

Gambling Act 2005

Statement of Gambling Policy

Published 3rd January 2022 & effective from 31th January 2022

Covering the period 31st January 2022 to 30th January 2025

Version Six

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Consultation on this Statement of Policy

The consultation on the draft statement took place between 1 August 2021 and 14 September 2021 and took into account the HM Government Code of Practice (19 March 2018) on consultations, available via: <https://www.gov.uk/government/publications/consultation-principles-guidance>. The written consultation also followed best practice as set out by the Department for Business, Energy and Industrial Strategy.

The Statement was approved at a meeting of the Full Council on 15th December 2021 to take effect from 31st January 2022. Copies will be available via the Royal Borough of Greenwich's website. There is a list of consultees at the back of this statement.

Should you have any comments on the Statement of Gambling Policy, or would like the full list of comments made and any actions arising from it, or would like to receive a copy of this statement then please contact:

The Licensing Department
Housing & Safer Communities
Floor 4, The Woolwich Centre
35 Wellington Street
London
SE18 6HQ
licensing@royalgreenwich.gov.uk

The Statement of Gambling Policy cannot create new requirements for applicants outside of the Gambling Act, and cannot override the right of any person to make an application under the Act, make representations or seek a review of a licence. However, it can invite people and operators in particular to consider local issues and set out how they can contribute towards positively addressing them.

Foreword

1. The Gambling Act & Statement of Gambling Policy

- 1.1. The Gambling Act 2005 (the Act) requires local councils to prepare and consult on a draft statement of gambling policy outlining how each council will implement the Act. The Statement must be published at least every three years. The Statement must also be reviewed from 'time to time' and any amended parts will be re-consulted upon. The Statement will then be re-published to reflect any changes.
- 1.2. Under the Act, the Gambling Commission is responsible for issuing operators' licences and personal licences and is the lead enforcement agency responsible for ensuring that gambling is conducted in a fair and open manner. Local authorities are responsible for issuing premises licences and permits.
- 1.3. This statement of gambling policy outlines the principles that will guide The Royal Borough of Greenwich in carrying out its responsibilities under the Act. This document contains at its heart:
 - A commitment to safeguarding the quality of life for residents and the interests of children and vulnerable adults by ensuring that the three licensing objectives are fully adhered to in the borough.
 - A commitment to giving local residents and other interested parties full information about gambling activity in their area, and a chance to have their say
 - A commitment to firm enforcement of the Gambling Act and of licensing conditions.
- 1.4. The statement of gambling policy for Greenwich will safeguard the quality of life and the interests of children and vulnerable adults by:
 - Making clear that The Royal Borough of Greenwich will not issue a licence or permit unless adequate controls are in place to protect children from harm from gambling.
 - Giving particular consideration to licence applications for premises close to schools or other establishments attended by children or vulnerable adults.
 - Requiring operators to show that they have appropriate measures in place to ensure that underage gambling cannot take place.
 - Working in close partnership with the police to prevent gambling from being a source of crime or disorder.
 - Requiring premises to ensure that their door supervisors have undertaken a nationally recognised qualification and undergone Disclosure & Barring Service checks
 - The Royal Borough of Greenwich encourages gambling operators to fund debt-counselling services.
 - Designating the local Greenwich Safeguarding Children **Partnership** as the body for protection of children from harm
- 1.5. The statement of gambling policy for Greenwich will ensure that local people are given clear information, and an opportunity to have their say:
 - By publishing on The Royal Borough of Greenwich's website details of all applications for new licences, and applications for variations of existing licences
 - By ensuring consultation letters about applications for new licences, and applications for variations of existing licences are distributed in advance to local residents
 - By allowing a case-by-case approach to the consideration of who is an 'interested party' with a right to make representations about a licence application or apply for a review of a licence
 - By taking a wide interpretation in the definition of 'business interest' where , for example, a

local charity, faith group or community partnership wishes to make representations about a licence application or apply for a review of a licence

- By ensuring (as permitted under the Gambling Act 2005) that local Councillors and MPs can be considered 'interested parties' and can therefore make representations in relation to a licence in the area where they are an elected member.

1.6. The statement of gambling policy for Greenwich outlines The Royal Borough of Greenwich's commitment to implementing and enforcing a fair but firm approach to gambling, by:

- Making clear that The Royal Borough of Greenwich will carry out its duties in accordance with best practice, as guided by the Gambling Commission and by the **Office for Product Safety and Standards**.
- Outlining the principles of proportionality, accountability, consistency in enforcing rules and standards, transparency, clear targeting that will underpin The Royal Borough of Greenwich's work in this area.
- Stressing the importance of partnership between The Royal Borough of Greenwich and all relevant agencies.
- Ensuring that The Royal Borough of Greenwich operates a risk-based inspection programme.
- Making sure that attention is paid to entrances and exits of premises that are applying for multiple licences in a single building, so that the separation of different premises is not compromised.
- Making sure that attention is paid to applications where access to the premises is through other premises.
- Setting out the expectations for operators in preparing their Local Risk Assessments.

Part A

I. Introduction

- I.1 This Statement of Gambling Policy applies to the whole of the Royal Borough of Greenwich (henceforth “Royal Greenwich” so as to differentiate it from the Royal Borough of Greenwich Council). Royal Greenwich lies along the south bank of the River Thames between Deptford and Thamesmead. It has an area of 5,044 hectares. The borough is bounded by the London Boroughs of Bexley to the east, Bromley to the south, Lewisham to the west and across the River Thames to the north lie Tower Hamlets, Newham, and Barking and Dagenham.
- I.2 Royal Greenwich is going through a period of rapid growth and transformation. It has an ambitious programme of regeneration, spurred on by Greenwich being granted Royal Borough status and through being an Olympic Host Borough for the 2012 Olympic and Paralympic Games. Key projects include the transformation of Greenwich Peninsula, the rejuvenation of the Royal Arsenal site into a modern attractive waterfront quarter, and one of Europe’s biggest regeneration schemes in Kidbrooke area. Several town centres are undergoing major regeneration schemes.
- I.3 This regeneration and a clear strategy for growth, and big improvements to local transport connections are all catalysts in driving forward economic improvements in Royal Greenwich – the Elisabeth Line (Crossrail project) opens two new stations in the borough at Woolwich and Abbey Wood in 2018. A key objective is to improve local employment and skills opportunities for local residents and protecting them from the impact of the economic downturn. The Council has invested circa £20 million in building a new cinema at its Town Centre in Eltham, creating new jobs for local people.
- I.4 Royal Greenwich’s Olympic Legacy has created a set of state of the art sporting facilities including a sports hub and tennis courts at Hornfair Park, a series of outdoor gyms and leading new community sporting facilities at a number of our schools and the opening of a dedicated skate park in Charlton. Olympic Legacy projects in Royal Greenwich also focus around improving the lives of and opportunities for local people. The Council has put in place a series of specialist skills centres including opening a flagship Horticulture and Equestrian Skills Centre and are ensuring that the global exposure from the 2012 Games maximises investment into Royal Greenwich. In 2018, the Council opened a new multi-million pound sports facility at Sutcliffe Park in Kidbrooke, with a new sports and leisure centre in Plumstead scheduled to open in 2019.
- I.5 Royal Greenwich is a destination that is known around the world and tourism plays a vital role in the borough’s local economy. It has an unrivalled collection of museums, galleries, architecture and open spaces, that continue to attract nearly 800 million visitors every year, while the revamp of some of the borough’s much-loved open spaces has won national accolades. Tourism is a growth industry within Royal Greenwich, with hotel bedspace increasing fourfold within a 24 month period. In 2017, bedstays topped the 1 million mark, with visitor numbers exceeding 1937 million.
- I.6 The Royal Borough of Greenwich is also delivering major improvements to the way in which local services are delivered. Three new local service centres have opened in recent years. The Eltham Centre (2007), The Woolwich Centre (2011) and the Greenwich Centre (2015) are delivering big cost savings while bringing services under one roof in modern attractive buildings, also housing state of the art leisure and community facilities. This means that, in spite of big budget cuts by central government, Royal Greenwich is actually building new leisure facilities and bigger, better libraries for local people.

2. The Licensing Objectives

- 2.1 The Royal Borough of Greenwich is required by the Gambling Act 2005 ('the Act') to publish a statement of the gambling policy that it will apply when carrying out their functions for e.g. making decisions on applications for licences for premises. The statement will be regularly reviewed and re-published at least every three years. In making such decisions Greenwich seeks to ensure that decisions it makes will:
- Prevent gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime;
 - Ensure that gambling is conducted in a fair and open way;
 - Protect children and other vulnerable persons from being harmed or exploited by gambling.

3. Aim to Permit

- 3.1 The Royal Borough of Greenwich has a legal duty, under section 153 of the Act, to aim to permit the use of premises for gambling, insofar as it considers that this will be:
- In accordance with the relevant code of practice, as issued by the Gambling Commission;
 - In accordance with the relevant guidance, as issued by the Gambling Commission;
 - Reasonably consistent with the Licensing Objectives; and
 - In accordance with this Statement of Gambling Policy.
- 3.2 The Royal Borough of Greenwich will always consider its duty under section 153, when making its decisions, and will seek to use its powers to regulate gambling to moderate its impact, rather than setting out to prevent it altogether. For example, by imposing conditions on a premises licence, **to moderate its impact on the licensing objectives**. However it also recognises the wide scope that the "aim to permit" framework provides and may reject, review or revoke premises licences where there is an inherent conflict with the considerations above and that it reasonably feels cannot be moderated.

4. Declaration

- 4.1 In producing the final Statement of Gambling Policy, The Royal Borough of Greenwich declares that it has had regard to the licensing objectives of the Act, the guidance issued by the Gambling Commission, and any responses from those consulted on the draft statement.

5. Responsible Authorities

- 5.1 The Royal Borough of Greenwich has powers under the Act to designate a body that is competent to advise the authority about the protection of children from harm. The principles that Greenwich applied in deciding which body to designate are:
- the need for the body to be responsible for an area covering the whole of Greenwich
 - the need for the body to be answerable to democratically elected persons, rather than any particular vested interest group

Greenwich designates the Greenwich Safeguarding Children **Partnership** for this purpose.

- 5.2 The other responsible authorities are:

- The Royal Borough of Greenwich
- The Gambling Commission
- The Greenwich Chief Officer of Police
- The Greenwich Fire and Rescue Authority
- The Local Planning Authority
- The Environmental Health Service
- HM Revenue & Customs

5.3 The Act contains no obligations for Responsible Authorities to respond to applications for premises licences. For example, the Gambling Commission does not routinely make representations on premises licence applications. Where Responsible Authorities do not make representations, this will not be taken as indicating approval of a particular application.

