

Report for Resolution

Report To: Licensing Policy Committee – 27 July 2012

Subject: Revised Gambling Act Policy 2013 – 2016

Report of: Deputy Chief Executive (Neighbourhoods)

Summary

This report presents the Committee with a draft statement of our revised Gambling Act Policy and informs them of the method of consultation we propose to implement.

Recommendation

Members are asked to note the contents of the report and agree the attached draft policy and consultation strategy outlined.

Wards Affected:

All

Community Strategy Spine	Summary of the contribution to the strategy
Performance of the economy of the region and sub region	The efficient regulation of licensed premises plays an essential role in enabling businesses to thrive and maximise contribution to the economy of the region and sub-region.
Reaching full potential in education and employment	
Individual and collective self esteem – mutual respect	
Neighbourhoods of Choice	The effective regulation of licensed premises ensures that premises are operated in a manner that promotes the licensing objectives under the Gambling Act

Financial Consequences – Revenue

There are no revenue financial consequences

Financial Consequences – Capital

There are no capital financial consequences

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Background papers

Manchester City Council Gambling Policy Statement 2010 – 2013
Gambling Act 2005
Guidance issued to Licensing Authorities (4th Edition)
Licence Conditions and Codes of Practice (December 2011)

1. Introduction

- 1.1 The Gambling Act received royal assent in April 2005 and consolidates regulation of casinos, bingo, gaming machines, lotteries, betting and remote gambling in one Act.
- 1.2 The Act established a non-departmental public body – the Gambling Commission – which has responsibility for advising both central and local government on issues relating to gambling. In addition the Gambling Commission has responsibility for issuing Operating Licences and Personal Licences to organisations and individuals who wish to undertake certain activities under the Act.
- 1.3 The City Council has responsibilities under the Act to issue premises licences, permits and temporary use notices in respect of premises where it is proposed that gambling should take place. Additionally the City Council will continue to be responsible for the registration of Small Society Lotteries.
- 1.4 Members will be aware that under the Act the Council, as Licensing Authority, is required to produce a policy every three years setting out how it intends to implement the Act.
- 1.5 The Gambling Commission is required by section 25 of the Act to issue Guidance to licensing authorities on the discharge of their functions under the Act. This Guidance was originally issued in April 2006 and deals primarily with matters intended to assist licensing authorities in the development of their gambling policy.
- 1.6 This Guidance has been subject to several revisions, the latest being April 2012, following emerging issues since the implementation of the Gambling Act 2005. The Guidance sets out the principles that must be applied by the licensing authority in exercising its functions under the Act.

2. Amendments to our Current Policy

- 2.1 The Gambling Act received royal assent in April 2005 and consolidates regulation of casinos, bingo, gaming machines, lotteries, betting and remote gambling in one Act.
- 2.2 Our Gambling Policy Statement allows us to outline the Council's considerations in the determination of applications. The draft revised policy statement is included in Appendix A. Inserted text is double-underlined, and deleted text is crossed-out, to enable amendments to be clearly identifiable.
- 2.3 The revised policy statement 2013-2016 retains the vast majority of the current policy, but has been updated to reflect practical changes that have arisen since its publication, namely the definition of "premises" in the Guidance and the machine entitlements for bingo premises and adult gaming centres.

- 2.4 The revised policy also includes reference to the Safebet Alliance to promote the safety and security of persons working in betting premises. A summary document is included at Appendix B.
- 2.5 The main changes to the policy are summarised as follows:
- Revised table showing updated gaming machine entitlements in Section 3
 - Revision to 'Location of Premises' at section 4.2
 - Enhanced clarification on the definition of "premises" in Section 4.3
 - New summary of access restrictions at Section 4.4
 - Renumbering of subsequent sections
 - Inclusion of 'Effective Security Measures to Prevent Unauthorised Access' at 4.6
 - Update of 'Engagement with the police' section in 4.6 to include reference to participation in local crime prevention partnership schemes
 - Incorporation of reference to the participation in the Safebet Alliance in Section 4.7.2 in expected Standard for Betting Premises.
 - Appendix H – updated contact details for Responsible Authorities.
 - Appendix J – updated organisation details
- 2.6 The current policy is entitled: 'A Responsible Approach to Gambling in Manchester'. It is not proposed to amend the title.

3. Consultation Strategy

- 3.1 The Gambling Act received royal assent in April 2005 and consolidates regulation of casinos, bingo, gaming machines, lotteries, betting and remote gambling in one Act.
- 3.2 The Gambling Act 2005 requires us to consult with various groups before we determine our policy.
- The chief officer of police for Manchester
 - One or more persons who represent the interests of gambling businesses in Manchester
 - One or more persons who appear to represent the interest of persons who are likely to be affected by the implementation of the Gambling Act in Manchester
- 3.3 Above and beyond this, we intend to give the broadest range of people the opportunity to give us their views. We will therefore include:
- The Responsible Authorities who are consulted on Gambling applications in Manchester (Planning, Environmental Health, Child Safeguarding Board, Greater Manchester Fire and Rescue Service, HM Revenue and Customs, Gambling Commission)
 - All Ward Councillors of Manchester City Council and all Manchester MPs
 - All Strategic Area Managers
 - All Members of the Council's Strategic Management Team

- Gamcare
- All gambling premises in Manchester
- Gambling Trade Associations
- Cityco

3.4 The consultation and proposed revised policy will be made available on the Public Consultations page of the council's website.

3.5 The attached draft policy has been prepared for public consultation. Subject to approval by the Licensing Policy Committee, a 12-week public consultation would start on 30 July and end on 14 October. The final policy taking account of consultation responses will then require the approval of full Council by the end of this year.

3.6 The draft policy and proposed consultation strategy will be referred to the Neighbourhoods Scrutinee Committee on 4 September for informational purposes, and to the Executive on 12 September for inclusion in the Forward Plan

4. Recommendation

4.1 Members are asked to note the contents of the report and agree the attached draft policy and consultation strategy outlined above.

5 Contributing to the Community Strategy

(a) Performance of the economy of the region and sub region

5.1 The efficient regulation of licensed premises plays an essential role in enabling businesses to thrive and maximise contribution to the economy of the region and sub-region.

(d) Neighbourhoods of Choice

5.2 The effective regulation of licensed premises ensures that premises are operated in a manner that promotes the licensing objectives under the Gambling Act

6 Key Policies and Considerations

(a) Equal Opportunities

6.1 There are no equal opportunity issues in relation to the content of this report

(b) Risk Management

6.2 There are no risk management issues in relation to the content of this report

(c) Legal Considerations

6.3 There are no additional legal considerations.

A Responsible Approach to Gambling in Manchester

Gambling Policy Statement ~~2010-2013~~ –
~~2013~~2016

Third Edition

The Licensing Unit, PO Box 271, Manchester, M18 8YU



FOREWORD FROM THE COUNCIL LEADER, SIR RICHARD LEESE



Welcome to the second tri-annual review of our Gambling Policy.

Since our previous revision of the Policy in 2010, there have been a few, but significant, developments to the framework surrounding the Gambling Act 2005. Such changes have provided important clarification for Licensing Authorities and operators in applying the legislation, as well as offering greater flexibilities in the machine numbers at some types of premises.

We have also seen the establishment of the Safebet Alliance, which seeks to formalise agreed standards of workplace safety and security for the betting industry, many of which are in line with the existing standards expected of operators in this Licensing Policy.

Therefore, our revised Policy looks to incorporate these developments and, accordingly, adopts an evolutionary approach; in line with the legislation, rather than requiring wholesale changes.

Our Gambling Policy still remains focused on ensuring that comprehensive safeguards are put in place in order to uphold the licensing objectives:

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

We shall continue to work in partnership with the Gambling Commission, as well as our partners in the police and Her Majesty's Revenue and Customs, to ensure the effective regulation of gambling in Manchester, with prompt and effective enforcement against those found to be breaching the law.

In addition to clearly setting out our expectations for gambling operators, our Policy also provides a guide for local residents, businesses and councillors in detailing the standards they should legitimately expect of neighbouring gambling establishments and how they can participate in the decision-making processes around gambling operations.

Protecting children and vulnerable persons from being harmed by gambling remains at that the heart of our policy and we remain committed to ensuring that gambling in Manchester contributes only positively to our communities.

Council Leader, Sir Richard Leese



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EXECUTIVE SUMMARY

[The key changes made in this revision to the Policy are as follows:](#)

- [Revised table showing updated gaming machine entitlements in Section 3](#)
- [Revision to 'Location of Premises' at section 4.2](#)
- [Enhanced clarification on the definition of "premises" in Section 4.3](#)
- [New summary of access restrictions at Section 4.4](#)
- [Renumbering of subsequent sections](#)
- [Inclusion of 'Effective Security Measures to Prevent Unauthorised Access' at 4.6](#)
- [Update of 'Engagement with the police' section in 4.6 to include reference to participation in local crime prevention partnership schemes](#)
- [Incorporation of reference to the participation in the Safebet Alliance in Section 4.7.2 in expected Standard for Betting Premises.](#)
- [Appendix H – updated contact details for Responsible Authorities.](#)
- [Appendix J – updated organisation details](#)

BACKGROUND

The Gambling Act received Royal Assent in April 2005. It covers all commercial gambling in England and Wales and includes the regulation of gambling premises, temporary use of premises for gambling, small-society lotteries and remote gambling.

