must be supplied.

4. The appointment of a person to, or a person ceasing to occupy, a 'key position' (including leaving one position to take up another). A 'key position' in relation to a licensee is:

    a. in the case of a small-scale operator, a 'qualifying position' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006
    b. in the case of an operator which is not a small-scale operator, a 'specified management office' as set out in (current) LCCP licence condition 1.2
    c. a position where the holder of which has overall responsibility for the licensee's anti-money laundering and/or terrorist financing compliance, and/or for the reporting of known or suspected money laundering or terrorist financing activity.
    d. any other position for the time being designated by the Commission as a 'key position'. (Notification is required whether or not the person concerned is required to hold a personal management licence and whether or not the event notified requires the licensee to apply for a variation to amend a detail of their licence.)

Financial events

5. Any material change in the licensee's banking arrangements, in particular the termination of such arrangements or a particular facility and whether by the licensee or the provider of the arrangements.

6. Any breach of a covenant given to a bank or other lender.

7. Any default by the licensee or, where the licensee is a body corporate, by a group company in making repayment of the whole or any part of a loan on its due date.

8. Any change in the licensee's arrangements as to the methods by which, and/or the payment processors through which, the licensee accepts payment from customers using their gambling facilities (this key event applies to remote casino, bingo and betting operating licences, except ancillary and remote betting intermediary (trading room only) licences).

Legal or regulatory proceedings or reports

9. The grant, withdrawal or refusal of any application for a licence or other permission made by the licensee, or in the case of a licensee which is a body corporate, any group company of theirs, to a gambling regulator in another jurisdiction. In the case of a withdrawal or refusal of the application, the licensee must also notify the reasons for such withdrawal or refusal. (This condition does not apply to applications for licences or other permissions to carry on activities which would fall outside the scope of a Gambling Commission operating licence if carried out in Britain or with customers in Great Britain.)

10. Any investigation by a professional, statutory, regulatory or government body (in whatever jurisdiction) into the licensee's activities, or the activities of a person in a 'key position', where such an investigation could result in the imposition of a sanction or penalty which could reasonably be expected to raise doubts about the licensee's continued suitability to hold a Gambling Commission licence.

11. Any criminal investigation by a law enforcement agency in any jurisdiction in which the licensee, or a person in a 'key position' related to the licensee, is involved and where the Commission might have cause to question whether the licensee's measures to keep crime out of gambling had failed.

12. The referral to the licensee's Board, or persons performing the function of an audit or risk committee, of material concerns raised by a third party (such as an auditor, or a professional, statutory or other regulatory or government body (in whatever jurisdiction)) about the provision of facilities for gambling: a summary of the nature of the concerns must be provided.

13. The imposition by the licensee of a disciplinary sanction, including dismissal, against the holder of a personal licence or a person occupying a qualifying position for gross misconduct; or the resignation of a personal licence holder or person occupying a qualifying position following commencement of disciplinary proceedings in respect of gross misconduct against that person.

14. The commencement (in whatever jurisdiction) of any material litigation against the licensee or, where the licensee is a body corporate, a group company: the licensee must also notify the outcome of such litigation.

15. The making of a disclosure pursuant to section 330, 331, 332 or 338 of the Proceeds of Crime Act 2002 or section 19, 20, 21, 21ZA, 21ZB or 21A of the Terrorism Act 2000 (a suspicious activity report): the licensee should inform the Commission of the unique reference number

issued by the United Kingdom Financial Intelligence Unit of the National Crime Agency in respect of each disclosure and for the purposes of this key event the five working day period referred to above runs from the licensee's receipt of the unique reference number. The licensee should also indicate whether the customer relationship has been discontinued at the time of the submission.

Gambling facilities

16. Any security breach to the licensee's environment that adversely affects the confidentiality of customer data; or prevents the licensee's customers, staff, or legitimate users from accessing their accounts for longer than 12 hours.

17. Where a gaming system fault has resulted in under or overpayments to a player (this includes instances where a fault causes an incorrect prize/win value to be displayed).

18. In the case of remote gambling, the commencement or cessation of trading on website domains (including mobile sites or mobile device applications) or broadcast media through which the licensee provides gambling facilities (including domains covered by 'white label' arrangements). In this condition: 'body corporate' has the meaning ascribed to that term by section 1173 of the Companies Act 2006 or any statutory modification or re-enactment thereof

    a. in respect of a company, 'holding company' and 'subsidiary' have the meaning ascribed to that term by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof
    b. a 'group company' is any subsidiary or holding company of the licensee and any subsidiary of such holding company.

    Read additional guidance on the information requirements contained within this section.

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[1]Key events are to be reported to us online via the 'eServices' digital service on our website.

15.2.2 - Other reportable events

Applies to:

All operating licences

1. Licensees must also notify the Commission in such form or manner as the Commission may from time to time specify, as soon as reasonably practicable of the occurrence of any of the following events[1]:
    a. any material change in the licensee's arrangements for the protection of customer funds in accordance with licence condition 4 (protection of customer funds) (where applicable)
    b. any change in the identity of the ADR entity or entities for the handling of customer disputes, as required by the social responsibility code provision on complaints and disputes.
    c. their becoming aware that a group company which is not a Commission licensee is advertising remote gambling facilities to those residing in a jurisdiction in or to which it has not previously advertised, or their becoming aware of a sustained or meaningful generation of 3% or 10% of group Gross Gambling Yield being exceeded by the group in that jurisdiction.
    d. any actual or potential breaches by the licensee of the requirements imposed by or under Parts 7 or 8 of the Proceeds of Crime Act 2002, or Part III of the Terrorism Act 2000, or any UK law by which those statutes are amended or superseded.

In this condition:

a. 'group company' has the same meaning as in condition 15.2.1; and
b. without prejudice to section 327 of the Gambling Act 2005, 'advertising' includes: having a home page directed towards a jurisdiction and written in, or in one of, that jurisdiction's official language(s), having arrangements enabling that jurisdiction's currency to be selected for gambling or the use of payment methods available only in that jurisdiction, and providing a specific customer service facility referable to that jurisdiction.

Read additional guidance on the information requirements contained within this section.

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[1] Other reportable events are to be reported to us online via the 'eServices' digital service on our website.

15.3.1 - General and regulatory returns

Applies to:

All operating licences

1. On request, licensees must provide the Commission with such information as the Commission may require, in such a form or manner as the Commission may from time-to-time specify, about the use made of facilities provided in accordance with this licence and the manner in which gambling authorised by this licence and the licensee's business in relation to that gambling are carried on.

2. In particular within 28 days of the end of each quarterly period or, for those only submitting annual returns, within 42 days of the end of each annual period, licensees must submit an accurate Regulatory Return to the Commission containing such information as the Commission may from time to time specify.[1]

   Read additional guidance on the information requirements contained within this section.

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[1] Regulatory returns are to be submitted to us online via the 'eServices' digital service on our website.

16.1.1 - Responsible placement of digital adverts

Applies to:

All licences

1 Licences must:

a. Ensure that they do not place digital advertisements on websites providing unauthorised access to copyrighted content;
b. take all reasonable steps to ensure that third parties with whom they contract for the provision of any aspect of their business related to the licensed activities do not place digital advertisements on websites providing unauthorised access to copyrighted content; and
c. ensure that the terms upon which they contract with such third parties enable them, subject to compliance with any dispute resolution provisions, to terminate the third party's contract promptly if, in the Licensee's reasonable opinion, the third party has been responsible for placing digital advertisements for the licensed activities on such websites.

17.1.1 - Customer identity verification

Applies to:

All remote licences (including ancillary remote betting licences in respect of bets made or accepted by telephone or email), except any lottery licence the holder of which only provides facilities for participation in low frequency ^{1} or subscription lotteries, gaming machine technical, gambling software, host, ancillary remote casino, and ancillary remote bingo.

1. Licensees must obtain and verify information in order to establish the identity of a customer before that customer is permitted to gamble. Information must include, but is not restricted to, the customer's name, address and date of birth.
2. A request made by a customer to withdraw funds from their account must not result in a requirement for additional information to be supplied as a condition of withdrawal if the licensee could have reasonably requested that information earlier. This requirement does not prevent a licensee from seeking information on the customer which they must obtain at that time due to any other legal obligation.
3. Before permitting a customer to deposit funds, licensees should inform customers what types of identity documents or other information the licensee may need the customer to provide, the circumstances in which such information might be required, and the form and manner in which such information should be provided.
4. Licensees must take reasonable steps to ensure that the information they hold on a customer's identity remains accurate.

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[1] A 'low frequency lottery' is one of a series of separate lotteries promoted on behalf of the same non-commercial society or local authority, or as part of the same multiple society lottery scheme, in respect of which there is a period of at least two days between each lottery draw.

Ordinary code

These do not have the status of operator licence conditions but set out good practice. Operators may adopt alternative approaches to those set out in ordinary code provisions if they have actively taken account of the ordinary code provision and can demonstrate that an alternative approach is reasonable in the operator's particular circumstances; or that to take an alternative approach would be acting in a similarly effective manner.

Ordinary codes of practice are admissible in evidence in criminal or civil proceedings and must be taken into account in any case in which the court or tribunal think them relevant, and by the Commission in the exercise of its functions; any departure from ordinary code provisions by an operator may be taken into account by the Commission on a licence review, but cannot lead to imposition of a financial penalty.

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Social responsibility code

Compliance with these is a condition of licences; therefore any breach of them by an operator may lead the Commission to review the operator's licence with a view to suspension, revocation or the imposition of a financial penalty and would also expose the operator to the risk of prosecution.

1.1.1 - Cooperation with the Commission

Ordinary code

Applies to:

All licences

1. As made plain in its Statement of principles for licensing and regulation, the Commission expects licensees to conduct their gambling operations in a way that does not put the licensing objectives at risk, to work with the Commission in an open and cooperative way and to disclose anything which the Commission would reasonably need to be aware of in exercising its regulatory functions. This includes, in particular, anything that is likely to have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly. Licensees should have this principle in mind in their approach to, andwhen considering their compliance with, their obligations under the conditions attached to their licence and in relation to the following provisions of this code.

1.1.2 - Responsibility for third parties – all licences

Social responsibility code

Applies to:

All licences

1. Licensees are responsible for the actions of third parties with whom they contract for the provision of any aspect of the licensee's business related to the licensed activities.

2. Licensees must ensure that the terms on which they contract with such third parties:

    a. require the third party to conduct themselves in so far as they carry out activities on behalf of the licensee as if they were bound by the same licence conditions and subject to the same codes of practice as the licensee
    b. oblige the third party to provide such information to the licensee as they may reasonably require in order to enable the licensee to comply with their information reporting and other obligations to the Commission
    c. enable the licensee, subject to compliance with any dispute resolution provisions of such contract, to terminate the third party's contract promptly if, in the licensee's reasonable opinion, the third party is in breach of contract (including in particular terms included pursuant to this code provision) or has otherwise acted in a manner which is inconsistent with the licensing objectives, including for affiliates where they have breached a relevant advertising code of practice.

