

www.islington.gov.uk



Gambling Act 2005

GAMBLING POLICY: 2016- 2019

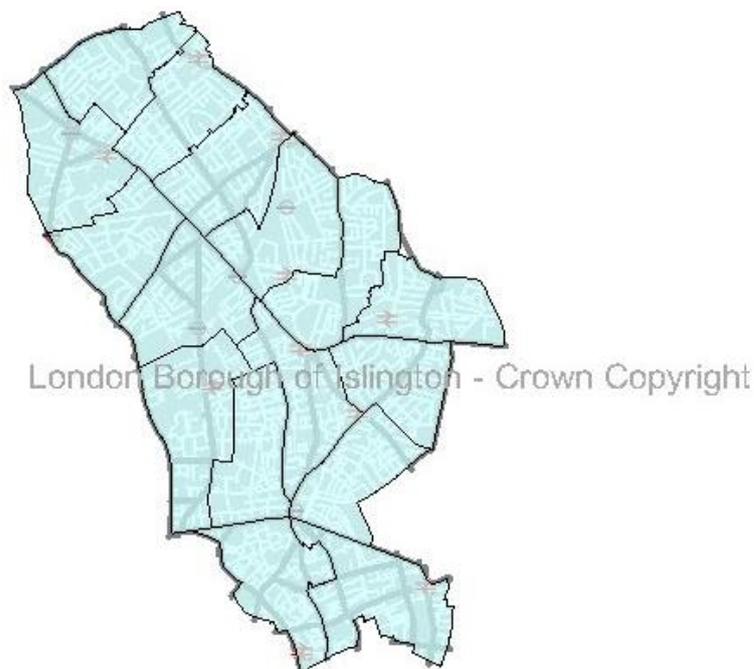
Contents	Page
Part 1 - Background and general principles	3-10
Islington	3
Background	4
The licensing objectives	5
Responsible authorities	6
Interested parties	6
Exchange of information	8
Enforcement	8
Illegal Gaming Machines	9
Standards of Management	9
Saturation	10
Split Premises	10
Casino resolution	11
Part 2 - Policies relating to premises licences	11-14
Premises licences	11
Crime and disorder	12
Protecting children and vulnerable persons	13
Licensed family entertainment centres	14
Betting Premises	14
Part 3- Policies relating to gambling permits	14-16
Family entertainment centres gaming machine permits	15
Club Gaming Machine Permits and Club Machine Permits	15
(Alcohol) licensed premises gaming machine permits	16
Prize gaming permits	16
Contact	17
Appendices	18-22
Appendix 1. List of consultees	18
Appendix 2. Responsible authority contact details	19
Appendix 3. Best Practice	20

PART 1 - Background and general principles

Islington

1. Islington is one of London's most distinctive areas, offering arts, crafts, entertainment, good eating and drinking, a huge variety of specialist shops, lively street markets and a rich and fascinating history. The community feel around Islington is one of the things that make this relatively small London borough unique.
2. Islington is in the process of rapid change and is likely to continue to change over the coming years. The latest census results for Islington show that 206,100 people were living in the borough on 27 March 2011. This is 27,000 more people than were living in the borough when the previous census was held in 2001. Islington is a youthful population with a very large number of young adults. There are more 25-29s than any other five year age group and fewer than one in ten residents is over 65.
3. Islington is London's smallest borough, covering just over six square miles. It is the fourteenth most deprived borough in the Country, and fifth most deprived in London. Islington also ranks the second highest authority in the country for the proportion of children living in households dependent on benefits. The general unemployment rate and the proportion of Islington residents on out-of-work benefits is significantly higher than the national average.
4. Housing demand has been, and is being met by fast paced redevelopment of old factories and business premises for residential use. This has turned many parts of the borough, which were previously exclusively commercial into mixed-use hubs, incorporating commercial and residential premises in very close proximity.