Responsibility for the Act's implementation is divided up between: the Department for Culture, Media and Sport who prepared the legislation; the Gambling Commission who prepare guidance for Local Authorities (known as Licensing Authorities for the purposes of the Act) and draft codes of practice for operators to follow; and Licensing Authorities who issue some (but not all) authorisations.

At the Act's heart are three licensing objectives which we, as a Licensing Authority, will use as a measure for many decisions on gambling applications. These are:

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

Those who would like to offer gambling will need either:

- An operating licence and premises licence for each premises they run
- A permit
- An Occasional Use Notice
- A Temporary Use Notice
- Small-society lottery registration

Certain individuals involved in the provision of gambling will also need personal licences, issued by the Gambling Commission. The Gambling Commission will also issue operating licences as well as licences for remote gambling, that is gambling using the internet, telephone, TV, radio etc.

The Council's Licensing Unit will issue premises licences, permits and other authorisations including Occasional Use Notices and Temporary Use Notices and small society lottery registrations (See Appendix H for all contact details).

Regardless of the type of licence or permit applied for, Manchester City Council is looking to maintain high standards to ensure responsible gambling and promotion of the licensing objectives in Manchester.

Operators should demonstrate what steps they will implement to promote the licensing objectives as part of their application. Interested parties and responsible authorities (see Appendix K for definitions) may both make representations in respect of premises licence applications. They may also ask for a review of the licence at any time after the licence comes into force.



1 ABOUT OUR GAMBLING POLICY

1.1 Our responsibility to produce and publish a gambling policy

Licensing Authorities are required by the Gambling Act to publish a gambling policy at least every three years. We may also revise it 'from time to time' if it is necessary to do so. Every time we revise our policy we will consult publicly on the changes before republishing.

This is the ~~third Edition~~~~first revision~~ of our Gambling Policy and has been designed to reflect the practical lessons and considerations developed since the implementation of the Gambling Act in 2006.

1.2 How we arrived at our policy

In order to formulate a policy that complies with legislation and reflects public concerns, we declare that we have paid and will pay particular attention to:

- The licensing objectives as outlined in the Executive Summary
- Guidance and Codes of Practice issued by the Gambling Commission
- Comments we receive during the public consultation on our policy

1.3 Our public consultation

We will consult publicly on this revision of our gambling policy between ~~27th July & 18th Oct 2009~~~~30 July and 14 October 2012~~. Copies of the revised proposed policy will be made available on the [Public Consultations page of the Licensing Unit Council's website](#) ~~at at~~ (details available in Appendix H) ~~as well as via public libraries throughout Manchester~~. www.manchester.gov.uk

We will also consult with:

- Greater Manchester Police
- Those who represent gambling businesses in Manchester
- Those who represent people likely to be affected by gambling in Manchester
- Children, Families and Social Care

A full list of all consultees along with their comments will be available on the Licensing Unit website or from the Licensing Unit upon request.

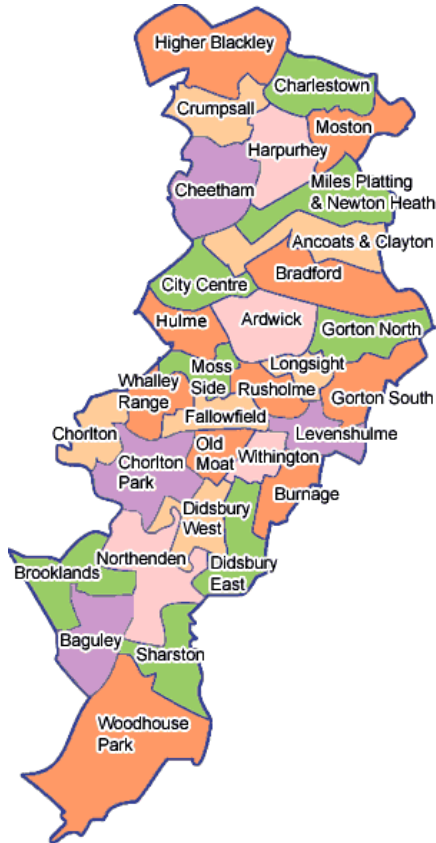
1.4 The rights of the applicant

This policy does not override anybody's right to make an application, make representations about an application, or apply for a review of a licence. Each application will be considered on its merits in accordance with the requirements of the Gambling Act.



2 MANCHESTER'S ROLE

2.1 The area covered by Manchester City Council



Manchester City Council is situated in Greater Manchester and has a population of [459,500](#). It is the largest of the ten Greater Manchester Authorities. Manchester City Council will ~~license~~ [license](#) gambling premises in all areas shown in the map above.

2.2 The role of Manchester City Council as a Licensing Authority

Manchester City Council is required to perform the following functions under the new Gambling Act:

1. Be responsible for licensing premises where gambling activities are to take place by issuing *premises licences*
2. Issue *provisional statements* where it is proposed that gambling activities will take place but a premises is not yet ready for use
3. Regulate members' clubs and miners' welfare institutes who wish to undertake certain gaming activities by

- issuing *club gaming permits* and/or *club machine permits*
4. Issue *club machine permits* to commercial clubs
5. Issue permits for unlicensed Family Entertainment Centres where Category D machines may be used
6. Receive notifications from premises licensed for on-sales of alcohol for use of two or fewer Category C or D gaming machines
7. Issue *licensed premises gaming machine permits* for premises licensed for on-sales of alcohol for use of two or more Category C or D machines
8. Register small society lotteries
9. Issue *prize gaming permits*
10. Receive and endorse *Temporary Use Notices* for temporary use of premises for gambling
11. Receive *Occasional Use Notices* for betting at tracks

The City Council is also required to:

1. Provide information to the Gambling Commission regarding details of licences issued (see appendix F for our information exchange protocols)
2. Maintain a register of the permits and licences that are issued under the functions above.

2.3 The Responsible Gambling Unit

Most people who gamble in Britain do so responsibly without any negative consequences, however there has been an increasing need for problem gambling support services in recent years. In order to respond to this growth efficiently, Manchester proposed an initiative which would champion best practice in responsible gambling which is continuing to be explored. It involves the establishment of a Community Group in Manchester to promote responsible gambling, which would feed into a Responsible Gambling Unit's work. The Responsible Gambling Unit would coordinate the work of a range of public, private and voluntary bodies. The Unit would have three broad responsibilities:

Policy – to learn what works in reducing problem gambling and to build policy around this.



Education – to promote a greater understanding of gambling, the need for budgeting and the availability of assistance.

Treatment – to commission a range of treatment and support services to assist problem gamblers and their families.

2.4 Manchester's bid for a regional casino

Following the implementation of the Gambling Act 2005, the Government appointed a Casino Advisory Panel to make recommendations about which licensing authority would be best placed to award a regional casino licence. Manchester participated in the competition held by the Casino Advisory Panel and was recommended as the location for the single regional casino licence. In February 2008 the Government implemented the Casino Advisory Panel recommendations for the location of small and large casinos. The arrangements for the regional casino licence remain to be implemented.

We believe that Manchester is the best place for a regional casino. We believe that Manchester will gain regeneration benefits in the form of a significant leisure offering, jobs for disadvantaged people and a boost to the tourism and leisure sectors generally by appealing to people across the North West as well as business and international visitors. We believe that by working with casino operators, voluntary organisations and other public agencies we can monitor and minimise any negative social impacts through the implementation of this policy, education and help for vulnerable people.

If Manchester is given permission to grant a Premises licence for a regional casino, we will run a two-stage competition in accordance with Schedule 9 of the Gambling Act 2005 and any regulations or Code of Practice issued by the Secretary of State or the Gambling Commission under the Act.

Our policy relating to the regional casino will be reconsidered in the light of any draft or final regulations or Code of Practice issued, but may be adopted prior to the issue of these documents. In the event that our policy fails to comply with any regulations or Code of Practice issued after formal adoption of the

policy, we will review and consult upon a revised policy.

Stage One

We will invite applications for a premises licence or provisional statement and give a specified time within which all interested persons must submit their application in accordance with regulations relating to the regional casino licence.

We will determine whether any such applicant would be granted a licence in accordance with the principles set out at section 4 of this draft policy. This will cover the measures relating to premises which address the objectives of preventing gambling from being a source of crime and disorder, ensuring that gambling is conducted in a fair and open way and protecting children and other vulnerable persons from being harmed or exploited by gambling. All applications will be considered separately and no reference made to other applications received.