6. Interested Parties

6.1 Interested parties can make representations about licence applications, or apply for a review of an existing licence. The Act defines an interested party as a person who, in the opinion of The Royal Borough of Greenwich:

- a) Lives sufficiently close to the premises to be likely to be affected by the authorised activities;
- b) Has business interests that might be affected by the authorised activities; or
- c) Represents persons who satisfy paragraph (a) or (b)”

6.2 The Royal Borough of Greenwich will not apply a rigid rule to its decision-making but will consider the merits of each case in deciding whether a person is an interested party. Greenwich will take account of the examples of considerations provided in the Gambling Commission’s Guidance.

6.3 The definition of a person who has ‘business interests’ will be given the widest possible interpretation and include partnerships, charities, faith groups and medical practices.

6.4 In contrast with the Licensing Act 2003, interested parties can include trade associations, trade unions and residents and tenants’ associations. The Royal Borough of Greenwich will generally view these bodies as interested parties if they have a member who can be classed as one under the Act e.g. lives sufficiently close to the premises to be likely to be affected by the activities being applied for.

6.5 Interested parties can be persons who are democratically elected such as Councillors and MPs. No specific evidence of being asked to represent an interested person will be required, as long as The Royal Borough of Greenwich Councillor or MP represents the ward likely to be affected.

6.6 In other cases the Royal Borough of Greenwich will generally require written evidence that a person, or body (e.g. an advocate or relative), ‘represents’ someone who either lives sufficiently close to the premises likely to be affected by the authorised activities and/or has business interests that might be affected by the authorised activities.

6.7 If individuals wish to approach Councillors to ask them to represent their views, then care should be taken that Greenwich Councillors are not part of the Licensing Committee or Sub-Committee dealing with the licence application. If there are any doubts then please contact Greenwich Committee Services on 020 8921 4350.

6.8 The Royal Borough of Greenwich publishes details of applications for new licences, or variations of existing licences, on the Royal Borough of Greenwich website. The Authority also arrange for a

consultation letter to be distributed in the vicinity of the premises for which an application is being made.

7. Exchange of Information

- 7.1 The Royal Borough of Greenwich is required to include in the statement, the principles to be applied by the borough in exercising its functions under sections 29 and 30 of the Act with respect to the exchange of information between the borough and the Gambling Commission, and the functions under section 350 of the Act with respect to the exchange of information between the borough and other persons listed in Schedule 6 to the Act.
- 7.2 The principle that the Royal Borough of Greenwich applies is that it will act in accordance with the provisions of the Gambling Act 2005 in its exchange of information which includes the provision that the Data Protection Act 2018 will not be contravened. The Royal Borough of Greenwich will also have regard to any guidance issued by the Gambling Commission on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.
- 7.3 Should any protocols be established as regards information exchange with other bodies then they will be made available.

8. Enforcement

- 8.1 In carrying out its responsibilities for enforcement and compliance, the Royal Borough of Greenwich will be guided by the Gambling Commission's Guidance, its Enforcement Policy, the Regulatory Compliance Code and any guidance issued by the Office for Product Safety & Standards. It will endeavour to follow the Regulators Code principles and be:
- Proportionate: intervening only when necessary, requiring remedies appropriate to the risk posed, and identifying and minimising costs;
 - Accountable: able to justify decisions, and being subject to public scrutiny;
 - Consistent: ensuring that rules and standards are joined up and fairly applied;
 - Transparent: being open and keeping regulations simple and user friendly;
 - Targeted: being focused on the problem, and minimising side effects.
- 7.2 Greenwich has a risk-based inspection programme based on:
- The licensing objectives.
 - Relevant codes of practice.
 - Guidance issued by the Gambling Commission.
 - The principles set out in this statement.
- 7.3 The main enforcement role for the Royal Borough of Greenwich is to ensure compliance with the Premises Licences and other permissions, which it authorises. The Gambling Commission enforces Operator and Personal Licences. Concerns about manufacture, supply or repair of gaming machines and illegal gambling is referred to the Gambling Commission.
- 7.4 The Royal Borough of Greenwich will act in accordance with the provisions of the Act, and other relevant legislation and guidance when exchanging information with other parties.
- 7.5 In exercising its enforcement role, the Royal Borough of Greenwich will work in close partnership with the local community, police and other relevant agencies.

- 7.6 The Royal Borough of Greenwich also keeps itself informed of developments as regards the work of the **Office for Produce Safety and Standards** in its consideration of the regulatory functions of local authorities.
- 7.7 The Royal Borough of Greenwich's Enforcement Policy for Trading Standards & Environmental Commercial Services is available upon request to the licensing department: email licensing@royalgreenwich.gov.uk or phone 020 8921 8018.

9. Greenwich Council Functions

- 9.1 The Royal Borough of Greenwich is responsible for:
- Issuing Premises Licences for licensed Premises where gambling activities are to take place.
 - Issuing Provisional Statements;
 - Regulating members' clubs who wish to undertake certain gaming activities through issuing Club Gaming Permits and/or Club Machine Permits;
 - Issuing Club Machine Permits to Commercial Clubs;
 - Granting permits for the use of certain lower stake gaming machines at Family Entertainment Centres that do not require a premises licence;
 - Receiving notifications from alcohol licensed premises (under the Licensing Act 2003) of the use of two or fewer gaming machines;
 - Issuing Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the premises, where there are more than two machines;
 - Registering small society lotteries;
 - Issuing Prize Gaming Permits;
 - Receiving and Endorsing Temporary Use Notices;
 - Receiving Occasional Use Notices;
 - Providing information to the Gambling Commission regarding details of licences issued (see section above on information exchange);
 - Maintaining registers of the permits and licences that are issued under these functions.
- 9.2 The Royal Borough of Greenwich is not responsible for licensing remote gambling such as internet gambling. This is the responsibility of the Gambling Commission to issue operating licences for such activity. However, the Royal Borough of Greenwich will endeavour to ensure that all the Royal Borough of Greenwich services and funded groups will prohibit access to remote gambling sites from all their terminals.

10. Local Area Profiles

- 10.1 Local Area Profiles are not a requirement on Licensing Authorities either under the Gambling Act or the Statutory Guidance issued by the Gambling Commission. Licensing Authorities may choose to conduct local area profiling to assist in its functions under the Act. Local area profiles do not seek to prohibit responsible gambling premises from operating in an area, but rather to build a better awareness of the local area and evidence based risks, to assist operators in developing their local risk assessments.
- 10.2 Importantly, risks in this context includes potential and actual risks, thereby taking into account possible future emerging risks, rather than reflecting current risks only. The local area profiles will help to inform specific risks that operators will need to address in their risk assessment, which will form a

part of any new licence application, or an application to vary a licence, or where an area is subject to a significant change.

- 10.3 Local Area Profiles may be developed on a proactive basis for areas where the Royal Borough consider there to be a heightened risk of a negative impact on the licensing objectives, such as areas surrounding schools, or gambling addiction treatment centres, etc. Local Area Profiles may also be developed in response to a request to do so for a specific area, or following complaint or concern from a Responsible Authority or an interested party, under the Act.
- 10.4 When creating its local area profiles, the Royal Borough will consider:
- The socio-economic makeup of the area;
 - Patterns of crime or anti-social behaviour in the area, linked to gambling premises;
 - The density of different types of gambling premises in certain locations;
 - The number and location of schools, sixth form colleges, youth centres etc, with reference to potential risk of under-age gambling;
 - The number and location of hostels or support services for vulnerable people such as those with addiction issues or who are homeless, given the greater risk of problem gambling among these groups;
 - The number and location of medical facilities, or similar, that offer treatment for problem gambling, gambling addiction, or similar;
 - Religious buildings;
 - Any known information about issues with problem gambling;
 - The surrounding night time economy and possible interaction with gambling premises.
- 10.5 The Royal Borough's Local Area Profiles will be developed separately from this statement of principles, so that these may be developed, reviewed and updated in a timely manner, and so not require a full consultation. In the meantime, until the Local Area Profile is developed, the Royal Borough has set out links in Appendix D5 of the Gambling Policy, listing the locations of schools, hostels and homes for vulnerable people and centres for people with gambling addictions.
- 10.6 The Royal Borough will pay particular attention to application for the new grant of or variations to existing premises licences where those premises lie within areas with a concentration of schools, hostels/homes for the vulnerable people and centres for people with a gambling addiction.
- 10.7 Where applications for premises licences come from within the vulnerable areas in the borough, Royal Greenwich will expect applicants to fully explain in their applications how their proposal will not exacerbate any anti-social problems within the vicinity generally. Applicants will be expected to tailor their application and have policies, procedures and control measure to mitigate any risks. They should have the appropriate number of trained staff and propose licence conditions, to cater for the local area in which they intend to operate.
- 10.8 A download for the *Royal Borough of Greenwich's Local Area Profiles – Gambling Act 2005* document will be published on our webpage at www.royalgreenwich.gov.uk/licensing. A physical copy (print-out) may be requested from the Licensing Department.
- 10.9 New operators will be expected to check for the existence of a Local Area Profile prior to the submission of their application. Where the Royal Borough of Greenwich introduces a local area profile in an area where there are already gambling premises, it will notify the premises within the area. Existing licence holders would then be expected to undertake a review of their local risk assessment (and update as necessary) to ensure that they have taken account any issues or concerns identified.

11. Local Area Risk Assessments (LARAs)

- 11.1 The Gambling Commission on the **31 October 2020 updated the** provisions in its social responsibility code within the *Licence Conditions and Codes of Practice (LCCP)* that require gambling operators to assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and to have policies, procedures and controls to mitigate the risks. This national policy is intended to provide a well evidenced and transparent approach to considering and implementing measures to address the risks associated with gambling. The risk assessment is specific to the premises, the local area and the local community. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of gambling licensing policy.
- 11.2 Risk assessment triggers
The local risk assessment code provisions provide a number of triggers when a new assessment is required and for when an existing one requires review. In order to assist gambling operators, set out below are Royal Greenwich's views on what these triggers may be and when operators should provide a copy of their assessment to the Licensing Authority.
- 11.3 **New premises licences:** If an operator intends to apply for a new premises licence under Part 8 of the Act then a local risk assessment must be carried out as required by the Commissions LCCP social responsibility code provisions 10.1.1. That assessment should be based on how the premises are proposed to operate at the premises location and must take into account the local area. The completed assessment should be provided with the application for a new premises licence upon submission to the Licensing Authority.
- 11.4 **Significant changes in local circumstances** Operators are required to review their local risk assessment if significant changes in local circumstances occur. Changes to local circumstances happen frequently and can be either temporary or permanent depending on the change, how long that change will remain in place and how it affects the local area. However, the requirement for review of the risk assessment is only applicable when that change is significant.
- 11.5 The review of the premises risk assessment may simply mean post review that no action is necessary, as the measures and systems already in place will mitigate any risk associated with that significant change. In this case gambling operators may record that a review has taken place, why it has occurred and that no action was necessary. This would enable the gambling operator to maintain an appropriate audit trail so as to demonstrate that action has been taken.
- 11.6 However, on occasions the significant change in local circumstances may require a need to update and amend the existing risk assessment. In those cases, gambling operators may wish to ensure that their assessments are updated adequately and that any relevant control measures are introduced correctly.
- 11.7 The Gambling Commission is silent on what constitutes a significant change and to assist operators Royal Greenwich has produced a list below on what may be considered to be significant changes in local circumstances:
- Information held by the licensee regarding self-exclusions and incidences of underage gambling;
 - Arrangement for localised exchange of information regarding self-exclusions and gaming trends;
 - Urban setting such as proximity to schools, commercial environment, factors affecting footfall;
 - Range of facilities in proximity to the licensed premises such as other gambling outlets, banks, post offices, refreshment and entertainment type facilities;
 - Known problems in the area such as problems arising from street drinkers, youths participating in anti-social behaviour, drug dealing activities, etc.