1.1.3 - Responsibility for third parties – remote

Social responsibility code

Applies to:

All remote licences

1. Remote licensees must ensure in particular:
    a. that third parties who provide user interfaces enabling customers to access their remote gambling facilities:
        i. include a term that any such user interface complies with the Commission's technical standards for remote gambling systems; and
        ii. enable them, subject to compliance with any dispute resolution provisions of such contract, to terminate the third party's contract promptly if, in the licensee's reasonable opinion, the third party is in breach of that term.

2.1.2 - Anti-money laundering – other than casino

Ordinary code

Applies to:

All licences except casino licences

1. As part of their procedures for compliance with the requirements in respect to the prevention and detection of money laundering in the Proceeds of Crime Act 2002 and the Terrorism Act 2000, licensees should take into account the Commission's advice on the Proceeds of Crime Act 2002, *Duties and responsibilities under the Proceeds of Crime Act 2002 – Advice for operators (excluding casino operators). *

3.1.1 - Combating problem gambling

Social responsibility code

Applies to:

All licences

1. Licensees must have and put into effect policies and procedures intended to promote socially responsible gambling including the specific policies and procedures required by the provisions of section 3 of this code.
2. Licensees must make an annual financial contribution to one or more organisation(s) which are approved by the Gambling Commission, and which between them deliver or support research into the prevention and treatment of gambling-related harms, harm prevention approaches and treatment for those harmed by gambling.

3.2.5 - Bingo and FEC SR code

Social responsibility code

Applies to:

All non-remote bingo and family entertainment centre licences

1. Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.

2. This must include procedures for:

    a. checking the age of apparently underage customers
    b. refusing entry to any adult-only areas to anyone unable to produce an acceptable form of identification
    c. taking action when there are unlawful attempts to enter the adult-only areas.

3. Licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises.

4. Licensees must not permit children or young people to gamble in the adults-only areas of premises to which they have access. If there is a 'no under-18s' premises policy, licensees must pay particular attention to the procedures they use at the entrance to the premises to check customers' ages.

5. Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling. This must include appropriate training which must cover:

    a. all relevant prohibitions against inviting children or young persons to gamble on age-restricted products or to enter age-restricted areas;
    b. the legal requirements on returning stakes and not paying prizes to underage customers; and
    c. procedures for challenging any adult who may be complicit in allowing a child or young person to gamble.

6. Licensees must only accept identification which:

    a. contains a photograph from which the individual can be identified
    b. states the individual's date of birth
    c. is valid
    d. is legible and has no visible signs of tampering or reproduction.

7. Licensees in fee category C or higher must conduct test purchasing or take part in collective test purchasing programmes, as a means of providing reasonable assurance that they have effective policies and procedures to prevent underage gambling, and must provide their test

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

Read additional guidance on the information requirements contained within this section.

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3.2.6 - Bingo and FEC ordinary code

Ordinary code

Applies to:

All non-remote bingo and family entertainment centre licences

1. The Commission considers acceptable forms of identification to include: any identification carrying the PASS logo (for example Citizencard or Validate); a military identification card; a driving licence (including a provisional licence) with photocard; or a passport.
2. Licensees should require a person who appears to relevant staff to be under the age of 21 to be asked to produce proof of age, either at the point of entry to the gambling area or as soon as it comes to the attention of staff that they wish to access gambling facilities.
3. Licensees should have procedures for dealing with cases where an adult knowingly or recklessly allows a child or young person to gamble. These procedures might include refusing to allow the adult to continue to gamble, removing them from the premises, and reporting the incident to the police or local authorities, or taking action where forged identification is produced.
4. Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on their premises, including oral warnings, reporting the offence to the Gambling Commission[1] and the police, and making available information on problem gambling to the child or young person concerned.
5. Where it is likely that customers' young or otherwise vulnerable children will be left unattended on or adjacent to their premises, licensees should consider reminding customers of their parental responsibilities and assess whether there is a need to develop procedures for minimising the risk to such children.
6. Licensees in fee categories A or B should consider how they monitor the effectiveness of their policies and procedures for preventing underage gambling (for example by taking part in a collective test purchasing programme) and should be able to explain to the Commission or licensing authority what approach they have adopted.
7. In providing training to staff on their responsibilities for preventing underage gambling, licensees should have, as a minimum, policies for induction training and refresher training.

   Read additional guidance on the information requirements contained within this section.

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[1] These matters are to be reported to us online via our 'eServices' digital service on our website.

3.2.11 - Remote SR code

Social responsibility code

Applies to:

All remote licences (including ancillary remote betting licences in respect of bets made or accepted by telephone or email), except lottery licences, gaming machine technical, gambling software, host, ancillary remote casino, and ancillary remote bingo licences

1. Licensees must have and put into effect policies and procedures designed to prevent underage gambling and monitor the effectiveness of these.

2. Such procedures must include:

    a. Verifying the age of a customer before the customer is able to:
        i. deposit any funds into their account;
        ii. access any free-to-play versions of gambling games that the licensee may make available; or
        iii. gamble with the licensee using either their own money or any free bet or bonus.
    b. warning potential customers that underage gambling is an offence;
    c. regularly reviewing their age verification systems and implementing all reasonable improvements that may be made as technology advances and as information improves;
    d. ensuring that relevant staff are properly trained in the use of their age verification procedures; in particular customer services staff must be appropriately trained in the use of secondary forms of identification when initial verification procedures fail to prove that an individual is of legal age; and
    e. enabling their gambling websites to permit filtering software to be used by adults (such as parents or within schools) in order to restrict access to relevant pages of those sites.

3.2.12 - Remote ordinary code

Ordinary code

Applies to:

All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

1. Licensees should, and should request their contracted partners to, draw attention to parental responsibility as part of the purchasing process of facilities such as mobile phones and interactive television.

3.3.1 - Responsible gambling information

Social responsibility code

Applies to:

All licences, except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting (remote platform) licences

1. Licensees must make information readily available to their customers on how to gamble responsibly and how to access information about, and help in respect of, problem gambling.

2. The information must cover:

    a. any measures provided by the licensee to help individuals monitor or control their gambling, such as restricting the duration of a gambling session or the amount of money they can spend
    b. timers or other forms of reminders or ‘reality checks’ where available
    c. self-exclusion options
    d. information about the availability of further help or advice.

3. The information must be directed to all customers whether or not licensees also make available material which is directed specifically at customers who may be ‘problem gamblers’.

4. For gambling premises, information must be available in all areas where gambling facilities are provided and adjacent to ATMs. Information must be displayed prominently using methods appropriate to the size and layout of the premises. These methods may include the use of posters, the provision of information on gambling products, or the use of screens or other facilities in the gambling premises. Information must also be available in a form that may be taken away and may also be made available through the use of links to be accessed online or using smart technology. Licensees must take all reasonable steps to ensure that this information is also readily accessible in locations which enable the customer to obtain it discreetly.

3.3.2 - Foreign languages

Ordinary code

Applies to:

All licences, except gaming machine technical, gambling software, host, ancillary remote bingo and ancillary remote casino licences

1. Licensees who market their services in one or more foreign languages should make available in that, or those, foreign languages:
    a. the information on how to gamble responsibly and access to help referred to above
    b. the players' guides to any game, bet or lottery required to be made available to customers under provisions in this code
    c. the summary of the contractual terms on which gambling is offered, which is required to be provided to customers as a condition of the licensee's operating licence.

3.3.4 - Remote time-out facility

Social responsibility code

Applies to:

All remote licences except: any remote lottery licence the holder of which does not provide facilities for participation in instant win lotteries, ancillary remote betting licences, remote betting (remote platform), gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading room only) licences

1 Licensees must offer a 'time out' facility for customers for the following durations:

a. 24 hours
b. one week
c. one month or
d. such other period as the customer may reasonably request, up to a maximum of 6 weeks.

3.4.1 - Premises-based customer interaction

Social responsibility code

Applies to:

All non-remote licences (except non-remote lottery, gaming machine technical, gambling software and host licences); only the following remote licences – ancillary remote bingo, ancillary remote casino, ancillary remote betting, remote general betting limited, and remote betting intermediary (trading rooms only).

1. Licensees must interact with customers in a way which minimises the risk of customers experiencing harms associated with gambling. This must include:

    a. identifying customers who may be at risk of or experiencing harms associated with gambling.
    b. interacting with customers who may be at risk of or experiencing harms associated with gambling.
    c. understanding the impact of the interaction on the customer, and the effectiveness of the Licensee's actions and approach.

2. Licensees must take into account the Commission's guidance on customer interaction.

3.5.1 - Self exclusion – Non-remote and trading rooms SR code

Social responsibility code

Applies to:

All non-remote licences (except lottery, gaming machine technical and gambling software licences) and remote betting intermediary (trading rooms only) licences

1. Licensees must have and put into effect procedures for self-exclusion and take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.

2. Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.

3. Licensees must take steps to remove the name and details of a self-excluded individual from any marketing databases used by the company or group (or otherwise flag that person as an individual to whom marketing material must not be sent), within two days of receiving the completed self-exclusion notification.

4. This covers any marketing material relating to gambling, or other activities that take place on the premises where gambling may take place. However, it would not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.

5. Licensees must close any customer accounts of an individual who has entered a self- exclusion agreement and return any funds held in the customer account. It is not sufficient merely to prevent an individual from withdrawing funds from their customer account whilst still accepting wagers from them. Where the giving of credit is permitted, the licensee may retain details of the amount owed to them by the individual, although the account must not be active.

6. Licensees must put into effect procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling. These procedures must include:

    a. a register of those excluded with appropriate records (name, address, other details, and any membership or account details that may be held by the operator);
    b. photo identification (except where the Licensee can reasonably satisfy themselves that in the circumstances in which they provide facilities for gambling an alternative means of identification is at least as effective) and a signature;
    c. staff training to ensure that staff are able to administer effectively the systems; and
    d. the removal of those persons found in the gambling area or attempting to gamble from the premises.

7. Licensees must ensure that their procedures for preventing access to gambling by self-excluded individuals take account of the structure and layout of the gambling premises.

8. Licensees must, when administering the self-exclusion agreement, signpost the individual to counselling and support services.