Stage Two

If the number of applications which we would provisionally grant under the stage one process exceeds the number of available regional casino licences, applicants will be invited to present a package of proposals and we will decide which of the competing applications is likely to result in the greatest benefit to the Manchester area. Each applicant will be given an equal opportunity to demonstrate how their application would, if granted result in the greatest benefit to Manchester and will be invited to submit material which addresses the evaluation principles set out below. To evaluate the applications we will use the following principles:

- 1) The extent to which the proposals address the need to drive the social and economic development of the City and make a significant contribution to the creation of sustainable communities by reference to:
 - a) The extent to which the proposals would attract visitors to Manchester providing not only a casino but also, for example, a full range of hotel, leisure, and entertainment facilities



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- which fill gaps in the current provision in the area.
- b) Associated development either as part of a new development or in the context of existing facilities. Associated development is not confined to leisure development and may include any proposals aimed at ensuring that the destination style casino is capable of implementation and/or making a significant contribution to social, economic or environmental improvement.
 - c) The extent to which the proposals integrate with their proposed locality physically, by design and in terms of social integration and community accessibility.
 - d) Location, which should be sustainable and appropriate taking into account accessibility by means other than the car and of the extent to which the proposals address the particular issues arising in the proposed location such as crime and disorder or multiple deprivation.
 - e) The amount of any proposed financial contributions to the City to provide community benefits
- 2) The applicant's capacity to implement the proposals in particular by reference to:
- a) Financial standing and track record and
 - b) Experience
- 3) The likely timescale for implementation
- 4) The impact of the proposals in terms of:
- a) Physical regeneration
 - b) Employment and other economic activity generated:
 - i) Employment generated with particular reference to the unemployed and socially excluded
 - ii) Economic activity having regard (for example) to the impact on tourism, leisure and casino sectors
 - c) Social impact:
 - i) Community benefits
 - ii) Minimising negative social impacts
 - d) Impacts that are wider than the Manchester City area itself but which are nonetheless relevant to it
 - e) Commitment to assistance in monitoring and evaluating impacts generally and to funding effective programmes for the prevention of crime, disorder, anti social behaviour, harm and exploitation of children and other vulnerable groups
 - f) Commitment to ensuring that gambling is conducted in a fair and open way
- 5) The terms of any contract agreed by the applicant to deliver the benefits, and in particular the extent to which those terms secure the delivery of the proposed benefits.

3 HOW WE DECIDE APPLICATIONS FOR GAMBLING IN MANCHESTER

3.1 What authorisations are needed for different premises / different activities?

The tables below sets out what kind of authorisation different types of premises will need, along with the entitlements that come with that authorisation. Please note: the table gives an indication of the entitlements that accompany each type of licence/permit and may be subject to change (pending the publication of further regulations). Different combinations of premises licence and different types of operating licence may result in different authorised activities.

<u>Premises type/activity</u>	<u>Type of authorisation you need</u>	<u>Overview of entitlements authorisation brings</u>
<u>Adult Gaming Centre</u>	<u>Premises licence</u> <u>+ Operating licence</u> <u>+ Personal licence</u>	<u>20% of the total number of gaming machines which are available for use on the premises as B3 or B4 gaming machines* + any number of category C and D + prize gaming</u>
<u>Family Entertainment Centre (premises wholly/ mainly making gaming machines available)</u>	<u>OPTION 1: Premises licence</u> <u>+ Operating licence</u> <u>+ Personal licence</u>	<u>Any number of category C and D gaming machines + equal chance gaming + prize gaming</u>
	<u>OPTION 2: Gaming machine permit</u>	<u>Any number of category D gaming machines</u>
<u>Tracks (dog track, horse track) or other sporting venues</u>	<u>OPTION 1: Premises licence</u> <u>+ Operating licence</u>	<u>Maximum of 4 machines categories B2 to D (except B3A) + betting (type of betting dependent on type of operating licence)</u>
	<u>OPTION 2: Occasional Use Notice</u>	<u>Betting for 8 days or less in a calendar year</u>
<u>Casino premises</u>	<u>Premises licence</u> <u>+ Operating licence</u> <u>+ Personal licence</u>	<u>Casino games (i.e. games of chance), equal chance gaming, betting, bingo (regional/large casinos only) + category B to D gaming machines (regional casino may also have cat. A machines). No. of machines as per casino size.</u>
<u>Bingo premises</u>	<u>Premises licence</u> <u>+ Operating licence</u> <u>+ Personal licence</u>	<u>Bingo + prize gaming + 20% of the total number of gaming machines which are available for use on the premises as B3 or B4 gaming machines* + any number of category C and D</u>
<u>Travelling fair</u>	<u>Gaming machine permit</u>	<u>Any no. of category D gaming machines (as long as this amounts to no more than ancillary activity) + prize gaming</u>
<u>Betting premises (makes or accepts bets)</u>	<u>Premises licence</u> <u>+ Operating licence</u> <u>+ Personal licence</u>	<u>Maximum of 4 machines categories B2 to D (except B3A) + betting (type of betting dependent on type of operating licence)</u>
<u>Premises with consumption of alcohol on the premises</u>	<u>OPTION 1: Notify Licensing Unit</u>	<u>Automatic entitlement to 2 category C or D machines</u>
	<u>OPTION 2: Licensed premises gaming machine permit</u>	<u>Any number of category C or D machines may be requested</u>
<u>Prize gaming</u>	<u>Prize gaming permit</u>	<u>Provision of any form of prize gaming (other than bingo)</u>



<u>Premises type/activity</u>	<u>Type of authorisation you need</u>	<u>Overview of entitlements authorisation brings</u>
<u>Members' clubs or miners' welfare institute (and commercial clubs)</u>	<u>OPTION 1: Club gaming permit (not available to commercial clubs)</u>	<u>Maximum of 3 machines in categories B3A or B4 to D**, equal chance gaming + games of chance</u>
	<u>OPTION 2: Club machine permit</u>	<u>Maximum of 3 machines in categories B4 to D</u>
<u>Small-society lottery</u>	<u>Must register with Licensing Unit</u>	<u>May run a small-society lottery (details upon request)</u>
<u>Any premises without a premises licence</u>	<u>Temporary Use Notice</u>	<u>Permits gambling on the premises for no more than 21 days in any 12 month period</u>

* Adult gaming centre and bingo premises are entitled to make available a number of Category B gaming machines not exceeding 20% of the total number of gaming machines which are available for use on the premises. Premises in existence before 13 July 2011 are entitled to make available four (adult gaming centre premises) or eight (bingo premises) category B gaming machines, or 20% of the total number of gaming machines, whichever is the greater. Adult gaming centre premises and bingo premises licences granted on or after 13 July 2011 but before 1 April 2014 are entitled to a maximum of four or eight category B gaming machines or 20% of the total number of gaming machines, whichever is the greater; from 1 April 2014 these premises will be entitled to 20% of the total number of gaming machines only. But not B3A machines.

** It should be noted that members' clubs and miners' welfare institutes are entitled to site a total of three machines in categories B3A to D but only one B3A machine can be sited as part of this entitlement. Commercial clubs are entitled to a total of three machines in categories B4 to D

<u>Premises type/activity</u>	<u>Type of authorisation you need</u>	<u>Overview of entitlements authorisation brings</u>
Adult Gaming Centre	Premises licence + Operating licence + Personal licence	Up to 4 category B3 to B4 gaming machines + any number of category C and D + prize gaming
Family Entertainment Centre (premises wholly/ mainly making gaming machines available)	<u>OPTION 1:</u> Premises licence + Operating licence + Personal licence	Any number of category C and D gaming machines + equal chance gaming + prize gaming
	<u>OPTION 2:</u> Gaming machine permit	Category D gaming machines
Tracks (dog track, horse track) or other sporting venues	<u>OPTION 1:</u> Premises licence + Operating licence	Maximum of 4 machines categories B2 to D + betting (type of betting dependent on type of operating licence)
	<u>OPTION 2:</u> Occasional Use Notice	Betting for 8 days or less in a calendar year
Casino premises	Premises licence + Operating licence + Personal licence	Casino games (i.e. games of chance), equal chance gaming, betting, bingo (regional/large casinos only) + category B to D gaming machines (regional casino may also have cat. A machines). No. of machines as per casino size.
Bingo premises	Premises licence + Operating licence + Personal licence	Bingo + prize gaming + up to 8 category B3 to B4 gaming machines and any number of category C and D
Travelling fair	Gaming machine permit	Any no. of category D gaming machines (as long as this amounts to no more than ancillary activity) + prize gaming
Betting premises (makes or accepts bets)	Premises licence + Operating licence + Personal licence	Maximum of 4 machines categories B2 to D + betting (type of betting dependent on type of operating licence)



Premises with consumption of alcohol on the premises	OPTION 1: Notify Licensing Unit	Automatic entitlement to 2 category C or D machines
	OPTION 2: Licensed premises gaming machine permit	Any number of category C or D machines may be requested
Prize gaming	Prize gaming permit	Provision of any form of prize gaming (other than bingo)
Members' clubs or miners' welfare institute (and commercial clubs)	OPTION 1: Club gaming permit (not available to commercial clubs)	Maximum of 3 machines in categories B4 to D, equal chance gaming + games of chance
	OPTION 2: Club machine permit	Maximum of 3 machines in categories B4 to D
Small society lottery	Must register with Licensing Unit	May run a small society lottery (details upon request)
Any premises without a premises licence	Temporary Use Notice	Permits gambling on the premises for no more than 21 days in any 12 month period

Please note: the table above gives an indication of the entitlements that accompany each type of licence/permit and may be subject to change (pending the publication of further regulations). Different combinations of premises licence and different types of operating licence may result in different authorised activities.

3.2 The activities and types of premises covered by the Gambling Act

The Act covers ALL premises that allow commercial gambling including bookmakers, bingo halls, horse tracks, dog tracks, casinos, amusement arcades and pubs and bars with gaming machines. The Act also allows holders of appropriate operating licences to make temporary use of other premises (e.g. hotels, conference centres) for gambling. The Act also covers remote gambling (that is gambling via the internet, interactive TV or a mobile phone). (See Appendix A for some context to the Gambling Act).

3.3 How to make comment on a gambling premises application

If 'interested parties' (see below for definition) or 'responsible authorities' (see Appendix H for a full list of responsible authorities) wish to comment on an application for a premises licence relating to the licensing objectives, they can make a 'representation'. The Licensing Authority can only consider representations if made by either an 'interested party' or 'responsible authority'.