- Institutions, places or areas where presence of children and young persons should be expected such as schools, youth clubs, parks, playgrounds and entertainment venues such as bowling alleys, cinemas etc.
- Any premises where children congregate including bus stops, café's, shops, and any other place where children are attracted;
- Areas are prone to issues of youths participating in anti-social behaviour, including such activities as graffiti/tagging, underage drinking, etc.
- Recorded incidents of attempted underage gambling;
- Matters relating to vulnerable adults, including, information held by the licensee regarding self-exclusions and incidences of underage gambling;
- Gaming trends that may mirror days for financial payments such as pay days or benefit payments;
- Arrangement for localised exchange of information regarding self-exclusions and gaming trends;
- Proximity of premises which may be frequented by vulnerable people such as hospitals, residential care homes, medical facilities, doctor's surgeries, council housing offices, addiction clinics or help centres, places where alcohol or drug dependant people may congregate, etc. Other issues that may be considered could include: Matters of faith, including all religious or faith denominations including proximity to churches, mosques, temples or any other place of worship. This list is not exhaustive and other factors not in this list that are identified must be taken into consideration.

- 11.8 **Variation of the premises licence:** Variations to premises licences only include those required to be made under section 187 of the Act and will not include, for example, changes of circumstances such as a change of premises' name or a change of licensee's address, etc. When preparing an application to vary the premises licence, the operator must undertake a review of the local risk assessment and update it if necessary. Operators submitting a variation application to the Licensing Authority should provide a copy of the reviewed local risk assessment when submitting the application.
- 11.9 **Regular review of risk assessment:** As a matter of best practice the Licensing Authority recommends that operators establish a regular review regime in respect of their local risk assessments. This review programme can be carried out alongside other reviews on Health and Safety risk assessments for the premises. This review programme would ensure that, regardless of whether or not any of the trigger events set out above have occurred, these risk assessments are considered at regular intervals and updated if necessary.
- 11.10 Any measures identified within any such risk assessment may be converted into conditions of the premises licence, where such conditions are considered necessary for the promotion of the licensing objectives, but only following relevant representation.
- 11.11 Where the Royal Borough considers that any mitigating action proposed within the applicant's risk assessment does not adequately address issues raised in relevant representation that concerns the locality of the premises (or no mitigating actions are proposed at all), it may:``
- a) Impose further conditions on any licence granted, insofar as these will allow the premises to operate in a manner that is reasonably consistent with the promotion of the licensing objectives; or
 - b) Where it feels these would still not adequately address a concern and promote the licensing objectives, it may refuse the application.
- 11.12 The Royal Borough emphasises in particular, that applicants within any of the areas for which a Local Area Profile exists should take into account the issues identified within these, when drafting their Local Area Risk Assessment.

11.13 The Royal Borough expects that a copy of the LARA shall be kept on the licensed premises to which it relates, and in a manner that all staff have easy access. It shall also be made available on request to authorised officers of the Licensing Authority and the Police during inspections and visits.

Part B – Premises Licences

I. General Principles

I.1 Definition of Gambling

I.1.1 'Gambling' is defined in the Act as either gaming, betting, or taking part in a lottery.

- Gaming means playing a game of chance for a prize.
- Betting means making or accepting a bet on the outcome of a race, competition, or any other event; the likelihood of anything occurring or not occurring; or whether anything is true or not.
- A lottery is where persons are required to pay in order to take part in an arrangement, during the course of which one or more prizes are allocated by a process, which relies wholly on chance.

I.1.2 Premises licences are subject to the requirements set-out in the Gambling Act and regulations, as well as specific mandatory and default conditions which are detailed in regulations issued by the Secretary of State. The Royal Borough of Greenwich is able to exclude default conditions and also attach others, where it is believed to be appropriate.

I.2 Decision Making

I.2.1 In accordance with the Act, The Royal Borough of Greenwich will aim to permit the use of premises for gambling where 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;
- Consistent with the licensing objectives; and
- In accordance with this statement of principles.

I.2.2 The Royal Borough of Greenwich will also take account of the Gambling Commission's Guidance that moral objections to gambling are not a valid reason to reject applications for premises licences, and that it cannot consider whether or not there is a demand for the type of premises.

I.2.3 The Royal Borough of Greenwich will take into consideration any risks identified within an operators own local risk assessment, and any risks identified within an application local area profile conducted by the Licensing Authority.

I.2.4 Premises that allow for non-remote betting or non-remote bingo are entitled to offer gaming machines. The Royal Borough of Greenwich will take into consideration that applicants are able to provide substantive facilities for these activities during all times that gaming machines are also available, in accordance with the Part II, section 9 of the Gambling Commission's *Licence conditions and codes of practice* guidance.

I.2.5 In making this determination, the Royal Borough of Greenwich will have regard to the six indicators that premises are providing substantive betting or bingo facilities.

- The offer of established core products; (e.g. live event pictures, bet range, bingo)
- The provision of information on products and events;
- The promotion of gambling opportunities and products;
- The actual use made of non-gaming machine gambling facilities;

- The size of premises;
- The delivery of gambling facilities.

1.3 Definition of 'Premises'

1.3.1 'Premises' is defined as 'any place'. A single premises cannot have multiple premises licences allowing different types of gambling at different times. However a single building can have more than one premises licence, provided they are for different parts of the building that can be reasonably regarded as separate premises. This will always be a question of fact in the circumstances. This approach has been taken to allow large, multiple unit premises such as a pleasure park, pier, track or shopping mall to obtain discrete premises licences, where appropriate safeguards are in place. The Royal Borough of Greenwich shall pay particular attention if there are issues about sub-division of a single building or plot and shall ensure that mandatory conditions relating to access between premises are observed. Generally, Greenwich will take account of Gambling Commission Guidance and does not consider that areas of a building that are artificially or temporarily separated can be properly regarded as different premises.

1.3.2 The Gambling Commission states in the its Guidance, **last published on 1 April 2021 and update 13 May 2021**, that "In most cases the expectation is that a single building/plot will be the subject of an application for a licence, for example, 32 High Street. But that does not mean that 32 High Street cannot be the subject of separate premises licences for the basement and ground floor, if they are configured acceptably. Whether different parts of a building can properly be regarded as being separate premises will depend on the circumstances. The location of the premises will clearly be an important consideration and the suitability of the division is likely to be a matter for discussion between the operator and the licensing authority. The Commission does not consider that areas of a building that are artificially or temporarily separated, for example by ropes or moveable partitions, can properly be regarded as different premises. If a premises is located within a wider venue, a licensing authority should request a plan of the venue on which the premises should be identified as a separate unit."

1.3.3 In accordance with Gambling Commission's Guidance The Royal Borough of Greenwich will:

- Take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other purposes. Particular attention will be paid to applications where access to the licensed premises is through other premises. In particular it will ensure that entrances and exits from parts of a building covered by one or more licences should be separate and identifiable so that the separation of different premises is not compromised and that people do not 'drift' into a gambling area. In this context it should normally be possible to access the premises without going through another licensed premises or premises with a permit;
- Consider the third licensing objective, that seeks to protect children from being harmed by gambling. In practice that means not only preventing them from taking part in gambling, but also preventing them from being in close proximity to gambling. Therefore premises should be configured so that children are not invited to participate in, have accidental access to or closely observe gambling where they are prohibited from participation.
- Consider other specific issues, before granting such applications. For example, whether children can gain access; compatibility of the two establishments; and ability to comply with the requirements of the Act. In addition an overriding consideration will be whether the co-location of the licensed premises with other facilities has the effect of creating an arrangement that otherwise would, or should, be prohibited under the Act.
- Ensure that customers should be able to participate in the activity named on the premises licence.

I.3.4 In order to assist with making its decision with regards to applications made for a discrete part of a building that already holds another premises licence, the Royal Borough of Greenwich requires the applicant to submit plans that show the premises, as a separate unit, within the context of the larger building.

I.3.5 The Guidance also gives a list of factors which the licensing authority should consider:

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

I.3.5 The Gambling Commission's relevant access provisions for each premises type are reproduced below:

Casinos

- The principal access entrance to the premises must be from a "street", as defined by the guidance;
- No entrance to a casino must be from premises that are used wholly or mainly by children and/or young persons;
- No customer must be able to enter a casino directly from any other premises which holds a gambling premises licence.

Adult Gaming Centres

- No customer must be able to access the premises directly from any other licensed gambling premises.

Betting Shops

- Access must be from a "street", as defined by the Guidance to Licensing Authorities, or from another premises with a betting premises licence;
- No direct access from a betting shop to another premises used for the retail sale of merchandise or services. In effect there cannot be an entrance to a betting shop from a shop of any kind unless that shop is itself a licensed betting premises.

Tracks

- No customer must be able to access the premises directly from a casino or an adult gaming centre.

Bingo Premises

- No customer must be able to access the premises directly from, a casino, an adult gaming centre or a betting premises, other than a track.

Family Entertainment Centres

- No customer must be able to access the premises directly from a casino, an adult gaming centre, or a betting premises other than a track.

Part 7 of the Gambling Commission's Guidance to Licensing Authorities contains further guidance on this issue, which The Royal Borough of Greenwich will also take into account in its decision making.