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3.5.2 - Self-exclusion – non-remote ordinary code

Ordinary code

Applies to:

All non-remote licences and remote betting intermediary (trading rooms only) licences, but not gaming machine technical and gambling software licences

1. Self-exclusion procedures should require individuals to take positive action in order to self-exclude. This can be a signature on a self-exclusion form.
2. Individuals should be able to self-exclude without having to enter gambling premises.
3. Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.
4. Licensees should take all reasonable steps to extend the self-exclusion to premises of the same type owned by the operator in the customer's local area. In setting the bounds of that area licensees may take into account the customer's address (if known to them), anything else known to them about the distance the customer ordinarily travels to gamble and any specific request the customer may make.
5. Licensees should encourage the customer to consider extending their self-exclusion to other licensees' gambling premises in the customer's local area.
6. Customers should be given the opportunity to discuss self-exclusion in private, where possible.
7. Licensees should take steps to ensure that:
    a. the minimum self-exclusion period offered is of a duration of not less than 6 nor more than 12 months
    b. any self-exclusion may, on request, be extended for one or more further periods of at least 6 months each
    c. a customer who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the customer wishes to consider the self-exclusion further (for example to discuss with problem gambling groups), the customer may return at a later date to enter into self- exclusion
    d. at the end of the period chosen by the customer, the self-exclusion remains in place for a further 6 months, unless the customer takes positive action in order to gamble again
    e. where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again during the 6 month period following the end of their initial self-exclusion, the customer is given one day to cool off before being allowed access to gambling facilities. The contact must be made via telephone or in person
    f. notwithstanding the expiry of the period of self-exclusion chosen by a customer, no marketing material should be sent to them unless and until they have asked for or agreed to accept such material.

8. The licensee should retain the records relating to a self-exclusion agreement at least for the length of the self-exclusion agreement plus a further 6 months.

9. Please note that the Commission does not require the licensee to carry out any particular assessment or make any judgement as to whether the previously self-excluded individual should again be permitted access to gambling. The requirement to take positive action in person or over the phone is purely to a) check that the customer has considered the decision to access gambling again and allow them to consider the implications; and b) implement the one day cooling-off period and explain why this has been put in place.

10. Licensees should have, and put into effect, policies and procedures which recognise, seek to guard against and otherwise address, the fact that some individuals who have self-excluded might attempt to breach their exclusion without entering a gambling premises, for example, by getting another to gamble on their behalf.

11. Licensees should have effective systems in place to inform all venue staff of self-excluded individuals who have recently attempted to breach a self-exclusion in that venue, and the licensees neighbouring venues.

12. In providing training to staff on their responsibilities for self-exclusion, licensees should have, as a minimum, policies for induction training and refresher training.

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3.5.3 - Self-exclusion – remote SR code

Social responsibility code

Applies to:

All remote licences except: gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino, betting intermediary (trading room only) and remote betting (standard) (remote platform) licences. Paragraph 8 does not apply to ancillary remote betting licences, remote general betting (limited), or any remote lottery licence the holder of which does not provide facilities for participation in instant win lotteries

1. Licensees must have and put into effect procedures for self-exclusion and take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.

2. Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.

3. Licensees must take steps to remove the name and details of a self-excluded individual from any marketing databases used by the company or group (or otherwise flag that person as an individual to whom marketing material must not be sent), within two days of receiving the completed self-exclusion notification.

4. This covers any marketing material relating to gambling. However, it would not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.

5. Licensees must close any customer accounts of an individual who has entered a self- exclusion agreement and return any funds held in the customer account. It is not sufficient merely to prevent an individual from withdrawing funds from their customer account whilst still accepting wagers from them. Where the giving of credit is permitted, the licensee may retain details of the amount owed to them by the individual, although the account must not be active.

6. Licensees must put into effect procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling. These procedures must include:

    a. a register of those excluded with appropriate records (name, address, other details, and any membership or account details that may be held by the operator);
    b. a record of the card numbers to be excluded;
    c. staff training to ensure that staff are able to administer effectively the systems; and
    d. the removal of access from those persons found to have gambled or who have attempted to gamble on the facilities.

7. Licensees must when administering the self-exclusion signpost the individual to counselling and support services.

8. Customers must be given the opportunity to self-exclude by contacting customer services and in addition by entering an automated process using remote communication. In order to avoid inadvertent self-exclusion it is acceptable for an automated process to include an additional step that requires the customer to confirm that they wish to self-exclude. The licensee must ensure that all staff who are involved in direct customer service are aware of the self-exclusion system in place, and are able to direct that individual to an immediate point of contact with whom/which to complete that process.

3.5.4 - Self-exclusion – Remote ordinary code

Ordinary code

Applies to:

All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino, remote betting intermediary (trading rooms only) and remote betting (standard) (remote platform) licences

1. Self-exclusion procedures should require individuals to take positive action in order to self-exclude:

    a. over the internet; this can be a box that must be ticked in order to indicate that they understand the system
    b. by telephone; this can be a direct question asking whether they understand the system.

2. Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.

3. Licensees should encourage the customer to consider extending their self-exclusion to other remote gambling operators currently used by the customer.

4. Within the licensee's information about self-exclusion policies, the licensee should provide a statement to explain that software is available to prevent an individual computer from accessing gambling internet sites. The licensee should provide a link to a site where further information is available.

5. Licensees should take all reasonable steps to ensure that:

    a. the minimum self-exclusion period offered is of a duration of not less than 6 nor more than 12 months;
    b. any self-exclusion may, on request, be extended for one or more further periods of at least 6 months;
    c. the self-exclusion arrangements give customers the option of selecting a self-exclusion period of up to at least five years;
    d. a customer who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the customer wishes to consider the self-exclusion further (for example to discuss with problem gambling groups) the customer may return at a later date to enter into self-exclusion;
    e. at the end of the period chosen by the customer, self-exclusion remains in place, for a minimum of 7 years, unless the customer takes positive action to gamble again;
    f. where a customer chooses not to renew, and makes a positive request to begin gambling again, during the 7 year period following the end of their initial self-exclusion, the customer is given one day to cool off before being allowed to access gambling facilities. Contact must be made via phone or in person; re-registering online is not sufficient; and
    g. notwithstanding the expiry of the period of self-exclusion chosen by a customer, no marketing material should be sent to them unless and until they have asked for or agreed

to accept such material.

6. The licensee should retain the records relating to a self-exclusion agreement for as long as is needed to enable the self-exclusion procedures set out in paragraph 5 above to be implemented.

7. Please note that the Commission does not require the licensee to carry out any particular assessment or make any judgement as to whether the previously self-excluded individual should again be permitted access to gambling. The requirement to take positive action in person or over the phone is purely to a) check that the customer has considered the decision to access gambling again and allow them to consider the implications; and b) implement the one day cooling-off period and explain why this has been put in place.

8. In providing training to staff on their responsibilities for self-exclusion, licensees should have, as a minimum, policies for induction training and refresher training.

3.5.5 - Remote multi-operator SR code

Social responsibility code

Applies to:

All remote licences except: any remote lottery licence the holder of which does not provide facilities for participation in instant win lotteries, ancillary remote betting, remote general betting (remote platform), remote betting intermediary (trading room only), remote general betting (limited), gaming machine technical, gambling software, host, ancillary remote bingo, and ancillary remote casino licences

1. Licensees must participate in the national multi-operator self-exclusion scheme.

3.5.6 - Multi-operator non-remote SR code

Social responsibility code

Applies to:

All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1. Licensees must offer customers with whom they enter into a self-exclusion agreement in respect of facilities for any kind of gambling offered by them at licensed gambling premises the ability to self-exclude from facilities for the same kind of gambling offered in their locality by any other holder of an operating licence to whom this provision applies, by participating in one or more available multi-operator self-exclusion schemes.

3.5.7 - Multi-operator non-remote ordinary code

Ordinary code

Applies to:

All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1. Licensees should contribute to and participate in the development and effective implementation of multi-operator self-exclusions schemes with the aim of making available to customers the ability to self-exclude from facilities for gambling provided by other licensed operators within their local area(s).

3.6.2 - Bingo

Ordinary code

Applies to:

All non-remote bingo licences

1. Licensees who employ children under (under-16-year-olds) and young persons (those aged 16 or 17) should be aware that it is an offence:

    a. to employ them to provide facilities for playing bingo;
    b. for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine; and
    c. to employ a child to perform any function on premises where, and at time when, facilities are being provided for playing bingo.

2. As to 1b, it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.

3. Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:

    a. children and young persons are never asked to perform tasks within 1a or 1b, above
    b. all staff, including those who are children and young persons themselves, are instructed about the laws relating to access to gambling by children and young persons.

4. Licensees should consider adopting a policy that:

    a. children are not employed to work on bingo licensed premises at any time when the premises are open for business
    b. neither children nor young persons are in any event asked to work in areas where gaming machines are situated.

3.6.7 - Remote

Ordinary code

Applies to:

All remote licences, except remote lottery, remote pool betting, remote gaming machine technical, remote gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

1. Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence to employ them to provide facilities for gambling.

3.8.2 - Money-lending – other than casinos

Ordinary code

Applies to:

All non-remote bingo, general betting, adult gaming centre, family entertainment centre and remote betting intermediary (trading rooms only) licences

1. Licensees should seek to prevent systematic or organised money lending between customers on their premises. As a minimum, they should have arrangements in place to ensure staff are requested to report any instances of substantial money lending when they become aware of them.

3.9.1 - Identification of individual customers - remote

Social responsibility code

Applies to:

All remote licences (including ancillary remote betting licences) except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

1. Licensees must have and put into effect policies and procedures designed to identify separate accounts which are held by the same individual.

2. Where licensees allow customers to hold more than one account with them, the licensee must have and put into effect procedures which enable them to relate each of a customer's such accounts to each of the others and ensure that:

    a. if a customer opts to self-exclude they are effectively excluded from all gambling with the licensee unless they make it clear that their request relates only to some forms of gambling or gambling using only some of the accounts they hold with the licensee;
    b. all of a customer's accounts are monitored and decisions that trigger customer interaction are based on the observed behaviour and transactions across all the accounts;
    c. where credit is offered or allowed the maximum credit limit is applied on an aggregate basis across all accounts; and
    d. individual financial limits can be implemented across all of a customer's accounts.

3. Licensees which are companies or other bodies corporate must take all reasonable steps to comply with the above provision as if reference to a customer holding more than one account with them included a reference to a customer holding one or more accounts with them and one or more accounts with a group company.

4. A company is a 'group company' in relation to a licensee if it is the holding company of, subsidiary of, or shares a common holding company with, the licensee. For these purposes 'holding company' and 'subsidiary' have the meanings ascribed to them by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof.

4.1.1 - Fair terms

Social responsibility code

Applies to:

All licences, except gaming machine technical and gambling software licences

1. Licensees must be able to provide evidence to the Commission, if required, showing how they satisfied themselves that their terms are not unfair.