A representation is a statement that outlines any comments that the party making the representation wants to be taken into consideration by the Licensing Authority when determining the application. In all cases representations will need to be relevant. The only representations likely to be relevant are

those that meet one or more of the following criteria:

- Relate to the licensing objectives
- Relate to relevant matters in our gambling policy
- Relate to relevant matters in the Gambling Commission's Guidance to Local Authorities
- Relate to relevant matters in the Gambling Commission's Codes of Practice
- Relate to the premises that are the subject of the application

AND

- Are neither frivolous nor vexatious nor will certainly not influence the authority's determination of the application.

(Appendix G explains how we will handle personal information).

3.4 What is an 'interested party'?

For the purposes of the Gambling Act, an 'interested party' is:

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



To determine who lives 'sufficiently close to the premises to be likely to be affected by the gambling premises', we will consider the following on a case-by-case basis:

- The size of the gambling premises
- The nature of the gambling premises
- In the case of interested parties the distance of the premises from the address of the person making the representation
- The potential impact of the premises (number of customers, routes likely to be taken by those visiting the premises)
- The type of complainant. E.g. 'sufficiently close to be likely to be affected' could have a different meaning for (a) a private resident (b) a residential school for children with truanting problems and (c) a residential hostel for vulnerable adults
- The 'catchment' area of the premises (i.e. how far people travel to visit it).

To determine who has 'business interests that might be affected by the authorised activities', we will consider the following on a case-by-case basis:

- The size of the premises
- The nature of the premises
- In the case of interested parties the distance of the premises from the address of the person making the representation
- The potential impact of the premises (number of customers, routes likely to be taken by those visiting the premises)
- The 'catchment' area of the premises (i.e. how far people travel to visit it).

In so far as who represents persons who satisfy paragraphs (a) or (b), this would include for example:

- Residents' associations and tenants' associations
- Trade associations and trade unions
- Local councillors and MPs
- Any other person with written permission from somebody who satisfies paragraph (a) or (b)

Please note: Whether or not a person is an 'interested party' under paragraphs (a), (b) or (c) above, is ultimately the decision of the Licensing Authority which issues the licence or to which the application is made.

3.5 The licensing objectives and how the ~~Licensing committee~~ **Licensing Authority** uses them in decision-making

Manchester City Council has a responsibility under the Gambling Act 2005 to decide whether to grant or reject applications and in the case of premises licence applications to decide any conditions to apply where the decision is taken to grant. All decisions made by our licensing committee in relation to premises licences (and some other authorisations – see specific sections for details) are based on the Act, relevant guidance, Codes of Practice, our Gambling Policy and the three licensing objectives. These objectives are:

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

In the case of premises licences (and some other authorisations – see specific sections for details), the licensing committee will permit gambling only so far as it is reasonably consistent with these three objectives.

3.6 How the ~~Licensing committee~~ **Licensing Authority** decides whether to grant or refuse an application

Where we receive an application for a gambling premises licence, ~~the licensing committee~~ **we** will aim to permit the use of premises for gambling where it is considered:

- (a) In accordance with any relevant code of practice issued by the Gambling Commission



- (b) In accordance with any relevant guidance issued by the Gambling Commission
- (c) Reasonably consistent with the licensing objectives (subject to a and b) and
- (d) In accordance with this policy (subject to a – c).

Please note: The [Licensing Committee Authority](#) has no discretion to either grant or refuse premises licences in circumstances that would mean departing from the above e.g. the committee cannot reject applications on moral grounds. The Gambling Commission advises that Licensing Authorities 'should rely on reasons that demonstrate the licensing objectives are not being met'. Each case will be decided on its merits. Additionally, the Licensing Authority will not have regard to any demand issues for the premises.

In accordance with the Guidance from the Gambling Commission, we will endeavour to circulate to all parties 'clear and comprehensive' reasons for any decision. We will also cite the extent to which decisions have been made in accordance with the Council's gambling policy and the Guidance from the Gambling Commission.

Rather than reject applications outright, wherever possible we as the Licensing Authority will look to work with gambling premises and tackle concerns with licence conditions that uphold the licensing objectives. However where areas of concern cannot be addressed through conditions, the application will normally be refused by the Licensing [Committee Authority](#).

In the case of permits and other authorisations, the basis for whether we will accept or refuse an application is outlined in sections 5, 6 and 7.

3.7 How the licensing committee decides what conditions to apply to premises licences

Premises Licences may be subject to any or all of the following:

- Conditions specified in the Gambling Act 2005

- Conditions specified in the regulations issued by the Secretary of State
- Conditions attached by Manchester City Council's Licensing Committee following a hearing (where necessary).

With respect to conditions, licensing authorities are able to:

- Issue licences without modifying conditions set out in the Act and by the Secretary of State
- Exclude default conditions
- Attach conditions where it is believed to be appropriate

Conditions may be general in nature (i.e. they attach to all licences of a particular premises type e.g. all casinos) or they may be specific to a particular licence.

We will ensure that any conditions we impose are:

- Proportionate to the circumstances which they are seeking to address
- 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.

There are also conditions, which the licensing authority cannot attach to premises licences:

- Conditions on a premises licence which make it impossible to comply with an operating licence condition
- Conditions relating to gaming machine categories, numbers, or method of operation
- Conditions that require membership of a club or body. (The Gambling Act specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated)
- Conditions relating to stakes, fees, winnings or prizes
- Conditions relating to demand for the premises.



Decisions about conditions will be taken on a case-by-case basis considering Gambling Commission guidance, Gambling Commission Codes of Practice, the Licensing Objectives and our policy.

3.8 Working in partnership but not duplicating other regulatory controls

Different departments are often guided by different pieces of legislation. Whilst we endeavour to work in partnership, it is also important that we do not duplicate each other's work.

A good example of this is with respect to licensing and planning. Planning is responsible for the physical building and for the broad use of the building e.g. whether it is retail or residential. Licensing on the other hand is concerned with the specific activities that are offered at the premises e.g. alcohol or gambling and how they are offered. We often make use of Planning's expertise in the area of residential amenity, but do not need to duplicate the task of finding out what planning permission is in place for a particular building.

3.9 Hearings and rights of appeal

Where interested parties or responsible authorities raise concerns about the suitability of premises to provide gambling, a hearing may be held. Hearings will be heard before the licensing committee constituted of elected councillors. In Manchester the Licensing Committee is responsible for hearing Gambling Act applications.

Appeals against Licensing Authority decisions must be made within 21 days and will be heard by the Magistrates Courts. (Rights of appeal are detailed in Appendix C).

3.10 Reviews of gambling premises licences

After a licence is granted, where the day to day operation of a gambling premises is not felt to be 'reasonably consistent with the licensing objectives', a review of the premises licence can be requested at any time. A review may be initiated by the Licensing Authority or as a result of an application for review from an interested party or responsible authority.

Where it is the Licensing Authority that initiate the review, they may do this for a whole class of premises e.g. all Adult Gaming Centres or in relation to particular premises. This action will most likely be taken in response to a complaint, which would make the Licensing Authority want to reconsider the conditions that apply to that category of premises licence. However the Licensing Authority can review a licence for any reason it thinks appropriate.

Where an application for review is received from an interested party or responsible authority, as a licensing authority we must decide whether to go ahead with the review. The application for review will be considered based on the following:

- Does the request raise issues other than those found under the Gambling Commission's Guidance, Codes of Practice, the Licensing Objectives or our gambling policy?
- Is it irrelevant, frivolous or vexatious?
- Is it so minor that the authority *will certainly not* wish to revoke or suspend the licence or remove, amend or attach conditions?
- Is it substantially the same as a previous application for review relating to the same premises?
- Is the application for review substantially the same as a representation made at the time the application for a premises licence was considered?

If the answer to ANY of the above questions is 'yes', the request for review may be rejected.

The purpose of the review is to determine if the licensing committee should take any action in relation to the licence. If action is needed, the options are to either:

- Revoke the premises licence
- Suspend the premises licence for a period not exceeding three months
- Exclude a default condition imposed by the Secretary of State (relating to, for example, opening hours) or remove or amend such an exclusion



- Add, remove or amend a licence condition previously imposed by the Licensing Authority

To decide what action, if any, needs to be taken following an application for review, the licensing committee will make its determination:

- In accordance with any relevant code of practice issued by the Gambling Commission
- In accordance with relevant guidance issued by the Gambling Commission
- In so far as it is reasonably consistent with the licensing objectives
- In accordance with the authority's statement of licensing policy

The committee will also consider any relevant representations and information given at the hearing.

Codes or practice and the guidance referred to above may be obtained from the Gambling Commission. (See Appendix H for the Gambling Commission's contact details).

3.11 Compliance, enforcement and the inspection of premises

Our principal enforcement role under the Gambling Act is to ensure compliance with the conditions of the premises licence and statutory requirements in respect of other permissions, which the licensing authority regulates. However, we will also ensure that any unlicensed premises which are operating illegally are dealt with appropriately to ensure compliance. Where appropriate, we will work with the Gambling Commission in our enforcement activity.

The City Council will adopt a risk-based inspection and enforcement programme, which will mean giving greater attention to high-risk premises and a lighter touch for low-risk premises. In all cases we will ensure our inspection and enforcement programme is operated in accordance with any codes of practice issued by the Gambling Commission, in accordance with the Government's Enforcement Concordat and the Compliance Code. We will also ensure it is:

- Proportionate to the circumstances which it is seeking to address
- 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
- In accordance with the principals of better regulation
- Reasonable in all other respects.