I.4 Premises 'Ready for Gambling'

- I.4.1 The Guidance states that a licence to use premises for gambling should only be issued in relation to premises that the licensing authority can be satisfied are going to be ready to be used for gambling in the reasonably near future, consistent with the scale of building or alterations required before the premises are brought into use.
- I.4.2 Whilst acknowledging that operators can apply for a premises licence in respect of premises which are still to be constructed, or are in need of alteration, or if the applicant does not yet have a right to occupy them, then an application for a provisional statement may be more appropriate.
- I.4.3 In deciding whether a premises licence can be granted where there are outstanding construction or alteration works at a premises, The Royal Borough of Greenwich will determine applications on their merits, applying a two stage consideration process:
- First, whether the premises ought to be permitted to be used for gambling.
 - Second, whether appropriate conditions can be put in place to cater for the situation that the premises are not yet in the state in which they ought to be before gambling takes place.
- I.4.4 Applicants should note that The Royal Borough of Greenwich is entitled to decide that it is appropriate to grant a licence subject to conditions, but it is not obliged to grant such a licence. More details of the circumstances in which such a licence can be granted can be found in the Gambling Commission’s Guidance to Local Authorities.
- I.5 Location
- I.5.1 The Royal Borough of Greenwich will take account of the legislation, and guidance, that the expected demand for the gambling facilities, within a locality, cannot be considered in determining an application for a premises licence or permit.
- I.5.2 The Royal Borough of Greenwich will take account of the licensing objectives, in relation to crime and disorder or underage or problem gambling. The Royal Borough of Greenwich will be particularly concerned with ensuring the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as with issues of crime and disorder. The Royal Borough of Greenwich will give special consideration in relation to applications for the licensing of premises that are in the close proximity of schools, or within or near to residential areas and other establishments where children or vulnerable adults attend in order to respect the character, amenities and environment of such areas.
- I.6 Planning**
- I.6.1 The Gambling Commission Guidance to Local Authorities states: “In determining applications the licensing authority should not to take into consideration matters that are not related to gambling and the licensing objectives. One example would be the likelihood of the applicant obtaining planning permission or building regulation approval for their proposal”.
- I.6.2 Equally, however, the grant of a gambling premises licence does not prejudice or prevent any decision or action that may be appropriate under planning or building control law.
- I.6.3 Recent changes made to the Use Classes Order means that certain permitted development rights previously enjoyed by Betting Shops have now been removed, meaning that planning permission for change of use is now required. Where this is necessary, Royal Greenwich expects applications for premises licences to be made for premises either with relevant planning permission in place or for

application for the relevant consent to be made concurrently.

1.6.4 Applicants should note that local planning policy is that betting shops, entertainment centres and bingo halls should be located in major, district or local town centres. Consideration will be given to the need to maintain the viability and vitality of centres and to ensure that proposals have no adverse impact on the regeneration of the Borough.

1.6.5 Any such policy does not preclude a licence application being made and each application will be considered on its merits, with the onus upon the applicant showing how concerns can be overcome.

1.7 Duplication with other regulatory regimes

1.7.1 The Royal Borough of Greenwich will seek to avoid any duplication with other statutory or regulatory regimes where possible, including planning. It will not consider whether a licence application is likely to be awarded planning permission or building regulations approval, in reaching a decision, but it will listen to, and carefully consider, any concerns about conditions that cannot be met by licensees due to planning restrictions, should such a situation arise.

1.7.2 When dealing with a premises licence application for finished buildings, The Royal Borough of Greenwich will not take into account whether those buildings have to comply with the necessary planning or building consents. Fire or health and safety risks will not be taken into account, as these matters are dealt with under relevant planning control, building control and other regulations, and must not form part of the consideration for the premises licence.

1.8 Licensing objectives

1.8.1 Premises licences granted must be reasonably consistent with the licensing objectives. The Royal Borough of Greenwich has considered the Gambling Commission's Guidance on the licensing objectives as follows:

- **Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.** - The Royal Borough of Greenwich works closely with the police to prevent and reduce crime and disorder. This partnership working will play a vital role in helping to ensure that gambling does not become a source of crime or disorder. The Gambling Commission's Guidance advises that licensing authorities should pay attention to the proposed location of gambling premises in terms of this licensing objective. Thus, where an area has known high levels of organised crime The Royal Borough of Greenwich will consider carefully whether gambling premises are suitable to be located there and whether conditions such as the provision of door supervisors should be required. The Royal Borough of Greenwich is aware of the distinction between disorder and nuisance and will seek police advice in relation to any perceived problems at any particular premises.
- **Ensuring that gambling is conducted in a fair and open way** - The Royal Borough of Greenwich notes the Gambling Commission's Guidance that generally it would not expect licensing authorities to become concerned with ensuring that gambling is conducted in a fair and open way as this will be addressed via operating and personal licences. However, if the Royal Borough of Greenwich suspects that gambling is not being conducted in a fair and open way, this will 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.

- **Protecting children and other vulnerable persons from being harmed or exploited by gambling** - The Royal Borough of Greenwich notes the Gambling Commission’s Guidance that this objective means preventing children from taking part in gambling, as well as restriction of advertising so that gambling products are not aimed at or are particularly attractive to children. The Royal Borough of Greenwich will therefore consider whether specific measures are required at particular premises, to achieve this objective. Appropriate measures may include supervision of entrances, and machines, minimum staffing levels, segregation of areas, proof of age schemes and use of CCTV. The Royal Borough of Greenwich also takes account of the Codes of Practice, which the Gambling Commission issues in respect of this licensing objective, in relation to specific premises such as casinos. The Royal Borough of Greenwich notes that the Gambling Commission is not seeking to offer a definition of the term “vulnerable persons” but states that “it will 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 a mental impairment, alcohol or drugs.” The Royal Borough of Greenwich will consider this licensing objective on a case-by-case basis. Should a practical definition prove possible in future then it will be included in this policy statement by revision.

1.9 Conditions

1.9.1 Any conditions attached to licences 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;
- Fairly and reasonably related to the scale and type of premises;
- Reasonable in all other respects.

1.9.2 Decisions upon conditions for individual premises will be made on a case by case basis, although there will be a number of control measures that The Royal Borough of Greenwich will consider utilising should there be a perceived need, such as the use of door supervisors, supervision of adult gaming machines, appropriate signage for adult only areas. There are specific comments made in this regard under some of the licence types below. The Royal Borough of Greenwich will also expect the licence applicant to offer his or her own suggestions as to ways in which the licensing objectives can be met effectively.

1.9.3 The Royal Borough of Greenwich will also consider specific measures that may be required for buildings which are subject to multiple premises licences. Such measures may include the supervision of entrances; segregations of gambling from non-gambling areas frequented by children; and the supervision of gaming machines in non-adult gambling specific premises in order to pursue the licensing objectives. These matters are in accordance with the Gambling Commission’s Guidance.

1.9.4 The Royal Borough of Greenwich will not licence premises where category C or above machines are on offer and to which children are admitted unless, as a minimum safeguard, the following conditions are met:

- All such machines are located in an area of the premises which is separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance;
- Only adults are admitted to the area where these machines are located;
- Access to the area where the machines are located is supervised;
- The area where these machines are located is arranged so that it can be observed by the staff or the licence holder;

- At the entrance to and inside any such areas there are prominently displayed notices indicating that access to the area is prohibited to persons under 18.

1.9.5 These considerations will apply to premises including buildings where multiple premises licences are applicable. Other considerations may apply in reaching decisions on individual applications.

1.9.6 Royal Borough of Greenwich is aware that tracks may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track. As per the Gambling Commission's Guidance, the Royal Borough of Greenwich will consider the impact upon the third licensing objective and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

1.9.7 The Royal Borough of Greenwich may impose conditions, where it has evidence based concerns relating to the licensing objectives. The Gambling Commission has provided a pool of suitable, sample, conditions that have been attached to premises licences by other licensing authorities. These are replicated in Appendix D (section 4), of this Statement of Principles, below.

1.9.8 It is noted that there are conditions that The Royal Borough of Greenwich cannot attach to premises licences, which are:

- Any condition on the premises licence which makes it impossible 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);
- Conditions in relation to stakes, fees, winning or prizes.

1.10 Door Supervisors

1.10.1 The Gambling Commission advises that licensing authorities may consider whether there is a need for door supervisors to protect children and vulnerable persons from being harmed or exploited by gambling, and to prevent premises becoming a source of crime. It is noted though that the Act has amended the Security Industry Act and that in-house door supervisors at casinos or bingo premises cannot be required to be licensed by the Security Industry Authority (SIA) in all cases. The Royal Borough of Greenwich therefore has specific requirements for in-house door supervisors working at casinos or bingo premises namely that they must have undertaken a nationally recognised qualification and have undergone relevant **DBS** checks. This is in recognition of the nature of the work in terms of searching individuals, dealing with potentially aggressive persons, etc.

1.10.2 All contract staff carrying out functions set out in Schedule 2 Part 1 of the Private Security Industry Act (especially paragraph 2 - 'manned guarding'), require licensing by the SIA. However certain of these premises also need to have their in-house staff, which carry out these functions, licensed by the SIA. These premises include those which hold a premises licence for the supply of alcohol or regulated entertainment under the Licensing Act 2003

1.10.3 For premises other than casinos and bingo premises, the Royal Borough of Greenwich may decide that supervision of entrances and machines is appropriate for particular cases but it will need to be decided on a case by case basis whether supervisors need to be SIA licenced or not.

2. **Adult Gaming Centres**

- 2.1 The Royal Borough of Greenwich will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the premises.
- 2.2 The Royal Borough of Greenwich will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures / licence conditions may cover issues such as:
- Proof of age schemes
 - CCTV
 - Door supervisors
 - Supervision of entrances / machine areas
 - Physical separation of areas
 - Location of entry
 - Notices and signage
 - Specific opening hours
 - Self-barring schemes
 - Provision of information leaflets and help line numbers for organisations such as GamCare

This list is not mandatory, nor exhaustive, but provides examples of appropriate control measures.

3. (Licensed) Family Entertainment Centres

- 3.1 The Royal Borough of Greenwich will specifically have regard to the need to protect children and vulnerable people from harm or from being exploited by gambling and will expect the applicant to satisfy the Authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas.
- 3.2 The Royal Borough of Greenwich 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 and signage
 - Specific opening hours
 - Self-barring schemes
 - Provision of information leaflets and helpline numbers for organisations such as GamCare
 - Measures including training for staff on how to deal with suspected truant school children on the premises

This list is not mandatory, nor exhaustive, but provides example measures.

4. Casinos

- 4.1 The Royal Borough of Greenwich has not passed a 'no casino' resolution under Section 166 of the Gambling Act 2005, but is aware that it has the power to do so. Should this licensing authority decide in the future to pass such a resolution, it will update this policy statement with details of that resolution.

Any such decision will be made by the Full Council.

- 4.2 In any case, and presently, the Royal Borough of Greenwich is not included in the list of local authorities that are permitted to grant new Casino premises licences.

5. Bingo

- 5.1 The Royal Borough of Greenwich notes that the Gambling Commissions' Guidance states;

- Licensing authorities need to satisfy themselves that bingo can be played in any bingo premises for which they issue a premises licence. An operator may choose to vary their licence to exclude a previously licensed area of that premises, and then apply for a new premises licence, or multiple new premises licences, with the aim of creating separate premises in that area. Essentially providing multiple licensed premises within a single building or site. Before issuing additional bingo premises licences, licensing authorities need to consider whether bingo can be played at each of those new premises.