4.2.2 - Display of rules - bingo

Social responsibility code

Applies to:

All non-remote bingo licences

1. In complying with any condition on a bingo premises licence or a 2005 Act large casino premises licence requiring the display of rules about gaming, licensees must ensure that the following are included:
    a. rules about each variant of bingo made available; and
    b. rules about any prize gaming made available.

4.2.3 - Display of rules – remote SR code

Social responsibility code

Applies to:

All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

1. Licensees must make the following available to customers:
    a. a player's guide to each gambling opportunity (bet, game or lottery) made available by the operator; and
    b. such additional information relating to the available gambling as the Commission shall from time to time publish to licensees: the current requirements are set out in the Commission's Remote gambling and software technical standards.

4.2.4 - Remote ordinary code

Ordinary code

Applies to:

All remote licences (including ancillary remote betting licences), except gaming machine technical, gambling software, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading rooms only) licences

1. Where practicable, the player's guide and additional information referred to in the social responsibility code 4.2.3 should be made available through the medium in which the remote gambling is to be conducted. Where that is not practicable, licensees should either:
    a. send a copy of the guide and required additional information by post, fax or email; or
    b. make these available to the customer in another medium to which he has access.

5.1.1 - Rewards and bonuses – SR code

Social responsibility code

Applies to:

All licences (including ancillary remote licences), except gaming machine technical and gambling software licences

1. If a licensee makes available to any customer or potential customer any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or any other advantage (including the discharge in whole or in part of any liability of his) ('the benefit') the scheme must be designed to operate, and be operated, in such a way that:

    a. the circumstances in which, and conditions subject to which, the benefit is available are clearly set out and readily accessible to the customers to whom it is offered;
    b. neither the receipt nor the value or amount of the benefit is:
        i. dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency; or
        ii. altered or increased if the qualifying activity or spend is reached within a shorter time than the whole period over which the benefit is offered.
    c. if the value of the benefit increases with the amount the customer spends it does so at a rate no greater than that at which the amount spent increases; and further that:
    d. if the benefit comprises free or subsidised travel or accommodation which facilitates the customer's attendance at particular licensed premises the terms on which it is offered are not directly related to the level of the customer's prospective gambling.

2. If a licensee makes available incentives or reward schemes for customers, designated by the licensee as 'high value, 'VIP' or equivalent, they must be offered in a manner which is consistent with the licensing objectives.

Licensees must take into account the Commission's guidance on high value customer incentives.

5.1.2 - Proportionate rewards

Ordinary code

Applies to:

All licences (including ancillary remote licences), except gaming machine technical and gambling software licences

1. Licensees should only offer incentive or reward schemes in which the benefit available is proportionate to the type and level of customers' gambling.

5.1.3 - Alcoholic drinks

Social responsibility code

Applies to:

All non-remote bingo and casino licences

1. If licensees offer customers free or discounted alcoholic drinks for consumption on the premises they must do so on terms which do not in any way link the availability of such drinks to whether, or when, the customer begins, or continues, to gamble.
2. Licensees must not make unsolicited offers of free alcoholic drinks for immediate consumption by customers at a time when they are participating in gambling activities.

5.1.6 - Compliance with advertising codes

Social responsibility code

Applies to:

All licences, except lottery licences

1. All marketing of gambling products and services must be undertaken in a socially responsible manner.
2. In particular, Licensees must comply with the advertising codes of practice issued by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP) as applicable. For media not explicitly covered, licensees should have regard to the principles included in these codes of practice as if they were explicitly covered.
3. The restriction on allowing people who are, or seem to be, under 25 years old (ie: those in the 18-24 age bracket) to appear in marketing communications need not be applied in the case of non-remote point of sale advertising material, provided that the images used depict the sporting or other activity that may be gambled on and not the activity of gambling itself and do not breach any other aspect of the advertising codes.

5.1.8 - Compliance with industry advertising codes

Ordinary code

Applies to:

All licences

1. Licensees should follow any relevant industry code on advertising, notably the Gambling Industry Code for Socially Responsible Advertising.

5.1.9 - Other marketing requirements

Social responsibility code

Applies to:

All licences

1. Licensees must ensure that their marketing communications, advertisement, and invitations to purchase (within the meaning of the Consumer Protection from Unfair Trading Regulations 2008) do not amount to or involve misleading actions or misleading omissions within the meaning of those Regulations.
2. Licensees must ensure that all significant conditions which apply to marketing incentives are provided transparently and prominently to consumers. Licensees must present the significant conditions at the point of sale for any promotion, and on any advertising in any medium for that marketing incentive except where, in relation to the latter, limitations of space make this impossible. In such a case, information about the significant conditions must be included to the extent that it is possible to do so, the advertising must clearly indicate that significant conditions apply and where the advertisement is online, the significant conditions must be displayed in full no further than one click away.
3. The terms and conditions of each marketing incentive must be made available for the full duration of the promotion.

5.1.10 - Online marketing in proximity to information on responsible gambling

Ordinary code

Applies to:

All licences

1. Licensees should ensure that no advertising or other marketing information, whether relating to specific offers or to gambling generally, appears on any primary web page/screen, or micro site that provides advice or information on responsible gambling

5.1.11 - Direct electronic marketing consent

Social responsibility code

Applies to:

All licences

1. Unless expressly permitted by law consumers must not be contacted with direct electronic marketing without their informed and specific consent. Whenever a consumer is contacted the consumer must be provided with an opportunity to withdraw consent. If consent is withdrawn the licensee must, as soon as practicable, ensure the consumer is not contacted with electronic marketing thereafter unless the consumer consents again. Licensees must be able to provide evidence which establishes that consent.

6.1.1 - Complaints and disputes

Social responsibility code

Applies to:

All licences (including ancillary remote licensees) except gaming machine technical and gambling software licences

1. Licensees must put into effect appropriate policies and procedures for accepting and handling customer complaints and disputes in a timely, fair, open and transparent manner.

2. Licensees must ensure that they have arrangements in place for customers to be able to refer any dispute to an ADR entity in a timely manner if not resolved to the customer's satisfaction by use of their complaints procedure within eight weeks of receiving the complaint, and where the customer cooperates with the complaints process in a timely manner.

3. The services of any such ADR entity must be free of charge to the customer.

4. Licensees must not use or introduce terms which restrict, or purport to restrict, the customer's right to bring proceedings against the licensee in any court of competent jurisdiction. Such terms may, however, provide for a resolution of a dispute agreed by the customer (arrived at with the assistance of the ADR entity) to be binding on both parties.

5. Licensees' complaints handling policies and procedures must include procedures to provide customers with clear and accessible information on how to make a complaint, the complaint procedures, timescales for responding, and escalation procedures.

6. Licensees must ensure that complaints policies and procedures are implemented effectively, kept under review and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidance published by the Gambling Commission from time to time.

7. Licensees should keep records of customer complaints and disputes and make them available to the Commission on request.

In this Code, 'ADR entity' means

a. a person offering alternative dispute resolution services whose name appears on the list maintained by the Gambling Commission in accordance with The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and,
b. whose name appears on the list of providers that meet the Gambling Commission's additional standards found in the document 'Alternative dispute resolution (ADR) in the gambling industry – standards and guidance for ADR providers'.

Both lists are on the Commission's website and will be updated from time to time.

Read additional guidance on the information requirements contained within this section.

7.1.2 - Responsible gambling information for staff

Social responsibility code

Applies to:

All licences, including betting ancillary remote licences, but not other ancillary remote licences

1. Licensees must take all reasonable steps to ensure that staff involved in the provision of facilities for gambling are made aware of advice on socially responsible gambling and of where to get confidential advice should their gambling become hard to control.

8.1.1 - Ordinary code

Ordinary code

Applies to:

All licences

1. As stated earlier in this code, the Commission expects licensees to work with the Commission in an open and cooperative way and to inform the Commission of any matters that the Commission would reasonably need to be aware of in exercising its regulatory functions. These include in particular matters that will have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly and consistently with the licensing objectives.

2. Thus, licensees should notify the Commission, or ensure that the Commission is notified, as soon as reasonably practicable and in such form and manner as the Commission may from time to time specify[1] , of any matters which in their view could have a material impact on their business or affect compliance. The Commission would, in particular, expect to be notified of the occurrence of any of the following events in so far as not already notified in accordance with the conditions attached to the licensee's licence[2] :

    a. any material change in the licensee's structure or the operation of its business
    b. any material change in managerial responsibilities or governance arrangements
    c. any report from an internal or external auditor expressing, or giving rise to, concerns about material shortcomings in the management control or oversight of any aspect of the licensee's business related to the provision of gambling facilities.

    Read additional guidance on the information requirements contained within this section.

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[1] These matters are to be reported to us online via our 'eServices' digital service on our website.

[2] Events which must be reported, because the Commission considers them likely to have a material impact on the nature or structure of a licensee's business, are set out in general licence condition 15.2.1

9.1.2 - Bingo

Social responsibility code

Applies to:

All non-remote bingo operating licences

1. Gaming machines may be made available for use in licensed bingo premises only where there are also substantive facilities for non-remote bingo, provided in reliance on this licence, available in the premises.
2. Facilities for gambling must only be offered in a manner which provides for appropriate supervision of those facilities by staff at all times.
3. Licensees must ensure that the function along with the internal and/or external presentation of the premises are such that a customer can reasonably be expected to recognise that it is a premises licensed for the purposes of providing bingo facilities.

10.1.1 - Assessing local risk

Social responsibility code

Applies to:

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences.

1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy[1] .
2. Licensees must review (and update as necessary) their local risk assessments:
    a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
    b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
    c. when applying for a variation of a premises licence; and
    d. in any case, undertake a local risk assessment when applying for a new premises licence.

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[1]This is the statement of licensing policy under the Gambling Act 2005.

10.1.2 - Sharing local risk assessments

Ordinary code

Applies to:

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

Other provisions and legislation

4.7 Conditions on premises licences should relate only to gambling, as considered appropriate in light of the principles to be applied by licensing authorities under s.153 of the Act. Accordingly, if the Commission's *Licence Conditions and Codes of Practice* (LCCP) or other legislation places particular responsibilities or restrictions on an employer or the operator of premises, it is not necessary or appropriate to impose similar conditions on a premises licence issued in accordance with the Act.

4.8 Similarly, where other legislation confers powers on inspection and enforcement agencies in relation to separate activities or concerns, the Act does not affect the continued use of such powers, for example, the powers of an environmental health officer in respect of statutory nuisance under the Environmental Protection Act 1990.

Licensing authority decisions

4.9 S.153 provides that licensing authorities shall aim to permit the use of premises for gambling in so far as they think it is:

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

4.10 Therefore, a licensing authority has no discretion in exercising its functions under Part 8 of the Act, to grant a premises licence where that would mean taking a course which it did not think accorded with the Guidance contained in this document, any relevant Commission code of practice the licensing authority's own statement of policy or were reasonably consistent with the licensing objectives.