Under the Act, the Gambling Commission also has powers of entry and inspection to regulate gambling. The Gambling Commission will be the enforcement body for operating licences and personal licences. Penalties for breaches of operating licence and personal licence conditions may include fines and/or revocation of the licence and/or prosecution. The Gambling Commission will also handle concerns about manufacture, supply or repair of gaming machines. A summary of offences under the Gambling Act can be found in the Gambling Commission's Guidance to Local Authorities.



4 PREMISES LICENCES – STANDARDS EXPECTED FROM APPLICANTS

The Licensing Authority is required to take into account the following when taking decisions in respect of premises licences:

- a) Relevant Gambling Commission Codes of Practice
- b) Relevant Gambling Commission Guidance
- c) Reasonable consistency with the Licensing Objectives (subject to a and b)
- d) Our gambling policy (subject to a – c)

It is important for us to have clear guidelines as to how we will make decisions about premises licence applications. In this way we can be consistent and ensure the committee have clear reasons for decisions taken.

Each application for a premises licence will be considered on its merits; applicants are expected to show how they will address the licensing objectives, in order to be granted a licence. Where applicants fail to demonstrate this, licence conditions can be imposed or the application rejected.

4.1 Licensing objectives: How they apply in practice

We expect high standards from all gambling premises. These standards are in line with the three licensing objectives of the Gambling Act.

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

The Gambling Commission play a leading role in preventing gambling from being a source of crime, through maintaining rigorous procedures that aim to prevent criminals from providing facilities for gambling, or being associated with doing so, as a result of the operating licence procedure.

However, as a Licensing Authority, we will take into account any local considerations that may impact with regard to this licensing objective, particularly in respect to the

location of the premises, to ensure the suitability of the gambling premises.

Applicants are required to demonstrate the measures they intend to take to ensure the proposed operation of their premises meets this licensing objective.

The Gambling Commission highlights that "disorder is intended to mean activity that is more serious and disruptive than mere nuisance." For example was police assistance required? How threatening was the behaviour to those who could see or hear it?

Ensuring that gambling is conducted in a fair and open way

Generally this objective will be addressed by:

- The management of the gambling business (in conjunction with the Gambling Commission, who are responsible for issuing and enforcement of the operating licence).
- The personal licence holders proving their suitability and actions (which again is the responsibility of the Gambling Commission)

Where we suspect that gambling is not being conducted in a fair and open way, we will bring this to the attention of the Gambling Commission, for their further consideration, and work in partnership with their officers

In the case of those premises that do not hold an operating licence such as tracks, additional conditions may be required dependent on the risks outlined in the application.

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

The Gambling Act defines 'children' as those persons under 16 years of age and 'young persons' as those persons aged 16 or 17 years of age.

The term 'vulnerable persons' is not defined, however the Gambling Commission does offer some guidance:

- People who gamble more than they want to



- People who gamble beyond their means
- People who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs.

In Manchester we would also consider the following people to be vulnerable:

- Those with an inclination to gamble more than they want to or beyond their means
- Those who are dependent for a source of income on somebody who gambles more than they want to or beyond their means
- Those who are employed by gambling operators and have regular contact with gambling
- Those aged 16-24
- Habitual players of gaming machines.

What constitutes harm or exploitation will have to be considered on a case-by-case basis.

4.2 The location of gambling premises

The location of gambling premises will be considered, when determining whether the location of proposed gambling premises is acceptable (with or without conditions) in light of the licensing objectives. The authority will consider very carefully whether applications for premises licences in respect of gambling premises located very close to premises frequented by children or other vulnerable persons e.g. a school or a centre for gambling addicts, should be granted in light of the third licensing objective, particularly those in close proximity to premises frequented by children or other vulnerable persons e.g. schools or parks. Each case will be considered on its merits. It will depend to a large extent on the type of gambling that it is proposed will be offered on the premises. If an applicant for a premises licence can show how licensing objective concerns can be overcome, that will be taken into account, and if adequate measures are put in place in accordance with this policy to restrict access to children, protect vulnerable persons and prevent crime and disorder, there is no reason why one

~~location poses substantively more risk than another.~~

Whilst it could be considered that the presence of gambling premises with a constant stream of trade in what may have formerly been an underused area may serve to reduce crime and disorder, this will only be the case where necessary safeguards (if any) are can be put in place either by the operator or by the licensing authority in the form of licence conditions to uphold the licensing objectives.

~~However, t~~The Licensing Authority will not have regard to demand in assessing the suitability of location for gambling premises.

4.3 Definition of premises

In the Act, "premises" is defined as including "any place". Section 152 therefore prevents more than one premises licence applying to any place. But a single building could be subject to more than one premises licence, provided they are for different parts of the building and the different parts of the building can be reasonably regarded as being different premises. 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. However, licensing authorities should pay particular attention if there are issues about sub-divisions of a single building or plot and should ensure that mandatory conditions relating to access between premises are observed.

The Gambling Commission states in the fourth edition of its Guidance to Licensing Authorities 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 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 officer. However, 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."

This licensing authority takes particular note of the Gambling Commission's Guidance to Licensing Authorities which states that: licensing authorities should take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular they should be aware of the following:

- The third licensing objective 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 participating.
- Entrances to and exits from parts of a building covered by one or more premises licences should be separate and identifiable so that the separation of different premises is not compromised and 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.
- Customers should be able to participate in the activity named on the premises licence.

The Guidance also gives a list of factors which the licensing authority should be aware of, which may include:

- Do the premises have a separate registration for business rates
- Is the premises' neighbouring premises owned by the same person or someone else?
- Can each of the premises be accessed

from the street or a public passageway?

- Can the premises only be accessed from any other gambling premises?

This authority will consider these and other relevant factors in making its decision, depending on all the circumstances of the case.

4.4 Access Provisions

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 at 7.24 of 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 Centre

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 per 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 and you could not have a betting shop at the back of a café – the whole area would have to be licensed.

Tracks

No customer should be able to access the premises directly from:

- a casino
- an adult gaming centre

Bingo Premises

No customer must be able to access the premise directly from:

- a casino



- [an adult gaming centre](#)
- [a betting premises, other than a track](#)

Family Entertainment Centre

No customer must be able to access the premises directly from:

- [a casino](#)
- [an adult gaming centre](#)
- [a betting premises, other than a track](#)

The Gambling Commission's Guidance to Licensing Authorities contains further guidance on this issue, which this authority will also take into account in its decision-making.

~~The Licensing Authority will have regard to the Guidance issued by the Gambling Commission in relation to the meaning of 'premises'. Whether different parts of a building can be regarded as separate premises will be considered on its individual merits. However, the Authority will need to be satisfied that premises are genuinely separate premises and are not artificially created to benefit from the machine entitlements provided by separate licence provisions. Issues we will take into consideration include:~~

- ~~Whether the premises are subject to separate registration for business rates~~
- ~~Ownership of the premises~~
- ~~Accessibility to the premises~~
- ~~Ability of the premises to operate independently of one another~~

4.4-5 Primary Gambling Activity

In accordance with the Guidance to Local Authorities and Licence Conditions and Codes of Practice, the primary gambling activity at the premises should be that described i.e. in a bingo premises, the primary activity should be bingo, with gaming machines as an ancillary offer on the premises.

4.5-6 General considerations for all gambling premises

We expect high standards from premises licence applicants to promote the licensing objectives. We will therefore look to apply licence conditions, where appropriate, to ensure these standards are met. The types of conditions we may look to apply in respect of all types of premises are listed below with more premises specific conditions listed in section 4.67.

Premises contribution towards research, education and treatment

As set out in paragraph 2.3, the Council is continuing to explore the establishment of a Responsible Gambling Unit within Manchester City Council. We expect all gambling operators to contribute towards the effective working of a Responsible Gambling Unit within Manchester City Council. Contributions may be requested in the form of data (see below) and in assistance with educational campaigns.

We may also ask that gambling operators contribute to the running of a Responsible Gambling Unit in the form of a voluntary levy. Details of how this levy may be calculated are not available at the time of going to print, however it could, for example, be connected to the volume of customers using the premises.

Data gathering and sharing

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

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

1. No. of interventions in a calendar month along with a short description of the cause and effect
2. No. of cases in a calendar month where persons who have decided to voluntarily exclude themselves from the premises have tried to gain entry
3. No. of mandatory exclusions needing enforcement in a calendar month along with a short description of the cause and effect
4. Attempts to enter by those under age in a calendar month along with short description of incident and action
5. Attempts to enter by those under age in the company of adults in a calendar month along with short description of incident and action



6. Attempts to enter by those under age with complicit adults in a calendar month along with short description of incident and action
7. Incidents of 'at risk behaviour' (to be defined when a data request is made) in a calendar month along with short description of incident and action
8. Incidents of 'behaviour requiring immediate intervention' (to be defined when a data request is made) in a calendar month along with short description of incident and action.

Knowledge

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

1. The importance of social responsibility (Premises may wish to seek an audit from GamCare in order to obtain a certificate of Social Responsibility)
2. Causes and consequences of problem gambling
3. Identifying and communicating with vulnerable persons: primary intervention and escalation
4. Dealing with problem gamblers: exclusion (mandatory and voluntary) and escalating for advice/treatment
5. Refusal of entry (alcohol and drugs)
6. Age verification procedures and need to return stakes/withdraw winnings if under age persons found gambling
7. Importance and enforcement of time/spend limits
8. The conditions of the licence
9. Maintaining an incident log
10. Offences under the Gambling Act
11. Categories of gaming machines and the stakes and odds associated with each machine
12. Types of gaming and the stakes and odds associated with each

13. Staff exclusion from gambling at the premises where they are employed and reasons for restriction
14. The 'no tipping' rule
15. Ability to signpost customers to support services with respect to problem gambling, financial management, debt advice etc.
16. Safe cash-handling/payment of winnings
17. Identify forged ID and bar those using forged ID from the premises
18. Knowledge of a problem gambling helpline number (for their own use as well as that of customers)
19. The importance of not encouraging customers to:
 - Increase the amount of money they have decided to gamble
 - Enter into continuous gambling for a prolonged period
 - Continue gambling when they have expressed a wish to stop
 - Regamble winnings
 - Chase losses.