Map of the London Borough of Islington



Background

5. The Gambling Policy sets out how Islington Council, acting as the Licensing Authority for gambling, intends to exercise its functions under the Gambling Act 2005 for the next three years. The policy, which incorporates the 'statement of principles' as required by the Act, has been prepared having regard to the licensing objectives of the Gambling Act 2005, the guidance issued by the Gambling Commission and stakeholders' comments. A list of persons consulted in preparing this policy statement is shown in Appendix 1.
6. The ability of the council to regulate gambling activities in the borough provides an opportunity for the council and its partners to have more direct influence on the determination of licence applications. Residents who are, or who could be, affected by the premises providing gambling will have an opportunity to influence decisions and the council will be able to work with others to protect children and vulnerable people from being harmed or exploited by gambling activities.
7. Gambling is defined in the Act as either gaming, betting or taking part in a lottery:
 - 'Gaming' means playing a game for the chance to win a prize.
 - 'Betting' means:
 - making or accepting a bet on the outcome of a race, competition or other event
 - the likelihood of anything occurring or not occurring
 - whether something is true or not.
 - A 'Lottery' is where participants are involved in an arrangement where prizes are allocated wholly by a process of chance.
8. The responsibility for regulating gambling is shared between the Gambling Commission and local authorities. The Gambling Commission is responsible for issuing operating licences to organisations and individuals who provide facilities for gambling and personal licences to persons working in the gambling industry. The Commission will take the lead role on ensuring that gambling is conducted in a fair and open way through the administration and enforcement of operating and personal licence requirements. The Commission will also be responsible for remote gambling activities such as facilities provided via the Internet, television or radio.
9. The main functions covered by licensing authorities are:
 - licensing premises for gambling activities
 - considering notices for the temporary use of premises for gambling
 - granting permits for gaming and gaming machines in clubs
 - regulating gaming and gaming machines in alcohol licensed premises
 - granting permits for family entertainment centres with lower stake gaming machines

- granting permits for prize gaming
 - considering occasional use notices for betting at tracks
 - registering small lotteries
 - tackling illegal gambling activity
 - ensuring compliance with gambling authorisations issued by the authority
10. The Licensing Authority is aware that the Gambling Act does not permit the authority to take into account whether a proposal is likely to be permitted in accordance with the law relating to planning or other consents when considering a premises licence application.
11. The planning consent for a premises determines its use and the hours of operation and if it is operated with a licence that is not consistent with the permission, action may be taken by the planning authority. Applicants are reminded of the importance of ensuring that all the required statutory permissions are in place such as those relating to Planning, Building Regulations, Health and Safety and Fire Safety to avoid conflict.

The Licensing Objectives

12. The gambling policy aims to promote the following three licensing objectives:
- 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.
13. The Gambling Act defines 'children' as those persons under 16 years of age and 'young persons' as those persons aged 16 or 17 years of age. The term 'vulnerable persons' is not defined, however the Gambling Commission does offer some guidance:
- People who gamble more than they want to.
 - People who gamble beyond their means.
 - People who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs.
14. Islington believes that 'vulnerable persons' include the above persons but this list is not exhaustive and we will consider what constitutes vulnerable persons on a case-by-case basis. Similarly we will consider what constitutes 'harmed or exploited' on a case-by-case basis.
15. The licensing authority aims to permit the use of premises for gambling in accordance with the requirements of the Act.
16. In making decisions about gambling matters the licensing authority shall take into account:

- the licensing objectives
- any relevant code of practice or guidance issued by the Gambling Commission
- the authority's statement of licensing principles
- the need to avoid duplicating other regulatory regimes
- the right of any person to make an application under the Act and to have that application considered on its own merits

Responsible Authorities

17. The following public bodies are identified in the Gambling Act as responsible authorities who have to be notified when applications are made, can make representations about the application and can call for a review of existing licences

- the Licensing Authority
- the Gambling Commission
- the Metropolitan Police
- the London Fire and Emergency and Planning Authority
- the council's Planning Service
- the council's Environmental Health Service
- Islington's Safeguarding Children Board
- HM Revenue and Customs
- a neighbouring authority if a premises straddles their borough boundary

18. The licensing authority has designated the Safeguarding Children Board as the body that is competent to advise it about the protection of children from harm. The principles that have been used in making this designation is that the board is:

- responsible for the whole of the licensing authority's area
- answerable to democratically elected persons

Interested Parties

19. Residents, businesses and other organisations or groups are entitled to make representations about premises licence applications and to apply for reviews of existing licences. To be an 'interested party' you must meet one of the following criteria:

- live close to the premises and likely to be affected by the gambling activities
- have business interests that might be affected by the gambling activities
- represent persons in either of these two groups for example residents' and tenants' associations, trade unions and trade associations, partnerships, charities, faith groups, medical practices, Assembly Members, Ward

Councillors, MPs or MEPs. Our Licensing Service will be able to provide further advice on this matter.