- 5.2 A single licenced bingo premises licence may make available for use, a number of category B3 (but not B3A) and B4 gaming machines not exceeding 20% of the total number of gaming machines on the premises. For example, a premises providing 25 gaming machines may make up to five of those category B3 or B4. Bingo premises licenced before 13th July 2011 are entitled to make available eight category B3 or B4 gaming machines, or 20% of the total number of gaming machines, whichever is the greater.

- 5.3 In the unusual circumstances that an existing bingo premises covered by one premises applies to vary the licence and acquire additional bingo premises licences (so that the area subject of a single licence will become divided between a number of separate licensed premises) it is not permissible for all of the gaming machines to which each of the licences brings an entitlement to be grouped together within one of the licensed premises. So for example, where two separate bingo premises have been created by genuinely splitting a pre-existing premises into two adjacent premises, it is not permissible to locate the total B3 or B4 machines across both premises in one of the resulting premises (with none in the other), as the gaming machine entitlement for that premises would be exceeded.

- 5.4 In line with the Gambling Commission's Guidance, The Royal Borough of Greenwich considers that it is important that if children are allowed to enter premises licensed for bingo that 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, The Royal Borough of Greenwich will not grant a licence unless:

- All such machines are located in an area of the premises separate from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance;
- Only adults are admitted to the area where the machines are located;
- Access to the area where the machines are located is supervised;
- The area where the machines are located is arranged so that it can be observed by staff of the operator or the licence holder;
- 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.

- 5.5 It is the view of the Royal Borough of Greenwich that alcohol-licensed premises that seek to apply for a gambling premises licence that authorises bingo in an attempt to artificially increase the number of

permitted gaming machines is not permitted under the Act, as it is unlikely that substantive facilities for the non-remote bingo would be available. Therefore such applications are likely to be refused, unless the applicant can demonstrate that there will be a bona fide bingo offering, and that access to any additional gaming machines is not possible whilst these facilities are unavailable.

6. Betting Premises

- 6.1 In order to understand the application fully, applications made for premises which are to be situated within a building that already holds other gambling premises licence, the Royal Borough of Greenwich requires the applicant to submit plans that show the premises, as its own discrete and separate unit, within the context of the larger building.
- 6.2 The Royal Borough of Greenwich will expect applicants to offer their own measures to meet the licensing objectives, for example, appropriate measures / licence conditions may cover issues such as:
- Proof of age schemes
 - CCTV
 - Supervision of entrances and machine areas
 - Physical separation of areas
 - Location of entry
 - Notices and signage
 - Specific opening hours
 - Self-barring schemes
 - Provision of information leaflets and help line numbers for organisations such as GamCare

A list of sample conditions that betting operators may wish to consider can be found in Appendix D4.

6.3 Self Service Betting Terminals (SSBTs) & Gaming Machines

- 6.3.1 Where appropriate The Royal Borough of Greenwich will take into account the size of the premises, the number of counter positions available for person-to-person transactions, and the ability of staff to monitor the use of the machines by children and young persons or by vulnerable people, when considering the number or nature or circumstances of SSBTs an operator wants to offer.
- 6.3.2 In accordance with the Gambling Commission's guidance and codes of practice, the Royal Borough of Greenwich will take into consideration whether substantive facilities for non-remote betting are made available to customers during all times that gaming machines are also available, to ensure a balanced mix of the two.

7. Tracks

- 7.1 The Royal Borough of Greenwich notes that the definition of "track" covers not just a horse racecourse or dog track, but also any other premises on any part of which a race or other sporting event takes place or is intended to take place. This means that land that has a number of uses, one of which fulfills the definition of track, can qualify for the occasional use notice provisions. Land used temporarily as a track can qualify, provided races or sporting events take place or will take place there. The track need not be a permanent fixture.
- 7.2 The Royal Borough of Greenwich is aware that tracks may be subject to more than one premises licence, provided each licence relates to a specified area of the track. The Royal Borough of Greenwich will especially consider the protection of children and vulnerable persons from being harmed or

exploited by gambling, and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

- 7.3 The Royal Borough of Greenwich will therefore expect the applicant to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities. It is noted that children and young persons will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, but that they are still prevented from entering areas where gaming machines (other than category D machines) are provided.
- 7.4 The Royal Borough of Greenwich will expect applicants to offer their own measures to meet the licensing objectives, for example, appropriate measures / licence conditions may cover issues such as:
- Proof of age schemes
 - CCTV
 - Supervision of entrances and machine areas
 - Physical separation of areas
 - Location of entry
 - Notices and signage
 - Specific opening hours
 - Self-barring schemes
 - Provision of information leaflets and help line numbers for organisations such as GamCare

A list of sample conditions that betting operators may wish to consider can be found in Appendix D4.

7.5 Gaming machines

- 7.5.1 The Royal Borough of Greenwich will consider the location of gaming machines at tracks, and applications for track premises licences will need to demonstrate that, where the applicant holds a pool betting operating licence and is going to use his entitlement to four gaming machines, these machines are located in areas from which children are excluded. Children and young persons are not prohibited from playing category D gaming machines on a track.
- 7.5.2 Some commercial operators provide their customers with access to computer devices (such as tablets) that have access to the internet. Providers of these devices that do not hold an appropriate licence or permit should ensure that such devices cannot be used by customers for the purpose of online gaming or betting, as the Royal Borough of Greenwich considers that these fall within the definition of a Gaming or Betting Machine. Premises that do hold a licence or permit that allows them to supply such machines, should ensure that any such devices do not exceed their permitted limits.
- 7.5.3 Off-course betting operators who provide betting facilities other than at a track in betting premises such as those found on the high street may operate self-contained betting premises or designated areas such as a row of betting kiosks within the track premises. Self-contained premises provide facilities for off-course betting (in effect, the opportunity to bet on other events not just those taking place on the track), although they normally operate only on race days. The provision of off-course betting facilities is generally conducted in reliance on the track premises licence held by the occupier of the track and consequently the off-course operator is prohibited from making any gaming machines available for use unless they hold a separate premises licence in relation to part of the track, i.e. a 'subsidiary licence'. In order for a subsidiary licence to be secured, the track premises licence holder will need to vary their existing premises licence so that it does not have effect in relation to the area where the operator intends their subsidiary licence to have effect, and a separate betting premises licence would need to be secured by the off-course operator.

7.6 Betting machines

- 7.6.1 The Royal Borough of Greenwich will take into account the size of the premises and the ability of staff to monitor the use of the machines by children and young persons or by vulnerable people, when considering the number, or nature, or circumstances, of betting machines an operator wants to offer. It will also take note of the Gambling Commission's suggestion that licensing authorities will want to consider restricting the number and location of such machines in respect of applications for track betting premises licences.

7.7 Condition on rules being displayed

- 7.7.1 The Royal Borough of Greenwich will attach a condition to track premises licences requiring the track operator to ensure that the rules are prominently displayed in or near the betting areas, or that other measures are taken to ensure that they are made available to the public. For example, the rules could be printed in the race-card or made available in leaflet form from the track office.

7.8 Applications and plans

- 7.8.1 In order to understand the application fully, the Royal Borough of Greenwich will require the applicant to provide information such as detailed plans for the racetrack and the area that will be used for temporary "on-course" betting facilities (often known as the "betting ring") and in the case of dog tracks and horse racecourses, fixed and mobile pool betting facilities operated by the Tote or track operator, as well as any other proposed gambling facilities. Plans should make clear what is being sought for authorisation under the track betting premises licence and what, if any, other areas are to be subject to a separate application for a different type of premises licence. The Royal Borough of Greenwich may require such other information it deems necessary to properly consider the application.

8. Travelling Fairs

- 8.1 The Royal Borough of Greenwich will first consider whether the application falls within the statutory definition of a travelling fair. The Royal Borough of Greenwich will then decide, where category D machines and / or equal chance prize gaming without a permit are to be made available and whether the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at travelling fairs is met. Travelling Fairs are exempt from a licensing requirement as long as they only have category D gaming machines and/or bingo and this is an ancillary part of the fair. The Royal Borough of Greenwich will take these factors into account and will visit fairs to ensure the legislation is being complied with.
- 8.2 The Royal Borough of Greenwich notes that the 27-day statutory maximum for the land being used as a fair is per calendar year, and that it applies to the land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The Royal Borough of Greenwich will work with neighbouring authorities to ensure that land that crosses our boundaries is monitored so that the statutory limits are not exceeded.

9. Provisional Statements

- 9.1 Developers may wish to apply to The Royal Borough of Greenwich for provisional statements before entering into a contract to buy or lease property or land to judge whether a development is worth taking forward in light of the need to obtain a premises licence. There is no need for the applicant to

hold an operating licence in order to apply for a provisional statement.

- 9.2 Section 204 of the Gambling Act provides for a person to make an application to the licensing authority for a provisional statement in respect of premises that he or she:
- expect to be constructed;
 - expects to be altered; or
 - expects to acquire a right to occupy.
- 9.3 The process for considering an application for a provisional statement is the same as that for a premises licence application. The applicant is obliged to give notice of the application in the same way as applying for a premises licence. Responsible authorities and interested parties may make representations and there are rights of appeal.
- 9.4 In contrast to the premises licence application, the applicant does not have to hold or have applied for an operating licence from the Gambling Commission (except in the case of a track) and they do not have to have a right to occupy the premises in respect of which their provisional application is made.
- 9.5 The holder of a provisional statement may then apply for a premises licence once the premises are constructed, altered or acquired. No further representations from relevant authorities or interested parties can be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or unless they reflect a change in the applicant's circumstances. The Royal Borough of Greenwich may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) by reference to matters:
- a) Which could not have been raised by objectors at the provisional licence stage; or
 - b) Which in the authority's opinion reflect a change in the operator's circumstances;
 - c) Where the premises have not been constructed in accordance with the plan submitted with the application. This must be a substantial change to the plan and The Royal Borough of Greenwich notes that it can discuss any concerns it has with the applicant before making a decision.
- 9.6 The Royal Borough of Greenwich notes the Commission's Guidance that "a licensing authority should not take into account matters that are not related to gambling and the licensing objectives. One example would be the likelihood of the applicant obtaining planning permission or building regulations approval for the proposal."

10. Reviews

- 10.1 Interested parties or responsible authorities can make requests for a review of a premises licence. The Royal Borough of Greenwich will decide whether the review is to be carried out, based on whether the request for the review 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;
 - Reasonably consistent with the licensing objectives; and
 - In accordance with the authority's statement of licensing principles.
- 10.2 The Royal Borough of Greenwich will also consider whether the request is frivolous, vexatious, or whether it is substantially the same as previous representations or requests for review.
- 10.3 The Royal Borough of Greenwich can also initiate a review of a licence on the basis of any reason,

which it thinks is appropriate.