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

In so far as training, we do not intend to duplicate any existing training requirement, such as may be required by the Gambling Commission's Code of Practice.

A self-exclusion scheme

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

Intervention to protect vulnerable persons from being harmed or exploited by gambling

We expect all premises offering gambling to have a mechanism in place to identify vulnerable persons and to monitor and intervene where customers may be gambling beyond their means or more than they would like. Intervention may include raising the customer's awareness of the existence of support services and the availability of a voluntary exclusion scheme. However intervention may also include a counselling session and following that session potentially mandatory exclusion.

Beyond the minimum standards outlined here, we do not wish to be overly prescriptive in how intervention shall proceed. This is a developing area and we feel there are benefits with different operators trying out different approaches; the best of which can then be taken forward on a wider scale.

Layout and Access

Premises should ensure that appropriate systems and procedures are in place to ensure the exclusion of those persons who have requested to be excluded as well as under 18s (where appropriate). This should include a 'Think 21' scheme with acceptable ID limited to either a photo driving licence, passport or PASS accredited proof-of-age scheme. Prominent signage at all entrances should indicate this requirement.

Whilst under 18s CANNOT enter the vast majority of licensed gambling premises, there are exceptions. Under 18s CAN enter:

- The non-gambling area of a regional casino
- The gambling areas of a bingo club other than areas containing category C gaming machines
- The gambling areas of a track (on race days) other than off-course betting and areas containing category C gaming machines
- Licensed Family Entertainment Centres

In the case of a regional casino, under 18s should NOT:

- Be invited to participate in gambling
- Have accidental access to gambling

- Closely observe gambling

In the case of premises that are able to allow under 18s to access some gambling areas, due attention should be given to layout and access to ensure under 18s do not participate in gambling or gain access to areas where access is restricted, and that the areas are suitably monitored.

Where category C or above gaming machines are available in premises to which under 18s are admitted, we expect: that:

- All such machines are located in an area of the premises separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance
- 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 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.

Where under 18s are loitering in the immediate vicinity of the premises, steps should be taken by the premises licence holder to move them on, and consideration should be made to reporting this to the police or a truancy officer as appropriate.

Furthermore premises should ensure that vulnerable persons are either excluded from gambling (in the case of those who are under the influence of alcohol or drugs, under voluntary exclusion or have been excluded for whatever other reason) or are under supervision with the possibility of intervention.

Whilst supervisors of entrances and exits may need to be registered with the Security Industry Authority, we expect all customer-facing and managerial staff in Manchester to show a due level of competence and understanding of responsible gambling. This



may, for example, involve undergoing training and sitting an examination.

Sometimes several licences may be in place for just one premises or one licence may cover only part of the premises. In light of this operators must carefully consider the premises layout to ensure children and young persons (as appropriate) neither gain access to areas used for gambling nor are brought into close proximity to gambling.

Staff restrictions on access to gambling

Gambling premises staff are brought into close proximity with gaming and/or gaming machines on a regular basis and therefore may have a heightened vulnerability to problem gambling. There is also a risk of off duty staff colluding with their colleagues. For these reasons we feel staff must be excluded from gaming or gambling on the premises at which they work at all times. Larger operators may also want to consider offering an Employee Assistance Programme. Smaller operators may simply wish to refer staff with gambling problems to a local counselling service.

Staff to customer ratio

To ensure the safety of both customers and staff, sufficient staffing numbers should be in place at all times the premises is open. All premises will be expected to demonstrate that they will have in place a suitable staff to customer ratio as appropriate to the premises. A suitable ratio should take into account the protection of staff and customers with respect to the crime and disorder objective as well as the objective of protecting children and other vulnerable persons from being harmed or exploited by gambling.

When deciding their ratio we would advise premises to seek the advice of a Crime Reduction Officer prior to application.

Inducements to gamble

To further ensure the safety of both customers and staff and protect vulnerable persons from being harmed or exploited by gambling, premises should not use inducements to gamble such as alcohol.

On-premises provision of gambling advice

A risk-aware and gambling literate customer base with recourse to advice and assistance is likely to have a lesser chance of being harmed or exploited by gambling. Where people gamble we want them to do so for entertainment rather than in the expectation of a big win or to chase losses.

In light of this, we will expect that all gambling premises:

- 1 Provide leaflets and posters aimed at customers and their families/friends, which will include how to identify signs of problem gambling and pathways to advice and assistance e.g. helpline number and online counselling facility. For every 100m² of gambling/gaming and/or gaming machines at least one prominent leaflet display must be provided along with a neighbouring poster to reinforce the message. Leaflets and posters should also be available in more discreet locations e.g. toilets.
- 2 Prominently display details of odds with each gaming machine

Exclusion of those who appear to be under the influence of alcohol or drugs etc.

In order to protect both staff and those who are under the influence of alcohol or drugs (thereby potentially distorting their ability to make rational decisions), those persons who appear to be in such a state must be immediately excluded from the premises. Signage should be prominently displayed to indicate this. Please note with reference to those persons with a mental impairment or mental health difficulties, premises would be well-advised to consult a suitable Mental Health Advisor and formulate a policy to protect this category of vulnerable person from being harmed or exploited by gambling.

[Effective Security Measures to Prevent Unauthorised Access](#)

[The Gambling Commission advises in its Guidance to Licensing Authorities that if a licensing authority is concerned that a premises may attract disorder or be subject to attempts at unauthorised access \(for example by children and young persons\) then it may require that the entrances to the premises are controlled by a door supervisor, and is entitled](#)



[to impose a condition on the premises licence to this effect.](#)

[Where it is decided that supervision of entrances/machines is appropriate for particular cases, a consideration of whether these need to be SIA licensed or not will be necessary. It will not be automatically assumed that they need to be licensed, as the statutory requirements for different types of premises vary \(as per the Guidance, Part 33\).](#)

[However, conditions preventing unauthorised access shall not be limited to the provision of supervisory personnel. Other options may include, but are not limited to, time-lock or mag-lock entrances.](#)

Safe Cash-handling

In the interest of preventing crime and disorder, we require all gambling premises in Manchester to have a minimum provision for safe cash-handling and thereby prevent against theft/robbery etc. We will expect minimum standards in terms of:

- The frequency of banking cash (to avoid large sums being involved)
- Use of security personnel for transport
- No. of staff handling cash at any one time
- A fully up to date CCTV system with records kept for an appropriate length of time (including signage to indicate the presence of such a system)
- Local and emergency contact details for the emergency services clearly displayed in office areas
- Consultation with a Crime Reduction Officer and regular security reviews

For security reasons, while we will not expect premises to tell us the precise details of the protocols they have in place, the licensing authority will need to be satisfied that effective procedures exist. It should be prominently publicised on-site that robust security measures are in place.

Safe payment of winnings

In the interest of preventing aggravated robbery etc. gambling premises should consider offering their customers a choice of methods by which their winnings may be paid. This could include either cheque or BACS payment. These options should be well publicised.

Adequate lighting inside and out

We expect all premises to have adequate lighting inside and out (appropriate to the premises in question) to ensure against robbery and other covert activity.

Engagement with the police and local crime prevention partnership schemes

In addition to the need to consult a local Crime Reduction Officer, the operators of new premises/premises undergoing a refurbishment should also engage with the police's architectural liaison unit at the design stage to ensure crime prevention and detection.

We encourage that premises liaise with their Neighbourhood Policing Team to develop relationships at a local level and promote effective communication and co-operation.

[Additionally, operators are expected to actively support and participate in any local business partnership schemes, where any such schemes are in operation, and where such schemes are reasonably consistent with the licensing objectives.](#)

4.6-7 Standards expected at specific types of premises

While we have outlined minimum standards we expect from all gambling premises in the previous section, any areas we need to stress, due to differences between premises types, are outlined below.

The Council will pay particular attention to any Codes of Practice, issued by the Gambling Commission in respect of specific types of premises.



4.67.1 Tracks (dog track, horse track) and other sporting venues

Layout and Access

Under 18s will be permitted to enter track areas where facilities for on-course betting are provided on those days when dog/horse-racing takes place.

Under 18s will not be permitted entry to off-course betting areas.

Under 18s will NOT be permitted to enter any areas where gaming machines (other than category D machines) are provided. Category D gaming machines must be clearly physically separated from higher categories of gaming machine.

The premises licence holder will need to ensure:

- Entrances to gambling areas with rights of access are clearly marked and supervised
- Segregation of gambling areas where over 18s are permitted entry from areas where under 18s are permitted entry.
- Supervision of gaming machines at all times.

The proper conduct of betting

As track/sporting venue operators do not need to have an operating licence (although they may have one), the track/venue premises licence will need to contain steps to ensure the proper conduct of betting.

Proper management of betting areas

The track/venue operator will have a role to play in ensuring that the betting areas are properly managed. This will include ensuring non-betting areas are adequately supervised to ensure illegal gambling operations are not established.