20. When considering whether a person lives close to the premises, the licensing authority will take into account:

- the size
- the nature
- the distance of the premises from the location of the person making the representation
- the potential impact of the premises, for example the number of customers and routes likely to be taken by those visiting the establishment
- the circumstances of the complainant

21. Having a 'business interest' will be given the widest possible interpretation and include community and voluntary groups, schools, charities, faith groups and medical practices. The licensing authority will consider the following factors relevant when determining whether a person's business interests may be affected:

- the size
- the catchment area of the premises, for example how far people travel to visit the premises
- whether the person making the representation has business interests in the affected catchment area

22. The licensing authority will not take into account representations that are:

- repetitive, vexatious or frivolous
- from a rival gambling business where the basis of the representation is unwanted competition
- moral objections to gambling
- concerned with expected demand for gambling
- anonymous

23. Details of applications and representations referred to a licensing sub-Committee for determination will be published in reports that are made publicly available and placed on the council's website in accordance with the Local Government Act 1972 and the Freedom of Information Act 2000. Personal details will however be removed from representations in the final website version of reports

24. Names and addresses of people making representations will be disclosed to applicants and only be withheld from publication on the grounds of personal safety where the licensing authority is specifically asked to do so.

Exchange of Information

25. The licensing authority will act in accordance with the provisions of the Act in its exchange of information with the Gambling Commission, which includes the provision that the Data Protection Act 1998 will not be contravened.
26. The licensing authority will exchange relevant information with the other persons and bodies listed in schedule 6 of the Act, having regard to guidance issued by the Gambling Commission and in accordance with any relevant regulations issued by the Secretary of State.
27. The authority's approach to data protection and freedom of information is set out in Islington Council's Access to information Policy. The objectives of this policy are to promote greater openness and increased transparency of decision-making, build the trust and confidence of the public and stakeholders; and provide clarity on the way in which the Council will meet its duties under access to information legislation, guidance and best practice. Copies of the policy are available via www.islington.gov.uk.

Enforcement

28. The main enforcement and compliance role for the licensing authority in terms of the Gambling Act 2005 is to ensure compliance with premises licences and other permissions that it authorises. The Gambling Commission is the enforcement body for operating and personal licences and issues relating to the manufacture, supply or repair of gaming machines.
29. The licensing authority has signed the Enforcement Concordat for Regulatory Bodies and is committed to following the Better Regulation and Hampton Principles. Enforcement action will be taken in accordance with these principles and the Enforcement Policy for Public Protection. Enforcement action will be:
 - proportionate
 - accountable
 - consistent
 - transparent
 - targeted
30. Where appropriate, the licensing authority will work with other responsible authorities to promote the licensing objectives through enforcement. It will adopt a risk-based approach to inspections targeting high-risk premises for more frequent inspections and providing a light touch inspection regime for low risk premises.
31. The criteria that will be used to determine the frequency of inspection will include:

- the type and location of premises
- the confidence in management
- the track record of the premises operator
- history of complaints
- the arrangements in place to prevent children and vulnerable people from being harmed or exploited
- the arrangements in place to prevent the premises from being a source of crime and disorder or being used to support crime

Illegal Gaming Machines

32. The Licensing Authority has particular concerns about illegally sited 'gaming machines'. The provision of these machines may be illegal because they are:

- provided in prohibited places such as takeaways and minicab offices
- provided without an appropriate permit
- the gaming machines provided are uncategorised.

33. There are a variety of reasons why the provision of gaming machines may be illegal and operators are advised to seek the advice of either the Licensing Authority or the Gambling Commission before making gaming machines available.

34. In circumstances where illegal machines are being provided the following actions may be taken by the Licensing Authority:

- Initial enforcement visit and verbal or written warning issued to remove the machines.
- Removal of machines either by the Licensing Authority, or jointly with the Gambling Commission and/or Metropolitan Police.
- Simple Caution or prosecution of offenders.
- Destruction of machines.

Standards of Management

35. The Licensing Authority seeks to encourage the highest standards of management in premises which provide facilities for gambling in Islington. Applicants for licences and permits will be expected to be able to demonstrate high levels of management. The Licensing Authority has produced a "Gambling Best Practice" document as a guide to assist both new applicants and current operators. (See Appendix 3).