Part C – Permits / Temporary and Occasional Use Notices

1. Unlicensed Family Entertainment Centre Gaming Machine Permits

- 1.1 Where a premises does not hold a Premises Licence but wishes to provide (category D) gaming machines, it may apply to The Royal Borough of Greenwich for this permit. The applicant must show that the premises will be wholly or mainly used for making gaming machines available for use.
- 1.2 The Royal Borough of Greenwich will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations. The efficiency of such policies and procedures will each be considered on their merits, however, they may include appropriate measures including staff training as regards suspected truant school children on the premises, or covering how staff would deal with unsupervised very young children being on the premises, or children causing perceived problems on and around the premises. Where appropriate The Royal Borough of Greenwich will take into account the location of the premises and the proposed opening hours when considering applications for FEC permits.
- 1.3 The Royal Borough of Greenwich also expect that applicants demonstrate a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs; that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act); and that staff are trained to have a full understanding of the maximum stakes and prizes.

2. (Alcohol) Licensed Premises Gaming Machine Permits

- 2.1 There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have 2 gaming machines, of categories C and/or D. This needs to be notified to The Royal Borough of Greenwich. The authority will remove the automatic authorisation in respect of any particular premises if:
 - Provision of the machines is not reasonably consistent with the pursuit of the licensing objectives
 - Gaming has taken place on the premises that breaches a condition of section 282 of the Gambling Act (i.e. requirement that written notice has been provided to The Royal Borough of Greenwich, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with)
 - The premises are mainly used for gaming
 - An offence under the Gambling Act has been committed on the premises
- 2.2 If the operator of premises wishes to have more than two machines, then an application for a permit will need to be made. The Royal Borough of Greenwich will consider such applications on a case-by-case basis, taking into account the licensing objectives and guidance, with particular regard to the need to protect children and vulnerable persons from harm or being exploited by gambling. Permits will not be granted unless the applicant satisfies the authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machines. Measures which will satisfy the authority that there will be no access may include the adult machines being in sight of the bar, or in the sight of staff who will monitor that the machines are not being used by those under 18. Notices and signage may also be required. In respect of the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets and helpline numbers for organisations such as GamCare.
- 2.3 Alcohol-licensed premises may apply for a premises licence or permit for their non-alcohol licensed areas.

- 2.4 The Royal Borough of Greenwich can decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions other than these cannot be attached.
- 2.5 The holder of a permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machines.

3. Prize Gaming Permits

- 3.1 The Royal Borough of Greenwich will require applicants for prize gaming permits 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;
 - And that the gaming offered is within the law.
- 3.2 In making its decision on an application for this permit, The Royal Borough of Greenwich does not need to have regard to the licensing objectives but must have regard to any Gambling Commission guidance.
- 3.3 The Royal Borough of Greenwich cannot attach conditions, but the permit holder must comply with conditions set out in the Act, which are:
- The limits on participation fees, as set out in regulations, must be complied with;
 - All chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played;
 - The prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize);
 - Participation in the gaming must not entitle the player to take part in any other gambling.

4. Club Gaming and Club Machines Permits

- 4.1 Members clubs and miners' welfare institutes (but not commercial clubs) may apply for a club gaming permit or a club machine permit. Commercial clubs such as snooker clubs run on a profit basis may apply for a club machine permit. Each type of permit allows the provision of different types of gaming and provision of game machines. The current entitlements can be found by visiting the Gambling Commission's website (www.gamblingcommission.gov.uk).
- 4.2 A commercial club is defined as a club where membership is required but the club is operated for commercial gain.
- 4.3 A non-commercial club is a club where no commercial gain is made. A non-commercial club must meet the following criteria to be considered a members' club:
- it must have at least 25 members;
 - it must be established and conducted wholly or mainly for purposes other than gaming (except for bridge or whist);
 - it must be permanent in nature;
 - it must not be established to make a commercial profit;

- it must be controlled by its members equally.

Examples of these include working men's clubs, branches of the Royal British Legion and clubs with political affiliations.

4.4 The Royal Borough of Greenwich may 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 Gambling Commission or the Police.

4.5 There is also a "fast-track" procedure available under the Act for premises that hold a club premises certificate under the Licensing Act 2003. Under the fast-track procedure there is no opportunity for objections to be made by the Gambling Commission or the Police, and the grounds upon which a Licensing Authority can refuse a permit are reduced. The grounds on which an application under this process may be refused are that:

- (a) the club is established primarily for gaming, other than gaming prescribed under schedule 12;
- (b) in addition to the prescribed gaming, the applicant provides facilities for other gaming; or
- (c) a club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled.

4.6 There are statutory conditions on club gaming permits that no child may use a Category B or C gaming machine on the premises, and that the holder complies with any relevant provision of a Gambling Commission Code of Practice about the location and operation of gaming machines.

4.7 Before the Royal Borough will grant a Club Permit it will need to satisfy itself that the club meets the requirements of the Gambling Act 2005 to hold a club gaming permit. To do this, we may require proof of additional information from the operator such as:

- is the primary activity of the club something other than gaming?
- are the club's profits retained solely for the benefit of the club's members?
- are there 25 or more members?
- are the addresses of members of the club genuine domestic addresses and do most members live reasonably locally to the club?
- do members participate in the activities of the club via the internet?
- do guest arrangements link each guest to a member?
- is the 48-hour rule being applying for membership and being granted admission being adhered to?
- are there annual club accounts available for more than one year?
- how is the club advertised and listed in directories and on the internet?
- are children permitted in the club?
- does the club have a constitution and can it provide evidence that the constitution was approved by members of the club?
- is there a list of Committee members and evidence of their election by the club members?

4.8 When examining the club's constitution, the Royal Borough will expect to see evidence of the following:

- Who makes commercial decisions on behalf of the club?
- Are the aims of the club set out in the constitution?

- Are there shareholders or members? Shareholders indicate a business venture rather than a non-profit making club.
 - Is the club permanently established? (Clubs cannot be temporary).
 - Can people join with a temporary membership? What is the usual duration of membership?
 - Are there long-term club membership benefits?
- 4.9 Aside from bridge and whist clubs, clubs may not be established wholly or mainly for the purposes of gaming. The Licensing Authority may consider such factors as:
- How many nights a week gaming is provided;
 - How much revenue is derived from gambling activity versus other activity;
 - How the gaming is advertised;
 - What stakes and prizes are offered;
 - Whether there is evidence of leagues with weekly, monthly or annual winners;
 - Whether there is evidence of members who do not participate in gaming;
 - Whether there are teaching sessions to promote gaming such as poker;
 - Where there is a tie-in with other clubs offering gaming through tournaments and leagues;
 - Whether there is sponsorship by gaming organisations;
 - Whether participation fees are within limits.

5. Temporary Use Notices

- 5.1 Temporary Use Notices allow the use of premises for gambling where there is no premises licence but where a gambling operator wishes to use the premises temporarily for providing facilities for gambling.
- 5.2 Premises that might be suitable for a Temporary Use Notice, according to the Gambling Commission, would include hotels, conference centres and sporting venues.
- 5.3 The Royal Borough of Greenwich can only grant a Temporary Use Notice to a person or company holding a relevant operating licence, i.e. a non-remote casino operating licence.
- 5.4 The Secretary of State has the power to determine what form of gambling can be authorised by Temporary Use Notices, and at the time of writing this Statement the relevant regulations (SI 3157: The Gambling Act 2005 (Temporary Use Notices) Regulations 2007) state that Temporary Use Notices can only be used to permit the provision of facilities of equal chance gaming, where the gaming is intended to produce a single winner, which in practice means poker tournaments.
- 5.5 The same ‘set of premises’ may not be the subject of one or more Temporary Use Notice for more than 21 days in any 12-month period.
- 5.6 Gambling Commission Guidance states that as with “premises”, the definition of “a set of premises” will be a question of fact in the particular circumstances of each notice that is given. In the Act “premises” is defined as including “any place”. In considering whether a place falls within the definition of “a set of premises”, licensing authorities will need to look at, amongst other things, the ownership and occupation and control of the premises. The Royal Borough of Greenwich will object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises.
- 5.7 The Royal Borough of Greenwich will object to notices where it appears their effect would be to permit regular gambling in a place that could be described as one set of premises, as recommended in the Gambling Commission’s Guidance to Licensing Authorities.

6. Occasional Use Notices

- 6.1 The Act provides that where there is betting on a track on eight days or less in a calendar year, an occasional use notice may permit the betting without the need for a full premises licence.
- 6.2 The Royal Borough of Greenwich has very little discretion with regard to these notices but shall ensure that the statutory limit of 8 days in a calendar year is not exceeded. The Royal Borough of Greenwich will also consider the definition of a 'track' and whether the applicant is permitted to avail him or herself of the notice.

7. Small Society Lotteries

- 7.1 The licensing authority will adopt a risk based approach towards its enforcement responsibilities for small society lotteries. This authority considers that the following list although not exhaustive could affect the risk status of the operator:
- Submission of late returns (returns must be submitted no later than three months after the date on which the lottery draw was held);
 - Submission of incomplete or late returns;
 - Breaches of the limits for small society lotteries
- 7.2 Non-commercial gaming is permitted if it takes place at a non-commercial event, either as incidental or principal activity at the event. Events are non-commercial if no part of the proceeds is for private profit or gain. The proceeds of such events may benefit one or more individuals if the activity is organised:
- By, or on behalf of, a charity or for charitable purposes;
 - To enable participation in, or support of, sporting athletic or cultural activities

Part D – Appendices

I. Classification of Gaming Machines

Category of machine	Maximum Stake	Maximum Prize	Allowed Premises
A	Unlimited	Unlimited	Regional Casino. However, no category A gaming machines are currently permitted.
B1	£5	£10,000	Large Casino, Small Casino, Pre-2005 Act casino and Regional Casinos
B2	£2	£500	Betting premises and tracks occupied by pool betting and all of the above.
B3	£2	£500	Bingo premises, Adult gaming centre and all of the above
B3A	£2	£500	Members' club or Miners' welfare institute only
B4	£2	£400	Members' club or Miners' welfare club, commercial club and all of the above.
C	£1	£100	Family entertainment centre (with Commission operating licence), Qualifying alcohol licensed premises (without additional gaming machine permit), Qualifying alcohol licensed premises (with additional LA gaming machine permit) and all of the above.
D (money prize)	10p	£5	Travelling fairs, unlicensed (permit) Family entertainment centre and all of the above
D – non money prize (other than a crane grab machine)	30p	£8	All of the above.
D – non-money prize (crane grab machine)	£1	£50	All of the above.
D – combined money and non-money prize (other than a coin pusher or penny falls machine)	10p	£8 (of which no more than £5 may be a money prize)	All of the above.
D – combined money and non-money prize (coin pusher or penny falls machine)	20p	£20 (of which no more than £10 may be a money prize)	All of the above.