The number, type, location and availability of gaming machines

Machines are expected to be situated in close proximity to one another not scattered around the track and to be physically supervised at all times the premises is open to the public.

Plans of the premises

Track premises applications should include detailed plans of:

- The racetrack itself
- The area that will be used for temporary "on-course" betting facilities (often known as the "betting ring")

In the case of dog tracks and horse racecourses, plans should also include:

- Fixed and mobile pool betting facilities operated by the Tote or track operator
- Any other proposed gambling facilities.

Rules to be displayed

Track operators and other sporting venues offering gambling are required 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.

4.67.2 Betting premises (other than Tracks)

B2 Gaming Machines (Commonly referred to as Fixed Odds Betting Terminals (FOBT's))

Where provided, these gaming machines should be situated in locations where they can be effectively supervised at all times.

Leaflets and posters aimed at customers and their families/friends, which will include how to identify signs of problem gambling and pathways to advice and assistance e.g. helpline number and online counselling facility, shall be provided in close proximity to the location of any FOBT's.

Number, type and availability of betting machines

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

At such time consideration will be given to :

- The size of the premises



- The physical layout 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 vulnerable persons.

[Participation in the Safebet Alliance](#)
[The Authority encourages operators to participate in the Safebet Alliance in order to help ensure the highest standards for the safety and security of staff working at betting premises. Where an operator does not participate in the scheme, it is expected that they can satisfactorily demonstrate the security measures they incorporate are adequate.](#)

4.67.3 Regional Casino

Contributing to community projects

In addition to paying their due share to the Responsibility in Gambling Trust (RIGT), a regional casino operator would be expected to financially contribute towards:

- Projects that benefit the local community
- The cost of running a Responsible Gambling Unit
- The cost of developing local treatment and support services for problem gamblers and their families
- The cost of running educational campaigns
- National voluntary agencies addressing the social impact of gambling

Training

Training should cover all relevant matters outlined in section 4.5 of this policy. A regional casino operator would be expected to provide tiered training for all new staff appropriate to their level of responsibility with regular refresher training.

Relevant senior staff should be trained to a higher level to ensure they can effectively apply procedures and respond appropriately to any customer who requests information or asks for help.

An outside expert in social responsibility training (approved by the Licensing

Unit/Responsible Gambling Unit) should advise on content and approach and, where appropriate, deliver training to staff.

Access and layout

We would expect a regional casino to have robust mechanisms in place to ensure the exclusion of persons who have requested to be excluded under a voluntary exclusion scheme, as well as under 18s, from all gambling areas. This should include a 'Think 21' scheme and acceptable ID limited to photo driving licence, passport or PASS accredited proof of age card. Signage at all points of entry to gambling areas should indicate these requirements.

Intervention to protect vulnerable persons from being harmed or exploited by gambling

We would expect a regional casino operator to employ the services of a responsible gambling specialist (approved by the Licensing Unit/Responsible Gambling Unit) to protect vulnerable persons from being harmed or exploited by gambling and lead on developing intervention practices.

Non-exploitation

We expect that a regional casino operator would not provide free or subsidised transport to facilitate access to the casino, unless specifically approved by the Council.

A regional casino operator should not encourage extensive continuous play on gaming machines.

On premises provision of gambling advice

We would expect a regional casino operator to provide gambling advice in a language other than English when an agreed predetermined percentage of regular customers is identified as speaking that language.

In all gambling areas a regional casino operator should also prominently display its social responsibility policy and the casino rules for each gambling activity on offer.

Additional expectations of a regional casino operator

Data gathering and sharing

To log all incidents of staff-customer interaction where either concern has been

expressed by a customer or intervention has been carried out with respect to responsible gambling. This log should be available upon request.

To develop and maintain a 'Social Responsibility Compliance Team' led by a company director and including independent external members. To utilise the compliance team as the principal link with the Licensing Unit/Responsible Gambling Unit of the local licensing authority

To address any evidence backed indication that its operation is causing a rise in problem gambling within the area, and to seek advice from the Licensing Unit/Responsible Gambling Unit as to the steps it needs to take to reduce that harm.

To allocate space for a minimum of two non-threatening, sound proofed quiet rooms always available for those concerned about their own or someone else's gambling.

To install within the quiet rooms the facility to telephone the national helpline, access an online counselling facility, and contact a local face-to-face counselling service.

Create within the gaming area a specific practice room that enables any customer to learn how to gamble on the various activities and to try them out without feeling intimidated or embarrassed. Additionally the practice room should provide information that emphasises the importance of staying in control of their gambling, the steps they can take to achieve this, and where to access help should they become concerned about their gambling.

To agree with the Licensing Unit/Responsible Gambling Unit to implement further measures as are considered necessary to ensure that 'at risk' gamblers are assisted to stay in control of their behaviour.

4.67.4 All Casinos Layout and Access

Casinos (other than regional casinos) may not admit anyone under 18. Regional casinos may admit under 18s but only to non-gambling areas.

The Gambling Commission is responsible for issuing codes of practice which apply to casinos under S25 of the Gambling Act 2005, which impose conditions on casino operators' licences in relation to social responsibility and make "ordinary code" provisions in relation to other areas.

Adherence to the ordinary code provisions will be a condition of the premises licence (in so far as those provisions do not overlap with other provisions of this policy).

The relevant ordinary code provisions relating to access by children are:

- There should be a sufficient number of supervisors at casino entrances to enable a considered judgment to be made about the age of everyone attempting to enter the casino and to take appropriate action (for example checking identification) whilst at the same time not allowing others to enter unsupervised. Heavily used entrances may require more than one designated supervisor.
- Supervisors may be assisted by other door keepers provided the supervisor retains the responsibility for compliance with this section of the code and deals personally with any case where there is any doubt or dispute as to someone's eligibility to enter
- Premises licence holders should put into effect procedures that require their staff to check the age of any customer who appears to be under 21
- Premises licence holders should consider permanent exclusion from the premises of any adult accompanied by a child or young person on more than one occasion to premises restricted to adults or if there is reason to believe the offence was committed knowingly or recklessly
- Premises licence holder must have procedures in effect for dealing with cases where a child or young person repeatedly attempts to gamble on premises restricted to adults including oral warnings, reporting the offence to the Licensing Authority,



Gambling Commission and the police
and making available information on
problem gambling

In addition

- Physical supervision of gaming machines will also be needed to protect vulnerable persons.

Number, type and availability of gaming machines

Licensing Authorities are required under the Act to restrict the number of betting machines, their nature and the circumstances in which they are made available. This can be done by attaching a licence condition to a premises licence (where betting is permitted in the casino). In such cases we will consider:

- The size of the premises
- The number of counter positions available for person-to-person transactions
- Whether these are Fixed Odds Betting Terminals (FOBTs) or other gaming machines
- The ability of staff to monitor the use of the machines by under 18s or by vulnerable persons. (N.B. it is an offence for those under 18 to participate in casino gambling).



5 PERMITS - STANDARDS EXPECTED FROM APPLICANTS

Where premises do not hold a Premises Licence under the Gambling Act 2005, but wish to provide gaming machines, they may apply to the licensing authority for a permit to do so. Premises with this option include Family Entertainment Centres, alcohol-serving premises, members' clubs, miners' welfare institutes and those premises wishing to offer prize gaming.

Every application will be considered on its merits. Whilst the Licensing Authority cannot attach conditions to permits, applications can be refused if they do not demonstrate how they will meet licensing objective concerns. Outlined below is our standard for what is 'reasonably consistent with the pursuit of the licensing objectives'

5.1 General considerations for all permit applications

Individuals that apply for permits are permitted to have a lower category of gaming machine. However, lower category machines can be equally problematic for children and other vulnerable persons. We therefore expect the same basic standards as with other gambling premises. These are:

- Premises contribution towards research, education and treatment in the form of data, promotional activity
- Data gathering and sharing
- Training of customer facing staff and managers in responsible gambling
- Intervention to protect children and other vulnerable persons from being harmed or exploited by gambling
- A suitable location for the gambling premises
- A suitable premises layout and access control (including PASS scheme) to ensure supervision or exclusion of under 18s and vulnerable persons as appropriate
- Adequate staff to customer ratio to ensure adequate supervision of gambling
- Staff should not be permitted to gamble on premises at which they work

- On premises provision of gambling advice
- Exclusion of those from gambling who appear to be under the influence of alcohol or drugs with signage to indicate this
- Safe cash handling
- Safe payment of winnings
- Adequate lighting inside and out

These measures are outlined in more detail in Section 4.



5.2 Specific types of permits and what is expected in respect of each

While many of our concerns with respect to gambling premises have been tackled in the previous section, any areas we particularly need to stress, due to differences in permit types, are outlined below.

5.2.1 Family Entertainment Centre (unlicensed) gaming machine permits

The Licensing Authority will take into account the following when taking decisions in respect of Family Entertainment Centre gaming machine permits:

- Relevant Gambling Commission Guidance
- Our gambling policy
- May (but need not) take into account the licensing objectives.

Under 18s may use category D gaming machines and participate in equal chance prize gaming, which may be offered in some premises.

In deciding whether to grant or reject applications for permits from Family Entertainment Centres, the Licensing Authority needs to be sure:

- The applicant is suitable, having particular regard to any convictions, to operate a Family Entertainment Centre
- The premises are suitable given their location and possible concerns around disorder
- The police have no legitimate concerns in respect of either the applicant or the premises.