36. The list of measures in the document is not exhaustive but it does give an indication of some of the suitable measures and procedures that we expect to see in well managed premises.

37. Staff in licensed gambling premises are recognised as being subject to risk in the workplace from violence and verbal abuse. We expect premises management to recognise and address this as part of their management arrangements.

Saturation

38. Islington is London's smallest Borough with multiple factors of deprivation.

39. As reported by the Responsible Gambling Strategy Board, there is evidence that some groups in the population may be more vulnerable to gambling-related harm. This includes some BME groups as well as people with low incomes. Children and young people may be particularly susceptible, as their youth and limited life experience may make them more inclined to risk-taking behaviour and less able to manage the consequences of these decisions.

40. In Islington the main opportunities to gamble in licensed premises arise from betting shops and Adult Gaming Centres.

41. Islington has serious concerns around the impact a further increase in the opportunity to gamble in the Borough will have on its most vulnerable residents. Islington recognises that the relationship between health and low income exists across almost all health indicators.

42. As a consequence, the Licensing Authority will seek to limit facilities for gambling in areas where it feels its vulnerable residents will be put at potential risk of harm. However, each case will be decided on its merits and applicants will be given the opportunity to demonstrate how they might overcome licensing authority concerns in this area prior to determination of their application.

Split Premises

43. The Licensing Authority will always give the closest consideration to whether a sub-division has created separate premises meriting a separate machine entitlement.

44. The Authority will not automatically grant a licence for sub-divided premises even if the mandatory conditions are met, particularly where the Authority considers that this has been done in order to sidestep controls on the number of machines which can be provided in a single premises. The Authority will consider if the sub-division has harmed the licensing objective of protecting the vulnerable. The Authority may also take into account other relevant factors as they arise on a case-by-case basis.

Casino Resolution

45. The Gambling Act allows licensing authorities to resolve not to issue casino premises licences. The licensing authority has consulted with residents and businesses to seek their views before deciding whether to make such a resolution. As a result of the consultation the council has resolved not to issue casino premises licences.

PART 2 - Policies Relating to Premises Licences

Premises Licences

46. Premises licences can authorise the provision of gambling facilities for:

- bingo premises
- betting shops
- tracks
- adult gaming centres
- family entertainment centres
- casino premises

47. In considering applications for new licences, variations to existing licences and licence reviews the licensing authority will take into account the following matters:

- the location of the premises
- the views of responsible authorities
- the views of interested parties
- compliance history of current management
- the hours of operation
- the type of premises
- whether the applicant is able to demonstrate high levels of management (see appendix 3 'Best Practice')
- the physical suitability of the premises
- the levels of crime and disorder in the area
- the level of deprivation in the area

The Licensing Authority believes that this list is not exhaustive and there may be other factors which may arise that could be considered relevant. The Licensing Authority will consider the relevance of any additional factors raised on a case-by-case basis.

48. The location of the premises will be an important factor as it can impact on all three of the licensing objectives. The licensing authority will consider very

carefully whether applications for new premises licences that are located in close proximity to sensitive premises such as:

- schools
- parks
- stations, other transport hubs and places where large numbers of school children might be expected
- other premises licensed for gambling
- children's and vulnerable persons' centres and accommodation
- youth and community centres
- leisure centres used for sporting and similar activities by young persons and/or vulnerable persons
- religious centres and public places of worship

should be granted. Each application will be decided on its own merits and will depend upon the type of gambling that is proposed and the applicant's ability to demonstrate the highest standards of management.

49. The following paragraphs indicate the physical and management factors that the licensing authority may take into account when considering applications for new, varied licence applications and reviews. These are not mandatory requirements but should be used as a guide to applicants and licensees as to the sort of arrangements that it should have in place. Where an applicant or licensee can demonstrate that these factors are not relevant, or alternative arrangements are more appropriate, the licensing authority will take these into account.

Crime and Disorder

50. Licensees and applicants will be expected to demonstrate that they have given careful consideration to preventing gambling from being a source of crime and disorder, being associated with crime or disorder or being used to support crime.