NB: These figures were accurate at time of publication; however they are subject to periodic change. The most up to date stakes and prizes can always be found on the Gambling

Commission website (<https://www.gamblingcommission.gov.uk>)

2. Table of Delegations

X indicates the lowest level to which decisions can be delegated.

MATTER TO BE DEALT WITH	FULL COUNCIL	LICENSING (SUB) COMMITTEE	OFFICERS
Three year licensing statement of principles	X		
Policy not to permit casinos	X		
Fee Setting – when appropriate		X (If delegated by full council)	X (subject to Executive approval)
Application for premises licences/provisional statement		X Where representations have been received and not withdrawn	X Where no representations received/representations have been withdrawn
Application for a variation to a licence		X Where representations have been received and not withdrawn	X Where no representations received/representations have been withdrawn
Application for a transfer of a licence		X Where representations have been received from the Commission	X Where no representations received from the Commission
Review of a premises licence		X	
Application for club gaming/club machine permits		X Where representations have been received and not withdrawn	X Where no representations received/representations have been withdrawn
Cancellation of club gaming/club machine permits		X	
Applications for other permits			X

MATTER TO BE DEALT WITH	FULL COUNCIL	LICENSING (SUB) COMMITTEE	OFFICERS
Alcohol licensed premises gaming machine permits for between 2 & 4 machines where there are no representations			X
Alcohol licensed premises gaming machine permits for between 2 & 4 machines where there are representations		X	
Alcohol licensed premises gaming machine permits for applications in excess of 4 machines		X	
Cancellation of licensed premises gaming machine permits			X
Consideration of temporary use notice			X
Decision to give a counter notice to a temporary use notice		X	

3. List of Consultees

Consultees for Greenwich Gambling Act 2005 draft Statement of Principles included:

- The Gambling Commission;
- The Greenwich Chief Officer and Chief Superintendent of Police;
- The Fire Service;
- Planning;
- Environmental Health;
- HM Customs & Excise;
- Greenwich Local Safeguarding Children Board;
- Greenwich MPs;
- Greenwich Libraries;
- Chamber of Commerce;
- The METRO Centre;
- HER Centre;
- Members of the Borough Deans;
- Children's services;
- Greenwich Multi Faith Forum;
- Muslim Association of Greenwich;
- National Service Office;
- Greenwich Community College;
- Charlton Mosque;
- Student Services Chaplaincy;
- South East Hindu Association;
- Si Temple;
- Greenwich Hindu Temple;
- Ling Shen Ching Tze Temple;
- Greenwich Islamic Centre;
- Ramgharia Association;
- Si Temple;
- Swaminarayan Temple;
- Holborn College;
- Woolwich Sikh Temple;
- New Wine Church;
- Catford & Bromley Synagogue;
- Greater London Authority member;
- Royal Borough of Greenwich Councillors;
- All gambling premises in the borough;
- All The Royal Borough of Greenwich Directors;
- Town centre managers;
- Neighbouring boroughs;
- Help the aged;
- NHS Greenwich Clinical Commissioning Group
- Representatives of the Oxleas Trust;
- The Salvation Army;
- Greenwich Citizens Advice Bureau
- Responsibility in Gambling Trust;
- Gamcare;
- Greenwich Head Teacher's Consultative Forum;
- Black and Ethnic Association of Disabled People;
- Greenwich Mencap;
- Age Concern Greenwich;
- Greenwich Children's Fund Participation Project;
- Greenwich Mind;
- The Greenwich Carer's Centre.

4. Model Conditions.

The following sample conditions can be used by the applicant of a new premises licence, provisional statement or licensee varying their application. The applicant or licensee can select the conditions that they feel will enable them to demonstrate how they will ensure that the premises will operate so as not to impact one or more of the licensing objectives.

Gambling operators are recommended during their local risk assessment process to identify control measures, such as conditions to mitigate the impact on the licensing objectives by that premises. These models conditions can be selected to address the risk of impacts identified in these assessments.

These model conditions can also be used by responsible authorities or interested parties when making representations regarding applications submitted to the Licensing Authority where they have evidence based concerns. The Licensing Sub-Committee when determining applications will have regard to these conditions and may choose to add one or more of them (or variation thereof) depending on the concerns raised during the determination process.

The model conditions are not intended to be used as blanket conditions applied to each premises licence. Where appropriate, responsible authorities and interested parties are advised to find the most appropriate condition (which may be modified) to mitigate an identified risk.

The model conditions set out in this section are not an exhaustive list and new or amended versions of model conditions can be produced to meet the specific requirements of a particular premises or application.

The model conditions have been put under general topic headings to assist in identifying particular conditions that may address specific issues raised. By the side of each condition a reference to the relevant licensing objective that they relate is indicated. The codes used for the licensing objectives are:

- CD Preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime.
- FO Ensuring that gambling is conducted in a fair and open way.
- CV Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Hours

GMC1	No facilities for gambling shall be provided on the premises between the hours of [insert time] on one day and [insert time] on the next day.	CD, FO & CV
GMC2	No facilities for gambling shall be provided on the premises between the hours of [insert time] and [insert time] on any	CD, FO
GMC3	The premises shall not provide gambling facilities between the hours of [insert time] and [insert time].	CD, FO & CV
GMC4	There shall be no admittance or re-admittance to the premises after [enter time].	CD & CV

CCTV

GMC5	<p>The venue shall install and maintain a comprehensive CCTV system at the premises as per the minimum requirements of the Metropolitan Police Licensing Team. This system should cover:</p> <ul style="list-style-type: none"> a) All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions. b) The areas of the premises to which the public have access (excluding toilets) c) Gaming machines and the counter area <p>The CCTV system shall continually record whilst the venue is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of thirty one days with date and time visible. Recordings shall be immediately arranged by a member of staff for handover to Police or authorised officer following their request.</p>	CD
GMC6	<p>A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member shall be able to arrange for Police to view recent data or footage with the absolute minimum of delay when requested.</p>	CD
GMC7	<p>There shall be [insert number] external cameras which will provide live images to staff in the service counter area.</p>	CD
GMC8	<p>Notices indicating that CCTV is in use at the premises shall be placed at or near the entrance to the premises and within the premises.</p>	CD
GMC9	<p>A monitor shall be placed inside the premises above the front door showing CCTV images of customers entering exiting the premises.</p>	CD
GMC10	<p>The licensee shall:</p> <ul style="list-style-type: none"> a) provide training on the CCTV system and how to access the footage if requested to do so by the police or other authorised officers as part of the staff induction training programme or when the system is changed, and b) periodically provide refresher training to all of its staff working at these premises on the CCTV viewing process. <p>Participation in this training shall be formally recorded on each member of staffs training records which, if requested will be presented to the Police or Licensing Authority as soon as practicable.</p>	CD

Door Supervision

GMC11	<p>At least [enter number] SIA licensed door supervisors shall be on duty at every entrance and exit to the premises at all times whilst it is operating under this licence.</p>	CD & CV
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GMC12	A minimum of [insert number] SIA licensed door supervisors shall be on duty at the premises at all times whilst it is open for business.	CD & CV
GMC13	At least [insert number] SIA licensed door supervisors shall be on duty at every public entrance and exit of the premises at all times whilst it is open for business.	CD & CV
GMC14	[insert number] of SIA Licensed Door Supervisors are to be on duty at the premises during the whole of permitted hours	CD & CV
GMC15	No patrons shall be admitted or re-admitted to the premises after [enter time] unless they have passed through a metal detecting search arch and, if the search arch is activated or at the discretion of staff, then physically searched, which will include a 'pat down search' and a full bag search.	CD & CV
GMC16	All persons entering or re-entering the premises shall be searched by an SIA trained member of staff and monitored by the premises CCTV system.	CD & CV
GMC17	All staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility yellow jackets or vests	CD & CV
GMC18	The licence holder shall ensure that the outside areas of the premises are monitored so as to ensure there is no crime, disorder, public nuisance or obstruction of the public highway.	CD & CV

Children and Young People

GMC19	The Licensee shall maintain a bound and paginated 'Challenge [21/25 delete as appropriate] Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.	CV
GMC20	Prominent signage and notices advertising the Challenge [21/25 delete as appropriate] will be displayed showing the operation of such policy	CV
GMC21	Third party testing on age restricted sales systems shall be carried out on the premises a minimum of [insert frequency] a year.	CV
GMC22	Third party testing on age restricted sales systems purchasing shall take at least [insert frequency] a year and the results shall be provided to the Licensing Authority upon request.	CV
GMC23	The licensee shall not allow their logos or other promotional material to appear on any commercial merchandising which is designed for use by children.	CV
GMC24	All tills shall automatically prompt staff to ask for age verification identification when placing a bet.	CV
GMC25	A Challenge [21/25 delete as appropriate] proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.	CV

GMC26	The licensee will ensure, through regular checks and intervention, that customer's children are not left unsupervised outside the premises	CV
GMC27	The licensee will ensure, though regular checks and intervention that children will not congregate outside the premises.	CV

Documents Provided to the Licensing Authority

GMC28	The licensee shall provide the Licensing Authority with their compliance/operating manual which sets out all of the premises policies to meet the regulatory requirements under the Gambling Act 2005 and shall provide a copy of any update or revision as soon as practicable following the implementation of that change.	CD, FO & CV
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Entrances and Doors

GMC29	A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable from the ground floor cashier counter by staff.	CD & CV
GMC30	An Infra-Red Beam connected to a sounder will be installed and maintained at the entrance of the premises so as to notify staff when a customer enters or exits the premises.	CD & CV

Staffing Levels

GMC31	There shall be no pre-planned single staffing at any time.	CD & CV
GMC32A	There shall be no pre-planned single staffing after 20:00. Should the premises be single staffed after this time the magnetic door locking system must be in constant use.	CD & CV
GMC32B	No pre-planned single staffing after 8pm and, when this is unavoidable, a Maglock shall be in constant use on the entrance/exit door.	CD & CV
GMC33	There will be a minimum of [enter number] staff will be present at all times when the premises is open.	CD & CV
GMC34	There will be a minimum of two members of staff after 10pm.	CD & CV
GMC35	A minimum of two members of staff will be on duty for the duration of the period in which licensable activities are taking place on the premises.	CD & CV

Cashier Counters and Safe Havens

GMC36	The licensee shall maintain a full height polycarbonate or 11.5mm minimum thickness laminated glass security screen counter on the ground floor of the premises.	CD
GMC37	A full-height security screen shall be installed at the cashiers counter.	CD
GMC38	Full height security bars which are spaced at adequate intervals to prevent a person from reaching through will be installed at the cashiers counter	CD
GMC39	The licensee shall install a Safe Haven [add location of safe haven] which includes a secure door with peephole, CCTV Monitor, Telephone, Safe Guard system, maglock control button and any other systems deemed appropriate by the licensee.	CD