Delegations

4.11 The decision making powers of licensing authorities may be delegated, as set out in s.154 of the Act for England and Wales and s.155 for Scotland. Decisions that are delegated to a licensing committee, may be further delegated to a sub-committee, which may then arrange for the decision to be taken by an officer of the authority.

4.12 It is open to licensing committees to choose not to delegate decisions. An important consideration in determining whether any particular decision should be delegated will be whether delegation might give rise to a risk of judicial review challenge, particularly on the basis of appearance of bias.

4.13 The tables at Appendix G set out a summary of licensing authority delegations permitted under the Act for England and Wales, and for Scotland.

Part 5: Principles to be applied by licensing authorities

Licensing objectives

5.1 In exercising their functions under the Act, particularly in relation to premises licences, temporary use notices and some permits, licensing authorities must have regard to the licensing objectives set out in s.1 of the 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.

5.2 It is expected that the licensing authority will have set out their approach to regulation in their statement of policy, having taken into account local circumstances. This is dealt with in more detail at Part 6.

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

5.3 Among other matters, licensing authorities may need to consider the location of premises in the context of this licensing objective. For example, in considering an application for a premises licence or permit that is in an area noted for particular problems with disorder, organised criminal activity etc, the licensing authority should think about what, if any, controls might be appropriate to prevent those premises being associated with or used to support crime. That might include conditions on the premises licence, such as a requirement for door supervisors. The requirement for conditions might be determined by the operator's own risk assessment or the local area profile carried out by the licensing authority, as detailed in Part 6.

5.4 A licensing authority will need to consider questions raised by the location of gambling premises when:

- formulating its statement of licensing policy
- receiving relevant representations to an application
- dealing with applications as a responsible authority in its own right
- considering applications before it.

5.5 In the context of gambling premises licences, licensing authorities should generally consider disorder as activity that is more serious and disruptive than mere nuisance. Factors to consider in determining whether a disturbance was serious enough to constitute disorder would include whether police assistance was required and how threatening the behaviour was to those who could see or hear it. There is not a clear line between nuisance and disorder and the licensing authority should take the views of its lawyers before determining what action to take in circumstances in which disorder may be a factor.

5.6 Regulatory issues arising from the prevention of disorder are likely to focus almost exclusively on premises licensing, rather than on operating licences. However, if there are persistent or serious disorder problems that an operator could or should do more to prevent, the licensing authority should bring this to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence.

5.7 Of course, licensing authorities are experienced in making judgements in relation to the suitability of premises, particularly those for which they have responsibilities under the Licensing Act 2003 / Licensing (Scotland) Act 2005, in which context they have wider powers to also take into account measures to prevent nuisance.

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5.8 In relation to preventing disorder, licensing authorities have the ability under s.169 of the Act to attach additional conditions to premises licences, and are entitled to include a requirement for door supervision, as provided for in s.178 of the Act. If a person employed on door supervision would be required to hold a licence issued by the Security Industry Authority (SIA), that requirement will have force as though it were a condition on the premises licence. Further information on conditions on premises licences can be found in Part 9 of this Guidance.

5.9 There are a number of voluntary initiatives that the gambling industry participates in to address issues such as underage access, staff safety and security. These change from time to time and licensing authorities are advised to check with local operators, for example when conducting inspections, as to which (if any) scheme the operator is a part of. Further information can often be found on the website of industry trade associations[5].

5.10 Licensing authorities do not need to investigate the suitability of an applicant for a premises licence, including in relation to crime. The issue of suitability will already have been considered by the Commission, because any applicant (except occupiers of tracks who do not propose to offer gambling themselves) will have to hold an operating licence from the Commission before the premises licence can be issued. However, if the licensing authority receives information during the course of considering a premises licence application or at any other time, that causes it to question the suitability of the applicant to hold an operating licence, these concerns should be brought to the attention of the Commission without delay.

Objective 2 : Ensuring that gambling is conducted in a fair and open way

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

5.12 In relation to the licensing of tracks, the licensing authority's role will be different from other premises in that track owners will not necessarily have an operating licence. In those circumstances the premises licence may need to contain conditions to ensure that the environment in which betting takes place is suitable. Further information can be found in Part 20 of this Guidance.

Objective 3 : Protecting children and other vulnerable persons from being harmed or exploited by gambling

5.13 In exercising their powers under s.153, licensing authorities should consider whether staff will be able to adequately supervise the gambling premises, as adequate staffing levels is a factor to consider regarding the prevention of underage gambling. The Commission would expect the operator and the licensing authority to work together to consider how any impediments to the supervision of premises might be most appropriately remedied. Supervision also applies to premises that are themselves not age-restricted (eg bingo and family entertainment centre (FEC) premises) but which make gambling products and facilities available.

[5] For example, The Safe Bet Alliance's Voluntary Code of Safety and Security National Standards for Bookmakers

5.14 Where a licensing authority considers the structure or layout of premises to be an inhibition or potential inhibition to satisfying this licensing objective, the licensee should consider what changes are required to ensure the risk is mitigated. Such changes might include the positioning of staff or CCTV, the use of floor-walkers and the relocation of the staff counter to enable direct line of sight. Licensing authorities will need to consider the proportionality of changes to the physical layout in relation to other measures that could be put in place.

5.15 If the operator fails to satisfy the licensing authority that the risks are sufficiently mitigated, it may be appropriate to conduct a review of the premises licence.

5.16 In relation to casinos, the Commission has issued a code of practice on access to casino premises by children and young persons, as provided for by s.176 of the Act. The code of practice is available as part of the *Licence Conditions and Codes of Practice* (LCCP) In accordance with s.176 of the Act, adherence to the code will be a condition of the premises licence. Further information can be found in Parts 9 and 17 of this Guidance.

5.17 The Act does not seek to prohibit particular groups of adults from gambling in the same way that it prohibits children. The Commission does not seek to define 'vulnerable persons' but it does, for regulatory purposes, assume that this group includes people who gamble more than they want to, people who gamble beyond their means and people who may not be able to make informed or balanced decisions about gambling due to, for example, mental health, a learning disability or substance misuse relating to alcohol or drugs.

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

S.153 principles

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

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

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

5.21 In the unlikely event that a licensing authority perceives a conflict between a provision of a Commission code of practice or this Guidance, and its own statement of policy or view as to the application of the licensing objectives, the structure of s.153 makes it clear that the Commission's codes and this Guidance take precedence.

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

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

5.23 A licensing authority is therefore afforded significant scope to exercise its powers under s.153 on the grounds that it does not encroach on the two principles set out above.

5.24 The requirements in s.153 are subject to the licensing authority's power under s.166 to resolve not to issue casino premises licences. This means that a resolution not to issue a casino premises licence applies regardless of the matters set out in s.153.

Codes of Practice

5.25 The LCCP sets out the Commission's general licence conditions and associated codes of practice provisions under the Act. The codes of practice are set out within Part II of the LCCP.

5.26 To assist licensing authorities in determining premises applications and inspecting premises, all the codes of practice are also available as a single document. The codes specify a number of requirements, many of which relate to social responsibility issues and these may be of particular interest where a licensing authority has concern about matters such as protection of the young and vulnerable. It should be noted that the codes also apply to situations in which the gambling being offered is not normally the responsibility of an operating licence holder. Examples include the *Code of practice for equal chance gaming* and the *Code for gaming machines in clubs and premises with an alcohol licence*.

Good practice in regulation

5.27 Under the Legislative and Regulatory Reform Act 2006, any person exercising a specified regulatory function has a legal duty to have regard to the statutory principles of good regulation[6] in the exercise of the function. These provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate, and consistent and should be targeted only at cases in which action is needed. The Commission has regard to these principles in relation to its responsibilities and also has regard to the requirements of the Regulators' Code[7]. The purpose of the Code is to promote efficient and effective approaches to regulatory inspection and enforcement which improve regulatory outcomes without imposing unnecessary burdens on business.

5.28 The statutory principles of good regulation and the Regulators' Code also apply to local authorities, who are under a statutory duty to have regard to them when fulfilling their regulatory functions under the Act[8].

[6] Legislative and Regulatory Reform Act 2006, section 21

[7] Regulators' Code (previously the Regulators' Compliance Code), Department of Business, Innovation and Skills, 2014, issued under section 23 of the Legislative and Regulatory Reform Act 2006

[8] The Legislative and Regulatory Reform (Regulatory Functions) Order 2007, was amended by the Legislative and Regulatory Reform (Regulatory Functions) (Amendment) Order 2009, which amongst other things, extended the application of the 2007 Order to local authorities in Wales and Scotland exercising regulatory functions under the Gambling Act 2005 - see Parts 3 and 7

5.29 Guidance produced by the Better Regulation Delivery Office seeks to assist local authorities in interpreting the requirements of the Regulators' Code, for example in developing their Compliance and Enforcement Policy[9], and in delivering risk-based regulation in relation to age restrictions[10].

Human Rights Act 1998

5.30 The Secretary of State has certified that the Act is compatible with the European Convention on Human Rights. In considering applications, and taking enforcement action under the Act, licensing authorities should bear in mind that they are subject to the Human Rights Act 1998 and in particular:

- Article 1, Protocol 1 – peaceful enjoyment of possessions. A licence is considered a possession in law and people should not be deprived of their possessions except in the public interest
- Article 6 – right to a fair hearing
- Article 8 – respect for private and family life. In particular, removal or restriction of a licence may affect a person's private life
- Article 10 – right to freedom of expression.

Other considerations

5.31 Licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through the use of conditions.

5.32 In determining applications for premises licences and permits, a licensing authority may request as much information as it requires to satisfy itself that all the requirements set out at s.153 of the Act are met.

5.33 Where concerns remain, licensing authorities may choose to attach conditions to the premises licence. Further details are provided in Part 9.

5.34 Licensing authorities should be aware that other considerations such as moral or ethical objections to gambling are not a valid reason to reject applications for premises licences. In deciding to reject an application, a licensing authority should rely on reasons that demonstrate that the licensing objectives are not being, or are unlikely to be, met, and such objections do not relate to the licensing objectives. An authority's decision cannot be based on dislike of gambling, or a general notion that it is undesirable to allow gambling premises in an area (with the exception of the casino resolution powers).