51. The measures to be considered should include:

- the arrangements in place to control access
- the opening hours
- the provision of registered door supervisors
- the provision of CCTV
- the provision of effective staff training
- the provision of toilet facilities
- prevention of antisocial behaviour associated with the premises, such as street drinking, litter and obstruction of the public highway

Protecting Children and Vulnerable Persons

52. Licensees and applicants will be expected to demonstrate that they have given careful consideration to protecting children and vulnerable persons from harm and have adequate arrangements for preventing underage gambling on their premises.

53. No ATM machines shall be allowed on the premises.

54. The measures that should be considered where appropriate are:

- the provision of CCTV
- location of entrances
- supervision of entrances
- controlled access to the premises by children under the age of 18
- having a nationally recognised proof of age scheme
- the provision of registered door supervisors
- clear segregation between gaming and non gaming areas in premises frequented by children
- the provision of adequate signage and notices
- supervision of machine areas in premises to which children are admitted
- controlled opening hours
- effective self-barring schemes
- the provision of GamCare, or similar, information, printed in languages appropriate to the customer base.
- an effective staff training policy

55. For multi-occupied premises consideration should be also be given to the arrangements for controlling access to children and the compatibility of the activities of the occupants. In many cases separate and identifiable entrances may be required so that people do not drift inadvertently into a gambling area.

56. Children are not permitted to use Category C or above machines and in premises where these machines are available and children are permitted on the premises the licensing authority will require:

- all Category C and above machines to be located in an area of the premises which is separated from the remainder of the premises by a physical barrier to prevent access other than through a designated entrance
- adults only admitted to the area where these machines are located
- adequate supervised access to the area where the machines are located
- the area where these machines are located is arranged so that it can be observed by the staff or the licence holder
- prominent notices displayed at the entrance to, and inside, any such areas there indicating that access to the area is prohibited to persons under 18

Licensed Family Entertainment Centres

57. The licensing authority will have specific regard for the need to protect children and vulnerable persons from harm, or being exploited, by gambling and will expect the applicant to satisfy the authority. For example, this could include implementing sufficient measures to ensure that under-18s do not have access to adult-only gaming machine areas.

Betting Premises

58. Licensed betting premises are only permitted to offer gambling facilities between 7am and 10pm, unless the licensing authority has granted a variation application to extend these hours. The licensing authority is concerned that later opening hours will attract the more vulnerable, such as those who are intoxicated or who have gambling addictions. The licensing authority also has concerns that licensed betting premises operators may seek to extend the permitted hours for the primary purpose of making gaming machines available to customers for longer. As a consequence the licensing authority is unlikely to grant variation of hours applications unless applicants can demonstrate that robust measures will be in place to protect the vulnerable and the additional hours are not being sought to take advantage of the gaming machine entitlement.

59. The licensing authority has the power to restrict the number of betting machines (bet receipt terminals), their nature and the circumstances in which they are available for use by way of conditions. When considering imposing conditions the licensing authority will take into account, among other factors:

- the size and physical layout of the premises
- the number of counter positions
- the ability of staff to monitor the use of machines by children, young persons under the age of 18 or vulnerable people

PART 3 - Policies Relating to Permits for Gambling

60. The licensing authority can issue the following types of permits:

- family entertainment centre gaming machine permits
- club gaming machine permits and club machine permits
- alcohol licensed premises gaming machine permits
- prize gaming permits

Permits can no longer be obtained for other types of businesses such as take away food shops, taxi offices and guest houses. The provision of gaming machines in these premises is no longer allowed.

Family Entertainment Centre Gaming Machine Permits

61. These are premises such as amusement arcades that cater for families and unaccompanied children and young persons by providing low stake Category D gambling machines. Arcades providing higher stake machines are required to obtain premises licences.
62. When dealing with permit applications the licensing authority will pay particular attention to child protection issues and it will expect applicants to comprehensively demonstrate that procedures are in place to protect children and young people from harm for example having arrangements in place for dealing with:
- suspected truant school children
 - unsupervised young children
 - children perceived as causing problems on or around the premises
 - requiring criminal record bureau checks on staff
 - staff training on the maximum stakes and prizes