Identification of Offenders or Problems Persons

GMC40	The licensee shall provide Spit Kits within the premises and provide staff training on the use of these kits.	CD
GMC41	If at any time (whether before or after the opening of the premises), the police or licensing authority supply to the premises names and/or photographs of individuals which it wishes to be banned from the premises, the licensee shall use all reasonable endeavours to implement the ban through staff training.	CD
GMC42	The Licensee shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.	CD
GMC43	The licensee will refuse entry to customers who appear to be under the influence of alcohol or drugs.	CD

Seating

GMC44A	The licensee shall ensure that all seating within the premises are either secured to the floor or are weighted to prevent lifting	CD
GMC44B	The licensee shall ensure that all gaming machine seating within the premises are weighted to prevent lifting.	CD

Alarms (Premises and Personal)

GMC45A	Each member of staff will be provided and required to carry on their person a personal fob alarm which will activate the alarm if pressed by the member of staff or that staff member is lying horizontal for a pre-determined period of time.	CD
GMC45B	Lone working staff will be provided and required to carry on their person a personal fob alarm which will activate the alarm if pressed by the member of staff or that staff member is lying horizontal for a pre-determined period of time.	CD

GMC46	The licensee shall install and maintain an intruder alarm on the premises.	CD
GMC47	The premises shall install and maintain a panic button behind the cashiers counter.	CD
GMC48	The premises shall install and maintain a panic button behind the cashiers' counter that will alert the premises security once pressed.	CD
GMC49	An attack alarm shall be installed and maintained behind the cashier counter which would alert [operator name] Security and the police.	CD
GMC50	An attack alarm shall be installed and maintained behind the cashier counter which would alert the police.	CD

Toilets

GMC51	A Maglock device will be installed and maintained on the customer toilet door which will be operated by a member of staff from the cashiers counter.	CD & CV
GMC52	The Licensee shall install and maintain an ultraviolet lighting system in the customer toilet.	CD & CV
GMC53	The licensee will ensure that customer toilets are checked [insert time interval] for evidence of drug taking.	CD & CV

Restrictions on Food and Beverages

GMC54	Only refreshments purchased or supplied on the premises may be consumed on the premises	CV
GMC55	The hot refreshment vending machine and refreshment facilities shall be provided for customers and staff use only.	CV

Signage, Promotional Material and Notices

GMC56	<p>The licensee shall place and maintain a sign at the entrance of the premises stating that access to the premises will be excluded to the following people:</p> <ul style="list-style-type: none"> a) Anyone who is under the age of 18, b) Anyone who appears to be under the age of 21 and is unable to provide proof of age that they are over the age of 18, c) Only refreshments purchased or supplied on the premises may be consumed on the premises,* d) Anyone who is barred from the premises, and e) Anyone who has alcohol on their person or appears to be under the influence of alcohol or substances. <p><i>* Only to be added if model condition GMC54 is proposed.</i></p>	CD & CV
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GMC57	The Licensee shall place and maintain a sign at the entrance which states that 'only refreshments purchased on the premises may be consumed on the premises'. <i>Only to be added if model condition GMC54 is proposed.</i>	CV
GMC58	All notices regarding gambling advice or support information must be translated into both simplified and traditional Chinese.	FO & CV
GMC59	All public signage/documentation relating to age restrictions, gambling advice and gambling support information (e.g. GamCare or similar support service) is displayed or provided on the premises in written English and Chinese (Simplified and Traditional).	FO & CV
GMC60	All public signage/documentation relating to age restrictions, gambling advice and gambling support information (e.g. GamCare or similar support service) is displayed or provided on the premises in written English and [insert language relevant to the local population].	FO & CV
GMC61	Prominent GamCare documentation will be displayed at the premises.	FO & CV
GMC62	The licensee shall ensure that no ethnicity specific gambling promotion is provided or advertised on the premises which is designed and/or intended to entice participation in gambling by the local community.	CV
GMC63	The licensee shall ensure that no gambling promotion is provided or advertised on the premises which is designed and/or intended to entice participation in gambling by the local [insert ethnicity] community.	CV

Enticement Promotions

GMC64	The licensee shall not offer any enticement promotions, such as happy hours during which gaming machines stakes are reduced.	FO & CV
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Staff Training

GMC65	<p>The licensee shall:</p> <p>a) provide training on the specific local risks to the licensing objectives that have been identified for these premises as part of the staff induction training programme.</p> <p>b) periodically provide refresher training to all of its staff working at these premises on the specific local risks to the licensing objectives.</p> <p>Participation in this training shall be formally recorded on each member of staffs training records which, if requested will be presented to the Licensing Authority as soon as practicable.</p>	CD, FO & CV
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GMC66	<p>a) The Licensee shall train staff on specific issues related to the local area and shall conduct periodic refresher training.</p> <p>b) Participation in this training shall be formally recorded and the records produced to the police or licensing authority upon request.</p>	CD, FO & CV
GMC67	New and seasonal staff must attend induction training and receive refresher training every six months.	CD, FO & CV

Recording of incidents and visits.

GMC68	An incident log shall be kept for the premises and made available on request to an authorised officer of the City Council or the Police which will record the following; a) All crimes reported to the venue; b) Any complaints received regarding crime and disorder; c) Any incidents of disorder; d) Any faults in the CCTV system; and e) Any visit by a relevant authority or emergency service.	CD
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Customer Bags and Belongings

GMC69	Customer shall not be permitted to leave bags or other belongings at the premises.	CV
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Homeless and Street Drinking

GMC70	The licensee will contact the local homeless hostels/shelters and offer to provide information on problem gambling support services and how their residents can self-exclude from [operator name] premises.	CV
GMC71	The Licensee shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.	CD & CV
GMC72	The Licensee shall place a notice 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.	CD & CV

Police Reporting Protocols and Crime Prevention

GMC73	The Licensee shall develop and agree a protocol with the police as to incident reporting, including the type and level of incident and mode of communication, so as to enable the police to monitor any issues arising at or in relation to the premises.	CD
GMC74	Prior to opening the Licensee shall meet with the Crime Prevention Officer in order to discuss any additional measures to reduce crime and disorder.	CD

ATMs

GMC75	There shall be no cash point or ATM facilities on the premises.	CD & CV
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GMC76	The ATM shall be located so that the staff behind the cashiers desk has direct line of sight to the machine and customers using it.	CD & CV
GMC77	Signage shall be placed on or immediately next to the ATM to warn customers to cover the keypad when entering their PIN number	CD

Gaming Machines and Self Service Betting Terminals (SSBTs)

GMC78	Gaming machines shall be sited in the locations specified on the premises plans	CD & CV
GMC79	Gaming machines shall be sighted so that the cashiers from all counter positions have direct line of sight of the machines and the customers using them.	CD & CV
GMC80A	Gaming machines shall not be emptied whilst customers are present on the premises and the doors are unlocked.	CD
GMC80B	Self Service Betting Terminals shall not be emptied whilst customers are present on the premises and the doors are unlocked.	CD
GMC80C	Gaming Machines and Self Service Betting Terminals shall not be emptied whilst customers are present on the premises and the doors are unlocked.	CD
GMC81A	Gaming Machines shall not be emptied when there is only one member of staff on the premises.	CD
GMC81B	Self Service Betting Terminals shall not be emptied when there is only one member of staff on the premises.	CD
GMC81C	Gaming Machines and Self Service Betting Terminals shall not be emptied when there is only one member of staff on the premises	CD
GMC82	The number of Self Service Betting Terminals (SSBT's) permitted on the premises is [insert number]	CV
GMC83	The over 18 area containing the category C gaming machines will be enclosed with a floor to ceiling partition wall with one point for egress and ingress.	CV
GMC84	Privacy screening, known as a 'gaming machine pod' shall not enclose the customer to such a degree that would restrict the customer's peripheral vision of the premises when playing the machine in either a standing or sitting position and prevent a member of staff from observing that person.	CD & CV
GMC85	No other gambling facilities shall be provided in a gaming machine enclosure so as to allow a customer the ability to play the machine and participate in other forms of gambling.	CV

Multiple Storey Venues

GMC86	Access to the [floor number] floor of the premises will be controlled by members of staff and a door which can only be operated by members of staff will be positioned at the bottom of the stairs thereby restricting access to only those with staff approval.	CD
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GMC87	A minimum of one member of staff shall be present at all times when the [floor number] floor is being used by customers.	CD & CV
GMC88	The licensee shall install and maintain an internal intercom/phone system to enable staff to communicate with one another on all floors of the premises.	CD & CV
GMC89	The licensee shall install monitors within the staff cashier counter areas on all floors that will display live CCTV footage from inside and outside the premises.	CD & CV
GMC90	An attack alarm shall be installed and maintained behind the ground and first floor cashier counters which would alert [operator name] Security and the police.	CD
GMC91	A magnetic locking (Maglock) device will be installed and maintained on the customer toilet door on the [floor number] floor which will be operated by a member of staff from the cashiers counter on the [floor number] floor.	CD & CV

Betwatch Scheme

GMC92	As soon as possible, and in any event within 1 month from the grant of this licence, the premises shall join the Royal Borough of Greenwich Betwatch scheme	CD & CV
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5. Local Risk Assessments - Location Data for Education Establishments & Children's Centres.

According to the *Young People and Gambling 2017* survey report published by the Gambling Commission in December of that year:

"Local risk assessments are required to ensure that premises are properly staffed and prepared to manage any risks arising from the local landscape, including the demographic profile of the surrounding community and the presence of vulnerable groups, and the proximity of local treatment centres and hostel accommodation. Risk considerations in relation to underage sales include:

- Whether there is a school nearby;
- Line of sight from the counter to gambling machines;
- How close any machines are to the entrance door;
- Staffing levels when a local college closes and the students come out;
- Using a Think 21 or Think 25 policy."

- <http://www.gamblingcommission.gov.uk/PDF/survey-data/Young-People-and-Gambling-2017-Report.pdf>

To assist operators in identifying whether their premises are located within the vicinity of educational establishments and other venues that are used by large numbers of children, such as Primary Schools, Secondary Schools, Post-16 Centres, Libraries and Children's Centres, the Royal Borough of Greenwich website provides the following webpages that allow users to identify and map their local establishments, etc.

Links:

Primary Schools:	https://www.royalgreenwich.gov.uk/directory/16/primary_schools
Secondary Schools	https://www.royalgreenwich.gov.uk/directory/31/secondary_schools
Post 16 Centres	https://www.royalgreenwich.gov.uk/directory/33/post_16_centres
Libraries:	https://www.royalgreenwich.gov.uk/directory/26/libraries
Children's Centres	https://www.royalgreenwich.gov.uk/directory/15/childrens_centres
Community Centres	https://www.royalgreenwich.gov.uk/directory/50/community_centres
Parks, gardens and open spaces	https://www.royalgreenwich.gov.uk/directory/14/parks_gardens_and_open_spaces