[9] *Template: Compliance and Enforcement Policy*, Better Regulation Delivery Office. This template policy was developed by the Local Better Regulation Office, with local authorities, to assist local authorities in developing a policy that is in line with the requirements of the Regulators' Compliance Code, or to review their existing policy. It is available on the BRDO website at http://www.bis.gov.uk/brdo/resources/risk-based-regulation/compliance-policy

[10] *Age restricted products and services framework / updated April 2014* sets out an agreed set of shared responsibilities and reasonable expectations for young people, their parents and carers, businesses, employees and regulators with regards to access to age restricted products and services. The document forms the foundations of the *Age restricted products and services: a code of practice for regulatory delivery / updated April 2014*

7.50 A licence application, and any licence subsequently issued, is not valid if the relevant notifications have not been made.

Application for Premises Variation (s.187): 'material change'

7.51 Previous guidance from the Department for Culture, Media and Sport (DCMS) and the Commission has been that an application for a variation will only be required where there are material changes to the layout of the premises. What constitutes a material change will be a matter for local determination but it is expected that a common sense approach will be adopted. When considering an application for variations, the licensing authority will have regard to the principles to be applied as set out in s.153 of the Act.

Representations

7.52 In dealing with an application, licensing authorities are obliged to consider representations from two categories of person, referred to in the Act as 'responsible authorities' and 'interested parties'. Representations from other parties are inadmissible. Further information on these categories can be found in Part 8 of this Guidance.

7.53 Having determined that the representation is admissible, the licensing authority must consider its relevance. Only representations that relate to the licensing objectives, or that raise issues under the licensing authority's statement of policy, or the Commission's Guidance or Codes of Practice, are likely to be relevant.

7.54 The licensing authority will also need to consider if representations are 'frivolous' or 'vexatious'. This is a question of fact and licensing authorities are advised to seek help from their legal advisers in interpreting these phrases although relevant considerations may include:

- who is making the representation, and whether there is a history of making representations that are not relevant
- whether it raises a 'relevant' issue
- whether it raises issues specifically to do with the premises that are the subject of the application.

7.55 The Commission does not routinely make representations on premises licence applications. However, the fact that the Commission has not made a representation on a particular premises licence application should not be taken as indicating the Commission's approval of that application. Exceptionally, where an application for a premises licence, or the operation of a current premises licence, raises matters of wider or national significance, the Commission will consider making representations or requesting a review.

Making a decision

7.56 As explained earlier, the licensing authority's primary obligation under s.153(1) is to permit the use of premises in so far as it thinks that to do so is:

a. in accordance with any relevant code of practice issued by the Commission
b. in accordance with any relevant guidance issued by the Commission
c. reasonably consistent with the licensing objectives (subject to a. and b. above), and
d. in accordance with the licensing authority's statement of licensing policy (statement of policy) (subject to a. to c. above).

7.57 Further information and guidance as to the meaning and effect of s.153 is set out at paragraph 5.19 above.

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9.28 Licensing authorities should make decisions on conditions on a case-by-case basis, and in the context of the principles of s.153. They must aim to permit the use of premises for gambling and so should not attach conditions that limit their use except where it is necessary in accordance with the licensing objectives, the Commission's codes of practice and this Guidance, or their own statement of policy. Conversely, licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through the use of conditions.

9.29 Licensing authority statements of policy will need to consider the local circumstances which might give rise to the need for conditions. Where there are specific risks associated with a particular locality, the licensing authority might decide to attach conditions to the premises licence to mitigate those risks. For example, local issues associated with a high crime rate may put a premises at risk of not being consistent with the licensing objectives, and specific conditions may be necessary to address the risk.

9.30 Where there are risks associated with a specific premises or class or premises, the licensing authority may consider it necessary to attach conditions to the licence to address those risks, taking account of the local circumstances.

9.31 Conditions imposed by the licensing authority must be proportionate to the circumstances which they are seeking to address. In particular, licensing authorities should ensure that the premises licence conditions are:

- relevant to the need to make the proposed building suitable as a gambling facility
- directly related to the premises (including the locality and any identified local risks) and the type of licence applied for
- fairly and reasonably related to the scale and type of premises
- reasonable in all other respects.

Conditions that may not be attached to premises licences by licensing authorities

9.32 The Act sets out certain matters that may not be the subject of conditions:

- s.169(4) prohibits a licensing authority from imposing a condition on a premises licence which makes it impossible to comply with an operating licence condition
- s.172(10) provides that conditions may not relate to gaming machine categories, numbers, or method of operation
- s.170 provides that membership of a club or body cannot be required by attaching a condition to a premises licence (the Act specifically removed the membership requirement for casino and bingo clubs and this provision prevents it being reinstated)
- s.171 prevents a licensing authority imposing conditions in relation to stakes, fees, winnings or prizes.

Hansard Extract

On 9 November 2004 (Standing Committee B) there was a debate in the House of Commons over whether to amend the Licensing Objectives to include 'the prevention of public nuisance.) Below are the relevant paragraphs from Hansard.

The amendment was withdrawn. The following are material extracts from Hansard:

Column Number: 012

Mr Foster - Amendment to include prevention of public nuisance in Licensing Objectives:

Why is it important that we deal with that in the objectives? The answer is simple. As the Bill stands, the local authority is unable to take account of effects that may occur not in a new casino or on gambling premises, but further afield, outside those premises. It is crucial that local authorities have the opportunity to do so. Indeed, the Local Government Association said when it wrote to all Members about the Second Reading debate that the prevention of public nuisance should be a licensing objective:

"The licensing objectives set out in Clause 1 of the Bill do not address potential problems of nuisance arising in the street outside gambling premises. This is particularly likely late at night and when alcohol has been consumed. While the Environmental Protection Act 1990 places a duty on local authorities to deal with statutory nuisances arising from the premises itself, and to investigate residents' complaints, it is not possible to use this legislation to deal with street nuisance, even where the problem is directly attributable to a particular venue."

Use of the Environmental Protection Act for such matters is therefore not possible. The LGA goes on to say:

"This omission will seriously hamper the ability of councils to ensure effective management of the environment around gambling premises and provides residents with little scope to make representations should street nuisance occur. The LGA believes that a new licensing objective of the prevention of public nuisance should be added to Clause 1."

Column Number: 037

The Minister for Sport and Tourism ***Mr Richard Caborn, addressing the amendment***

Some gambling premises (casinos and bingo clubs) are allowed to serve alcohol to their customers, and the Bill will not stop that happening. Their entitlement does not spring from gambling laws: as one or two of my hon. Friends have said, it comes from the licensing law itself. Casinos and bingo clubs in England and Wales get their entitlement from the Licensing Act 1964. However, by the time the Bill is on the statute book, the Licensing Act 2003 will have come into force. The equivalent licensing laws govern casinos and bingo clubs in Scotland. The 2003 Act includes the prevention of public nuisance as a licensing objective, understandably so given the unfortunate connection between excess alcohol intake and bad behaviour. That was referred to by a number of hon. Members this morning.

The relevant risks associated with licensing of pubs, bars and other premises on which alcohol is sold include noise and antisocial conduct, particularly at night. That has been referred to in connection with Guildford. Accordingly, it will be open to licensing authorities, when considering applications for casinos and bingo halls to be licensed premises under the 2003 Act, to take account of the public-nuisance risk just as they do when considering any other application. If any casino were to put its alcohol licence at risk by allowing public nuisance, it would almost certainly put its continued existence and its licence at risk. Therefore, it is unnecessary in the case of casinos and bingo clubs to duplicate provisions that are already in licensing law.

There is no intention of allowing other gambling premises, such as betting shops and machine arcades, to sell alcohol, and there is no reason to apply to them a nuisance test over and above the

law on noise and other nuisance. There is no well-established association between betting and nuisance of the sort that unfortunately exists between alcohol and nuisance. We do not believe that there is any reason to single out betting shops for special treatment in contrast to grocery shops, newsagents or any other shop.

There are provisions in the general criminal and civil law on the control of public nuisance. If they are not thought to be adequate, I am not expressing a Government view on this, the solution is to strengthen the general law, not to adopt specific measures for gambling premises on the basis of no

Column Number: 038

evidence of need. In practice, all licensed gambling premises are more likely to conduct themselves responsibly than the general run of premises, if only because they will have to satisfy not just the local licensing authority concerning their present licence, but the powerful gambling commission in relation to their operating licence.

Amendment No. 1 would be regulatory overkill. The official Opposition, who continually badger us about red tape and over-regulation, should reflect on their amendments in the light of my explanation. Amendment No. 1 would only reinforce the apprehension in the gambling industry that local authorities will be over-zealous in regulating premises, and I do not believe that those fears are well grounded. It would impact significantly on the matters that could be taken into account by local authorities and would go beyond what is reasonable. I cannot advise the Committee to accept it.

https://publications.parliament.uk/pa/cm200304/cmstand/b/st041109/pm/41109s02.htm
https://publications.parliament.uk/pa/cm200304/cmstand/b/st041109/am/41109s03.htm

[6] Standing Committee B, Thursday, 2nd December 2004 (Afternoon) Col 359.

Determination of application

[5.158]

In determining an application the licensing authority must hold a hearing[1] if:

- representations have been made by an interested party or responsible authority and have not been withdrawn;
- the authority intend to use their discretion under s 169(1) to attach a condition to a licence; or
- the authority intend to use their discretion under s 169 to exclude a default condition (ie a condition automatically attached to the licence under s 168 unless excluded by the authority in its discretion)[2].

A hearing may, however, be dispensed with if the applicant and any interested party or responsible authority who have made representations consents to this course[3], or the authority think that the representations are vexatious or frivolous or will certainly not influence their determination of the application[4]. If the authority do propose to dispense with a hearing on these latter grounds they must as soon as is reasonably practicable notify the person who made the representations[5], presumably to enable him to seek a remedy by way of judicial review if so advised.

Where the applicant for the premises licence is an applicant for an operating licence[6] the authority cannot determine the application until the relevant operating licence has been issued[7].

On considering an application for a premises licence (whether at a hearing or not) the licensing authority must either grant it or reject it[8]. In making that determination the licensing authority will be subject to the provisions of s 153 which sets out the principles to be applied by the authority in exercising all their functions under Part 8 GA 2005 (ie including, but not limited to, the grant or refusal of an application for a premises licence). Section 153(1) provides as follows:

"In exercising their functions under this Part a licensing authority shall aim to permit the use of premises for gambling in so far as the authority think it—

(a) in accordance with any relevant code of practice under s 24,

(b) in accordance with any relevant guidance issued by the Commission under s 25,

(c) reasonably consistent with the licensing objectives (subject to paras (a) and (b)), and

(d) in accordance with the statement published by the authority under s 349 (subject to paras (a) to (c))."