Club Gaming Permits and Club Machine Permits

63. Members Clubs and Miners' Welfare Institutes (but not Commercial Clubs) may apply for a Club Gaming Permit. The Club Gaming Permit will enable the premises to provide gaming machines (a maximum of 3 machines of categories B3A, B4, C or D, but only one may be category B3A), equal chance gaming and games of chance.
64. Members Clubs and Miner's Welfare Institutes – and also Commercial Clubs – may apply for a Club Machine Permit. A Club Machine permit will enable the premises to provide gaming machines (a maximum of 3 machines of categories B4, C or D, Members Clubs and Miners' Welfare Institutes can also include one category B3A machine). NB Commercial Clubs may not site category B3A gaming machines offering lottery games in their club.
65. The authorities will refuse an application on the grounds that:
- (a) the applicant does not fulfil the requirements for a members' or commercial club or miners' welfare institute and therefore is not entitled to receive the type of permit for which it has applied;
 - (b) the applicant's premises are used wholly or mainly by children and/or young persons;
 - (c) an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities;
 - (d) a permit held by the applicant has been cancelled in the previous ten years; or
 - (e) an objection has been lodged by the Commission or the police.

Alcohol Licensed Premises Gaming Machine Permits

66. Premises licensed to sell alcohol for consumption on the premises having more than two gaming machines will need to apply for a permit. In considering whether to grant a permit, the licensing authority will have regard to the licensing objectives, guidance issued by the Gambling Commission and any other relevant matters. Permits will not be granted to licensees who have failed to demonstrate compliance with the Gambling Commission's Code of practice.
67. In addition to the mandatory and proposed requirements of the Gambling Commission's Code of Practice, the Licensing Authority expects applicants to:
- display adequate notices and signs, advertising the relevant age restrictions
 - provide information leaflets and / or help-line numbers for organisations such as GamCare

Prize Gaming Permits

68. Gaming is 'prize gaming' if the nature and size of the prize is not determined by:
- the number of people playing
 - the amount paid for or raised by the gaming

The operator determines the prizes before play commences.

69. Prize gaming may appeal to children and young persons and therefore the licensing authority will expect the applicant to demonstrate that they are suitable to hold a permit.
70. The licensing authority expects applicants to set out the types of gaming that he or she is intending to offer and be able to demonstrate that:
- they understand the limits to stakes and prizes that are set out in regulations
 - that the gaming offered is within the law

Contact

If you want to discuss this policy or if you want any further advice about regulating gambling in Islington please contact:

Licensing Service

Public Protection Division
Islington Council
222 Upper Street
London N1 1XR

Tel: 020 7527 3031

Fax: 020 7527 3057

Web: www.islington.gov.uk

Email: licensing@islington.gov.uk

List of Consultees

The following were consulted in preparing this statement of licensing policy and the casino resolution:

- all responsible authorities
- persons representing the interests of persons carrying on gambling businesses in Islington
- persons representing the interests of persons who are likely to be affected by the exercise of the authority's functions under the Gambling Act 2005.

Appendix 2

Responsible Authority's Contact Details

Chief Officer of Police	Metropolitan Police Islington Police Station 2Tolpuddle Street London N1 1RE Tel: 020 7421 0248 Email: ni_licensing@met.police.uk
Gambling Commission	Gambling Commission Victoria Square House Victoria Square Birmingham B2 4BP Tel: 0121 230 6666 Email: info@gamblingcommission.gov.uk
London Fire and Emergency Planning Authority	Fire Safety Regulation: North East Area 2 London Fire Brigade 169 Union Street London SE1 0LL Tel: 020 8555 1200 Email: FireSafetyRegulationsNE@london-fire.gov.uk
Planning Division Islington Council	222 Upper Street London N1 1YA Tel: 020 7527 2000 Email: service.development@islington.gov.uk
Licensing Service Public Protection Division, Islington Council	222 Upper Street London, N1 1XR Tel: 020 7527 3031 Email: licensing@islington.gov.uk
Islington Safeguarding Children Board	3 Elwood Street London N5 1EB Tel: 020 7527 4912
HM Revenue and Customs	Alexander House 21 Victoria Avenue Southend-On-Sea Essex SS99 1BD Tel: 0845 010 9000 Email: enquiries.est@gmrc.gsi.gov.uk

Best Practice

Holding Information

Keeping track of the incidence and handling of problem gambling in Islington is a key part of promoting the licensing objectives. We expect all Islington-based gambling premises to maintain a log and share this and other information with the Licensing Unit upon request.