The subsection starts by imposing a general duty on the authority to 'aim to permit the use of premises for gambling' and then sets out a series of four factors which may, in any individual case, qualify or override the general duty. The first point to note is that the provision imposes a duty on the licensing authority: it must, subject to the qualifying factors, aim to permit the use of premises for gambling. What is the scope of this duty? It is suggested that there are two elements: first, it creates a presumption in favour of granting the premises licence since it is only if the licence is granted that the premises may lawfully be used for gambling. But the duty seems to go further than that. The verb 'to aim' is defined by the *OED*[9] as meaning: '5. To calculate one's course with a view to arriving (at a point); to direct one's course, to make it one's object to attain. Hence fig To have it as an object, to endeavour earnestly'. The *Shorter OED*[10] defines it as: '3. Direct one's course, make it one's object to attain, intend, try'. A person who 'aims' to achieve a result will usually take active steps to bring it about. The provision appears to place a duty upon the licensing authority to exercise their powers so far as is lawfully possible to achieve a position in which they can grant the premises licence and thus permit the premises to be used for gambling. The most obvious way in which the authority will be able to exercise their powers in this way will be by an imaginative use of their power to frame and impose conditions (see para 5.159 below) so as to overcome objections to the application which might, in the absence of suitable conditions, lead to the application being rejected. No doubt the authority could also, in a case where a licence application gave rise to issues which could not be addressed by suitably drafted conditions, seek to consider with the applicant whether amendments to the application might overcome the objections and enable it to be granted. However, it is also necessary to recognise that the language of s 153(1) stops short of being mandatory; `aim to permit' provides a strong steer to look favourably on an application, but no more.

As to the list of qualifying factors, these are set out in s 153(1)(a)–(d). Section 153(1)(a) qualifies the duty to aim to permit use of premises for gambling to the extent that such use must be in accordance with any relevant code of practice issued by the Gambling Commission under s 24. That section requires the Gambling Commission to issue codes of practice about the manner in which facilities for gambling are to be provided (whether by the holder of a licence or by another person). In issuing a code of practice the Gambling Commission will be subject to a duty under s 22 to promote the licensing objectives. Accordingly any code of practice should be consistent with those objectives. Section 153(1)(b) qualifies the licensing authority's duty to aim to permit the use of premises for gambling to the extent that such use must be in accordance with any relevant guidance issued by the Gambling

Commission under s 25. This section requires the Gambling Commission to issue guidance to local authorities[11] as to the manner in which they are to exercise their functions under the Act and the principles that they should apply in exercising those functions. Again the effect of s 22 is that in issuing such guidance the Commission will be under a duty to promote the licensing objectives, so again such guidance should be consistent with those objectives. The effect of all this is that any code of practice and any guidance to local authorities ought to promote the licensing objectives and no inconsistencies between the two should arise. On that basis codes of practice and guidance are placed (by s 153(1)(a) and (b)) as enjoying equal importance at the top of the hierarchy of factors set out in s 153(1)(a)–(d).

Next comes s 153(1)(c): this provides that the duty of the licensing authority to aim to permit the use of premises for gambling is qualified to the extent that such use must be reasonably consistent with the licensing objectives, but it goes on to provide that this condition is 'subject to paras (a) and (b)'. In principle there should, of course, be no conflict between (a) and (b) (which will both reflect the Gambling Commission's duty to promote the licensing objectives) and (c) (which will reflect the licensing authority's view of what the licensing objectives require). However the effect of the legislation appears to be that should there be any conflict between the two then the guidance set out in codes of practice or guidance emanating from the Gambling Commission will 'trump' any factors which the licensing authority themselves would otherwise have taken into account as relevant to the licensing objectives under s 153(1)(c).

Finally, s 153(1)(d) provides that the duty of a licensing authority to aim to permit the use of premises for gambling is qualified to the extent that such use must be in accordance with the authority's own statement issued under s 349. In preparing that statement the authority are not themselves expressly required to have regard to the licensing objectives, but they are obliged to have regard to guidance issued by the Gambling Commission under s 25 and such guidance deals, amongst other things, with the formulation by the authority of their licensing policy (see para AM5.6655). Since the s 25 guidance must itself promote the licensing objectives the effect should be that the authority's licensing policy will itself be consistent with those objectives so that it should not conflict with any code of practice or guidance issued by the Commission nor with the licensing objectives themselves. However, s 153(1)(d) provides that consideration of the licensing authority's own policy is 'subject to paras (a) to (c)' which appears to mean that in the case of an inconsistency a relevant Commission code of practice, relevant guidance or the licensing objectives themselves would 'trump' the authority's licensing policy.

In determining the application the authority may not have regard to the expected demand for the facilities which it is proposed to provide[12], nor may they have regard to the question whether or not the proposal is likely to be granted planning permission or building regulation approval[13]. Where the authority have resolved under s 166 not to issue casino premises licences an application for such a licence will, of course, necessarily fail and be rejected[14].

Where the application is granted the authority must as soon as reasonably practicable give notice of the grant in the form prescribed to the applicant, the Commission, any person who made representations, the chief officer of police for any area in which the premises are wholly or partly situated and HMRC[15] and must issue the licence to the applicant and must give him a summary of the terms and conditions in the prescribed form. If they have attached a condition to the licence under s 169(1)(a) or have excluded a default condition[16] they must give their reasons[17]. If representations were made by an interested party or a responsible authority they must give their response to the representations[18].

Where the application is rejected the authority must as soon as reasonably practicable give notice of the rejection in the form prescribed to the applicant and to the same parties as are entitled to be notified of a grant[18]. The notice must give the authority's reasons for rejecting the application[19].

1 As to procedure at hearings in relation to applications see SI 2007/173.

2 GA 2005, s 162. See further para 5.159 below.

3 GA 2005, s 162.

4 GA 2005, s 162(3).

5 GA 2005, s 162(4).

6 Ie under GA 2005, s 159(3)(b).

7 GA 2005, s 163(2).

8 GA 2005, s 163(1).

9 *The Oxford English Dictionary* (2nd edn, 1989).

10 (5th Edn, OUP).

SCHEDULE 2 Regulations 10 and 11

Conditions attaching to bingo premises licences

PART 1

Mandatory conditions attaching to bingo premises licences

1. A notice stating that no person under the age of 18 years is permitted to play bingo on the premises shall be displayed in a prominent place at every entrance to the premises.

2. No customer shall be able to enter the premises directly from any other premises in respect of which one of the following permissions has effect—

(a) a casino premises licence;

(b) an adult gaming centre premises licence;

(c) a betting premises licence other than a track premises licence; and

3.—(1) This paragraph shall apply where children or young persons or both are permitted by the licence holder to enter the premises, and Category B or C gaming machines are made available for use on the premises.

(2) Any area of the premises to which category B and C gaming machines are located—

(a) shall be separated from the rest of the premises by a physical barrier which is effective to prevent access other than by an entrance designed for the purpose;

(b) shall be supervised at all times to ensure children or young persons or both do not enter the area; and

(c) shall be arranged in such a way that ensures all parts of the area can be observed by the persons mentioned in sub-paragraph (3).

(3) The reference to supervision in this paragraph means supervision by—

(a) one or more persons whose responsibilities include ensuring children or young persons or both do not enter the area; or

(b) closed circuit television which is monitored by one or more persons whose responsibilities include ensuring that children or young persons or both do not enter the area.

(4) A notice stating that no person under the age of 18 years is permitted to enter the area shall be displayed in a prominent place at the entrance to any area of the premises in which Category B or C gaming machines are made available for use.

4.—(1) In the case of a charge for admission to the premises, a notice of that charge shall be displayed in a prominent place at the principal entrance to the premises.

(2) In the case of any other charges in respect of gaming, a notice setting out the information in sub-paragraph (3) shall be displayed at the main point where payment for the charge is to be made.

(3) The notice in sub-paragraph (2) shall include the following information—

(a) the cost (in money) of each game card (or set of game cards) payable by an individual in respect of a game of bingo;

(b) in respect of each game card (or set of game cards) referred to in paragraph (a) the amount that will be charged by way of a participation fee for entitlement to participate in that game; and

(c) a statement to the effect that all or part of the participation fee may be waived at the discretion of the person charging it.

(4) The notice may be displayed in electronic form.

(5) A reference in this paragraph to a charge in respect of gaming does not include an amount paid for an opportunity to win one or more prizes in gaming to which section 288 of the 2005 Act (meaning of "prize gaming") applies.

5.—(1) The rules of each type of game that is available to be played the premises other than games played on gaming machines shall be made available to customers within the premises.

(2) The condition in sub-paragraph (1) may be satisfied by—

(a) displaying a sign setting out the rules,

(b) making available leaflets or other written material containing the rules, or

(c) running an audio-visual guide to the rules prior to any bingo game being commenced.

6. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling in order to do so.

PART 2

Default conditions attaching to bingo premises licences

1. Subject to paragraph 2, 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.

BRIGHTON & HOVE CITY COUNCIL

LICENSING SUB-COMMITTEE

APPLICATION FOR VARIATION OF BINGO PREMISES LICENCE

9-10 ST JAMES' STREET, BRIGHTON BN2 1RE

SKELETON ARGUMENT ON BEHALF OF APPLICANT

INTRODUCTION

1. Merkur Slots UK Limited ("the applicant") has traded at 9-10 St James's Street until midnight since February 2022. It now applies for a variation of its licence to enable it to trade for 24 hours.

2. Notably, these hours are already traded by Admiral at 126-127 St James's St. nearby.

3. There is no suggestion that Admiral's trade for 24 hours per day has produced significant concern, and no reason is given why the applicant would be any different.

4. There is no local objection from any local resident, association or councillor.

5. There is no representation from the child protection authority or the environmental health authority, or any third sector agency or organisation concerned with the protection of vulnerable people.

6. The only objection is from the Police.

7. The purpose of this skeleton argument is to help the Sub-Committee navigate the material by setting out some of the background to the application, explaining the legal context under the Gambling Act 2005, and making brief submissions dealing with the representation.

8. In considering the application, the Committee may be particularly assisted by looking at the following documents:

    - Witness statements:
        - Amanda Kiernan, Head of Compliance (pages 5- 13)
        - Steve Ambrose, Operations Director (page 14)
        - Andy Tipple, Head of Product (page 17)
        - Joe Seaden, Area Manager (page 18)
        - Observation report re Brighton by Nick Mason (pages 20-28)
    - Legal obligations to promote licensing objectives:
        - Conditions on licence and new conditions offered (page 3)
        - Mandatory conditions (page 549)
        - Gambling Commission's Licence Conditions and Codes of Practice applicable to non-remote bingo licences (page 481)
    - Operational standards (page 383)
    - Local area risk assessment (page 366)

SUMMARY

9. The applicant is a national provider of gaming facilities. It operates to the highest standards of social responsibility and compliance.

10. It has over 220 premises. It has been granted licences at every site at which it has applied and has never suffered a review or other regulatory intervention. Its sites are across a range of areas, geographically and socially.

11. It operates a large number of 24 hour premises. Again, none of these has ever been the subject of a review or regulatory intervention.