Data that we consider should be recorded and shared includes (but is not exclusive to):

- number of interventions in a calendar month along with a short description of the cause and effect
- number of cases in a calendar month where persons who have decided to voluntarily exclude themselves from the premises have tried to gain entry
- number of mandatory exclusions needing enforcement in a calendar month along with a short description of the cause and effect
- attempts to enter by those under age in a calendar month along with short description of incident and action
- attempts to enter by those under age in the company of adults in a calendar month along with short description of incident and action
- attempts to enter by those under age with complicit adults in a calendar month along with short description of incident and action
- incidents of 'at risk behaviour' in a calendar month along with short description of incident and action
- Incidents of 'behaviour requiring immediate intervention' in a calendar month along with short description of incident and action.

Informed Businesses

We expect all customer-facing and management staff in premises licensed under the Gambling Act 2005 to have sufficient knowledge to tackle risks associated with gambling and know how to promote responsible gambling. Amongst other elements, staff knowledge should include (where appropriate):

- the importance of social responsibility (Premises may wish to seek an audit from GamCare in order to obtain a certificate of Social Responsibility)
- causes and consequences of problem gambling
- identifying and communicating with vulnerable persons: primary intervention and escalation
- dealing with problem gamblers: exclusion (mandatory and voluntary) and escalating for advice/treatment
- refusal of entry (alcohol and drugs)
- age verification procedures and need to return stakes/withdraw winnings if under age persons found gambling
- importance and enforcement of time/spend limits

- the conditions of the licence
- maintaining an incident log
- offences under the Gambling Act
- categories of gaming machines and the stakes and odds associated with each machine
- types of gaming and the stakes and odds associated with each
- staff exclusion from gambling at the premises where they are employed and reasons for restriction
- the 'no tipping' rule
- ability to signpost customers to support services with respect to problem gambling, financial management, debt advice etc.
- safe cash-handling/payment of winnings
- identify forged ID and bar those using forged ID from the premises
- knowledge of a problem gambling helpline number (for their own use as well as that of customers)
- the importance of not encouraging customers to:
 - increase the amount of money they have decided to gamble
 - enter into continuous gambling for a prolonged period
 - continue gambling when they have expressed a wish to stop
 - regamble winnings
 - chase losses.

Above and beyond this we expect managers to have an in-depth knowledge of all of the above and be able to support staff in ensuring the highest standards with regard to protecting children and other vulnerable persons from being harmed or exploited by gambling.

Managing Clients

We expect all premises to operate a voluntary exclusion scheme. This means that wherever customers request to be excluded from the premises, they are excluded for an agreed timeframe. A self-exclusion facility should be supported by a written agreement drawn up in accordance with the relevant code of practice and trade association advice. The premises take responsibility for ensuring the person who requests voluntary exclusion is not readmitted during the agreed period unless a counselling session has first been held and re-admittance agreed.

Managing crime and risk of harm

Applicants will be expected to have consulted a local Crime Reduction Officer and to have regular security reviews.

The licensing authority will have specific regard for the need to protect children and vulnerable persons from harm, or being exploited, by gambling and will expect the applicant to satisfy the authority. For example, this could include implementing sufficient measures to ensure that under-18s do not have access to adult-only gaming machine areas.

The Council will expect applicants to offer their own measures to meet the licensing objectives. However appropriate measures / licence conditions may cover issues such as:

- CCTV
- supervision of entrances / machine areas
- physical separation of areas
- location of entry
- notices / signage
- specific opening hours
- self-barring schemes
- measures / training for staff on how to deal with suspected truant school children on the premises.
- provision of information leaflets/helpline numbers for organisations such as GamCare

Additional recommendations

Where Fixed Odds Betting Terminals (FOBT's) are provided, these gaming machines shall be in direct sight of the supervised counter. Leaflets and posters aimed at customers and their families/friends, which will include how to identify signs of problem gambling and pathways to advice and assistance e.g. helpline number and online counseling facility, shall be provided in close proximity to the location of any FOBT's.

The Authority has the power to restrict the number of betting machines, their nature and the circumstances in which they are made available (as per S181). This may be done by attaching a licence condition to a betting premises licence.

Prize gaming premises will appeal to children and young persons and weight will be given to child protection issues. Therefore the licensing authority will expect the applicant to demonstrate that they are suitable to hold a permit (i.e if the applicant has any convictions which would make them unsuitable to operate prize gaming) and the suitability of the premises.