12. Its premises in Brighton opened in February 2022. In the 16 months since, there have been two police call-outs, neither late-night.

13. For this application, the applicant has prepared a detailed local area risk assessment in accordance with the Gambling Commission's Licence Conditions and Codes of Practice, and has offered further conditions (page 3) to provide assurance to the Sub-Committee.

14. The Police's main concern appears to be that there is crime in the locality. However, there is crime in every locality where the applicant operates: all of its sites are in town centres. The question is whether the applicant will add to it if permitted to trade beyond midnight. Its experience is that it does not.

15. There are many reasons for this:

    (1) The applicant has detailed systems for compliance with the law and promotion of the licensing objectives, which they implement through staff training and management programmes and supervise through area and national management oversight and independent audit.

    (2) Customer numbers are low, usually no more than a handful at one time.

    (3) The customer demographic is adult and up to 50% female with customers coming in alone or with partners rather than in groups.

    (4) There are no "events" in bingo premises such as football matches or horse races, and therefore no reason to hang around, and nowhere to cluster or socialise.

    (5) There are no general seating areas for people to gather inside. The premises are not fitted out for groups.

    (6) Alcohol is not only not sold but strictly prohibited.

    (7) Those under the influence of drugs or alcohol are not admitted.

    (8) Children are not admitted.

(9) Staff are not behind the counter taking or paying out bets. They are on the shop floor, greeting customers as they enter, which also means controlling who is permitted to enter and effectively supervising the premises.

(10) Good quality CCTV systems are fitted inside and out so that customers know they are under surveillance.

(11) Exterior loitering does not occur.

(12) Those entering will be greeted face to face by a uniformed member of staff. This is an opportunity to observe whether the customer appears to be under 25 (in which case Think 25 is operated), or whether there may be any other issue such as inebriation, in which case the customer will politely be asked to leave. The staff member will check whether the customer needs any other form of assistance. This interaction means that staff are aware of who is using their premises.

(13) The interiors are clean, well-lit, comfortable and carpeted. Toilet facilities are provided.

(14) Customers will be offered tea/coffee and snacks, and will often chat with the friendly staff. When they are finished playing they wander off with zero impact on the locality.

(15) Staffing levels are set following a security risk assessment. There is no pre-planned single staffing after 8 p.m.

(16) Because customer numbers are low, any miscreant behaviour is immediately identified, recorded and dealt with.

(17) The layout of the premises facilitates effective supervision. There is no space for groups to gather.

(18) Staff Guard is deployed, which enables staff to use a portable alarm to liaise with a central security hub and SIA-licensed staff with audio and visual feeds, and for hub staff to speak directly with customers who therefore know they are being overseen. Staff Guard personnel can liaise directly with local Police if necessary.

(19) Staff members do not carry floats.

(20) Safes are time-delayed.

(21) Anti-money laundering systems are used on the machines.

(22) The locational and social context is part of induction training for all staff.

(23) Staff are also trained in how to deal with difficult customers (there is a 6 week training course at the outset followed by regular refresher training).

(24) Any incidents are logged electronically and reviewed at national level.

(25) Premises are fitted with maglocks, enabling entry to be controlled when necessary.

(26) Panic alarms are installed giving direct contact with the Police.

(27) Venues are subject to security risk assessments, so that any further measures needed are periodically assessed and undertaken.

(28) The applicant maintains good liaison with local Police.

16. All in all, it the applicant sets out to provide a safe, welcoming and pleasant environment for customers while also promoting the licensing objectives.

17. **That it does all of this to a standard of excellence is demonstrable:**

- **It has over 220 licences. It has been granted licences in every premises it has applied for.[1]**

- **None of its trading licence has ever been reviewed.[2]**

18. This is despite the range of areas in which the applicant operates, including those with high social deprivation and other social issues, including 24 hour premises. Its systems, staff training, compliance monitoring and audit have proved sufficient to ensure that the licensing objectives are promoted.

[1] For completeness, there was one refusal in Blackpool but this was granted on re-application three months later following submission of further information.
[2] In 2021, reviews were commenced in Enfield but were rejected without a hearing by the licensing authority under section 198 Gambling Act 2005 since they were in substance objections to gambling in general rather than to the operator or the premises.

19. It is a record of which the applicant is proud and guards with care. In the very rare event of any kind of issue, it will always liaise with relevant authorities to ensure that it is resolved promptly and effectively.

20. The applicant has wanted to produce independent evidence that its late night premises do not cause crime and disorder issues. It therefore commissioned Leveche Associates to conduct covert overnight inspections at a large number of the applicant's premises. 12 different locations were inspected, all with the same result (pages 59-365). Leveche Associates (Nick Mason) also conducted an observation report at the applicant's Brighton premises and at Admiral, which trades for 24 hours in the same street (pages 20-58). His conclusions from this work are that the extension applied for will not produce a deleterious impact.

THE LAW

21. As the Committee will be aware, each piece of licensing legislation sets out a different approach to the question of grant. The approach relevant to gambling is in section 153 of the Gambling Act 2005:

> *In exercising their functions under this Part, a licensing authority shall aim to permit the use of premises for gambling in so far as the authority thinks it:*
>
> *(a) in accordance with any relevant code of practice [issued by the Gambling Commission]*
>
> *(b) in accordance with any relevant guidance issued by the Commission*
>
> *(c) reasonably consistent with the licensing objectives (subject to (a) and (b))*
>
> *(d) in accordance with the [authority's statement of licensing policy] (subject to (a) to (c).*

22. The gambling licensing objectives (section 1) are:

> *(a)preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime,*
>
> *(b)ensuring that gambling is conducted in a fair and open way, and*

(c)protecting children and other vulnerable persons from being harmed or exploited by gambling.

23. It is not open to an authority to refuse a licence on the basis that it is inappropriate to licence an operation or a further operation, in an area. As the Guidance says (page 542):

> *5.34 Licensing authorities should be aware that other considerations such as moral or ethical objections to gambling are not a valid reason to reject applications for premises licences. In deciding to reject an application, a licensing authority should rely on reasons that demonstrate that the licensing objectives are not being, or are unlikely to be, met, and such objections do not relate to the licensing objectives. An authority's decision cannot be based on dislike of gambling, or a general notion that it is undesirable to allow gambling premises in an area (with the exception of the casino resolution powers).*

24. Rather, as the paragraph makes clear, there would need to be reasons which demonstrate that the licensing objectives would not be met. That means <u>demonstrate by evidence</u>.

25. The following points should be noted:

    a. The section 153 test is mandatory: *"a licensing authority shall …."*

    b. The obligation to *"aim to permit"* where (a) – (d) are satisfied is described by the Gambling Commission in its Guidance as *"the licensing authority's primary obligation.*"

    c. The *"aim to permit"* is explained in the leading textbook Patersons:

> *"… it creates a presumption in favour of granting the premises licence since it is only if the licence is granted that the premises may lawfully be used for gambling. But the duty seems to go further than that. The verb 'to aim' is defined by the OED as meaning 'To calculate one's course with a view to arrive (at a point); to direct one's course, to make it one's object to attain. Hence to have it as an object, to endeavour earnestly…." A person who 'aims' to achieve a result will usually take active steps to bring it about. The provision appears to place a duty upon the licensing authority to exercise their powers so far as is lawfully*

possible to achieve a position in which they can grant the premises licence and thus permit the premises to be used for gambling."

As the Gambling Commission's Guidance says:

"5.31 Licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through use of conditions."

d. In the hierarchy of considerations in section 153, the licensing objectives come third and the policy comes fourth, expressly subject to the considerations in (a), (b) and (c). As the Guidance states (para 5.21): *"In the unlikely event that a licensing authority perceives a conflict between a provision of a Commission code of practice or this guidance, and its own policy statement or view as to the application of the licensing objectives, the structure of s.153 makes it clear that the Commission's codes and this guidance take precedence."*

e. Conditions should only be added where it is <u>necessary</u> to do so (para 9.28).

f. Even then such conditions need to be proportionate to the circumstances requiring a response, relevant, directly related, fair and reasonable (para 9.31).

g. The following considerations are legally <u>irrelevant</u> to the determination of an application for a premises licence:

   i. Nuisance (see Guidance para 5.5).

   ii. A dislike of gambling (para 5.34).

   iii. A general notion that it is undesirable to allow gambling premises in an area (para 5.34).

   iv. Moral or ethical objections to gambling (para 5.34).

   v. The demand for gambling premises (see s 153 Gambling Act 2005). As such, objections which state that there are enough gambling establishments in a locality may be relevant to planning, but they are irrelevant to licensing.

vi. Planning matters.

26. It is therefore necessary to consider:

- whether there is evidence which demonstrates that the licensing objectives would not be met by granting the variation;
- bearing in mind the controls on the applicant, including the further conditions offered, is it necessary to refuse or only partially grant the application?
- whether any further conditions might be necessary in order to be able to grant the application, consistent with the aim to permit.

REPRESENTATION

27. The applicant works with and respects the Police. It replies briefly to the representation as follows.

28. The Police state that there is crime locally. As stated above, this is not a reason to refuse a variation. The question is whether the Police have demonstrated by evidence that the variation will increase crime in a way which cannot be mitigated by licence conditions. No such evidence has been given.

29. The Police have raised issues regarding the safety of staff and customers. The applicant is highly experienced at protecting both in its 220 premises across the UK. It has never suffered a review or any other regulatory process. It has provided extensive evidence of its systems. It has provided its risk assessment, has offered conditions and will continue to monitor and risk assess the premises before and after opening. The Police provide no evidence that its systems, processes or measures are ineffective.

30. The Police raise concerns regarding alcohol and drugs. Neither is permitted in the applicant's premises.

31. There is also a concern raised regarding lone staffing. In fact, the premises will be double-staffed at all times from 10 p.m. save in a highly unusual case where, for example, the second staff member becomes unwell. But in that situation the maglock will be operated. The condition offered (condition 13) is in a standard form.

32. The Police also state that there could be noise. Leaving aside the fact that customers leaving an adult gaming centre are different from customers leaving pubs or clubs and do not cause nuisance, noise is not a gambling matter.

33. The Police state that the local area risk assessment shows 17 incidents. The applicant records everything, and so very low level incidents are picked up. Only two police call-outs have occurred, neither at night.

34. The Police mention that there is a 24 hour gambling venue nearby, but do not consider that this is a reason to grant a second one. The question is whether there is a properly evidenced reason not to grant a second one. None is given.

35. The applicant notes the Police view that there are challenges within the location, and that this application should be fully scrutinised and, if granted, robust conditions applied to protect employees and customers. The applicant is pleased to subject itself to scrutiny, and to discuss conditions with the Sub-Committee.

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20th June 2023