Applicants for this type of permit will be expected to demonstrate the following:

- 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 – see Appendix N for details of where to find a copy)

- That staff are trained to have a full understanding of the maximum stakes and prizes
- That the applicant is a suitable person by providing such other information or documents as required on the application form
- That premises have not presented themselves in such a way as to be overly attractive to under 18s.

The Licensing Authority may refuse to renew a permit upon application if:

- An authorised local authority officer has been refused access to the premises without reasonable excuse **or**
- That renewal would not be reasonably consistent with pursuit of the licensing objectives. (See 5.1 for what we believe is reasonably consistent with the pursuit of the licensing objectives).

5.2.2 Premises with consumption of alcohol on the premises: gaming machine permits

The Licensing Authority will take into account the following when taking decisions in respect of gaming machine permits:

- Relevant Gambling Commission Guidance
- The licensing objectives
- Other matters that we consider relevant.

Premises licensed to sell alcohol for consumption on site (under the Licensing Act 2003) have an automatic entitlement to 2 gaming machines of categories C and/or D. The premises merely need to notify the licensing authority of their intention to utilise this entitlement.

The Licensing Authority can 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. (Section 282 states that written notice must be provided to the licensing authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with)
- The premises are mainly used for gaming
- An offence under the Gambling Act has been committed on the premises

If premises licensed to sell alcohol for consumption on site wish to have more than 2 gaming machines, then they need to apply for a permit.

The Licensing Authority may decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Every application will be decided on its merits.

Please note: Other matters the Licensing Authority 'consider relevant' may include: the premises location; access and layout; the location of gaming machines on the premises and ability to supervise; whether under 18s are permitted on the premises; previous convictions of the applicant; and any other further risks indicated by the application.

Please note: Dependent on the conditions of their Licensing Act licence, premises with consumption of alcohol on the premises may admit under 18s. However premises must ensure under 18s do not play category C gaming machines or limited equal chance gaming which are restricted to over 18s.

Please note: the holder of a gaming machine permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine.

5.2.3 Prize Gaming Permits

The Licensing Authority will take into account the following when taking decisions in respect of prize gaming permits:

- Relevant Gambling Commission Guidance
- This our gambling policy
- May (but need not) take into account the licensing objectives.

It should be noted that there are conditions in the Gambling Act 2005 with which the permit holder must comply. These are:

- Compliance with the limits on participation fees, as set out in regulations
- 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.

5.2.4 Club gaming and club machine permits

Members' clubs and miners' welfare institutes may apply for a **club gaming permit**.

The club gaming permit will enable the premises to provide gaming machines (3 machines of categories B, C or D), equal chance gaming and games of chance as set out in separate regulations.

Members' clubs, miners' welfare institutes and commercial clubs may apply for a **club machine permit**.



A club machine permit will enable the premises to provide gaming machines (3 machines of categories B, C or D).

In order to grant either of these permits to a members' club we will want to ensure that the premises meet the requirements of a members' club. They must:

- Have at least 25 members
- Be established and conducted "wholly or mainly" for purposes other than gaming, unless the gaming is permitted by separate regulations. E.g. Bridge and Whist clubs
- Be permanent in nature
- Not have been established to make commercial profit
- Be controlled by its members equally.

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

Licensing Authorities may refuse an application if:

- (a) The applicant does not fulfil the requirements for a members' club or commercial club or miners' welfare institute (and therefore is not entitled to receive the type of permit for which it has applied)
- (b) The applicant's premises are used wholly or mainly by children and/or young persons
- (c) An offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities
- (d) A permit held by the applicant has been cancelled in the previous ten years or
- (e) An objection has been lodged by the Commission or the police.

For premises which hold a club premises certificate under the Licensing Act 2003, applications can only be refused if:

- (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

- (c) A club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled.

Access

Access to under 18s will be dependent on the rules of the club. If access is permitted clubs must ensure under 18s participate in prize gaming, equal chance gaming or category D gaming machines only.



6 TEMPORARY USE NOTICES,
OCCASIONAL USE NOTICES & OTHER
AUTHORISATIONS

6.1 Temporary Use Notices

The Licensing Authority is required to take into account the following when taking decisions in respect of Temporary Use Notices:

- a) Relevant Gambling Commission Codes of Practice
- b) Relevant Gambling Commission Guidance
- c) Reasonable consistency with the Licensing Objectives (subject to a and b)
- d) This our gambling policy (subject to a – c).

Temporary Use Notices enable use of premises for gambling where there is no premises licence in force (e.g. hotels, conference centres, sporting venues). With a Temporary Use Notice, any such premises may be used for gambling for up to 21 days in a 12-month period.

They can be used by any person or company with a relevant operating licence e.g. to provide betting facilities at a snooker tournament, a betting operating licence would be needed. (Please note it is the Gambling Commission that issues operating licences).

The notice must be given no later than three months and one day before the day on which the gambling event will begin. The Gambling Commission, the Police, Customs & Excise and the Licensing Authority may all object within 14 days of receipt of the notice. This will trigger a hearing to be held within six weeks of receipt of the notice.

Manchester City Council will expect all premises in Manchester wanting to be granted a Temporary Use Notice to ensure the same basic standards as premises operating for more than 21 days in a 12-month period. (See Section 4 for details).

6.2 Occasional Use Notices

Instead of applying for a premises licence, tracks or other sporting venues that only intend to allow betting on eight days or less in a calendar year (starting 1 January) may apply for an Occasional Use Notice.

Tracks include horse/dog racecourses and any premises on which a race or other sporting event takes place.

The Licensing Authority and the police will both need to receive copies of the notice. There is however no provision for objections.

While Manchester City Council does not have any discretion to refuse an Occasional Use Notice, we would anticipate that all applicants would ensure the same basic standards as other tracks/sporting venues. (See Section 4 for details).



6.3 Travelling Fairs

Definition of travelling fair

It is important that the fair falls within the statutory definition of a 'travelling fair'. (See Appendix N for definition).

Access

Under 18s are allowed unrestricted access, but are only able to participate in equal chance gaming or category D gaming machines.

Category D machines and equal chance gaming

Where category D machines and/or equal chance prize gaming without a permit, are to be made available for use, facilities for gambling must amount to no more than an ancillary amusement.

Number of days per year a piece of land can be used for fairs

Land can be used for fairs for up to 27 days per calendar year (regardless of whether it is the same or different travelling fairs occupying the land). The Licensing Authority will work with neighbouring authorities to ensure any land, which crosses our boundaries, is monitored so that the statutory limits are not exceeded.

6.4 Provisional Statements

Section 4.5 of this policy in respect of premises licences shall apply equally to applications for provisional statements.

In terms of representations about premises licence applications, following the grant of a provisional statement, further representations from relevant authorities or interested parties cannot be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or they reflect a change in the applicant's circumstances. In addition, we may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:

- (a) Which could not have been raised by way of representations 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 and information submitted with the provisional statement application.

Manchester has noted S210 of the Gambling Act 2005 which provides that "licensing authority must not have regard to whether or not a proposal by the applicant is likely to be permitted in accordance with planning or building law"



7 REGISTERING SMALL-SOCIETY LOTTERIES ETC

The Gambling Commission will regulate:

- Large society lotteries
- Lotteries run for the benefit of local authorities.

Local Licensing Authorities will regulate small society lotteries. A small society lottery is a lottery promoted on behalf of a non-commercial society, run by a small society. It is non-commercial if it is for charitable purposes, for sports, athletics or a cultural activity or a purpose other than private gain.

The lottery must be registered with the Licensing Authority throughout the period during which the lottery is promoted. The Licensing Unit will record details of the society and keep the details on a publicly accessible register.

We will only refuse to register a small-society lottery if in the previous five years either:

- An operating licence held by the applicant has been revoked
or
- An application for an operating licence made by the applicant has been refused.

An application for registration may also be refused if we think any of the following apply:

- Applicant is not a non-commercial society
- Person who will or may be connected with promoting the lottery has been convicted of a relevant offence
- Information provided in or with the application for registration is false or misleading.

Once the lottery is registered, the registration can be revoked at any time if the Licensing Authority feels the application would be refused, if made at that time.

In either case applications for registration will only be refused or registration revoked after the society has had an opportunity to make representations.

Certain types of lottery are exempt from needing to register with either the Local Authority or the Gambling Commission. These include an incidental non-commercial lottery, a private lottery or a customer lottery.

An incidental non-commercial lottery is not run for private gain AND is incidental to a non-commercial event.

A private lottery is one in which closed sales are made to a particular group only e.g. within a society, workplace or residential premises.

A customer lottery is one in which tickets are sold on a business premises to their customers only



APPENDIX A: The Gambling Act 2005 and other related legislation

Gambling Act 2005

The Gambling Act 2005 gives effect to the reform of gambling laws. It provides a new regulatory system to govern the provision of all gambling in Britain. It does not include the National Lottery and spread betting, but does cover remote gambling.

The Gambling Act comes out of a white paper 'A Safe Bet for Success' published in March 2002. A draft gambling strategy was published in November 2003. The Gambling Act itself received Royal Assent on 7 April 2005.

The Act provides for three new types of casinos: 1 regional, 8 large and 8 small. However the Secretary of State with the approval of Parliament has the power to increase the number of regional casinos to 8. However subsequent announcements from the Government, has resulted in no progression regarding a regional casino at the time of drafting this policy.

The Act also provides for three new types of licence, as well as several permits and permissions, which allow premises the temporary provision of gambling. The Act also introduces three licensing objectives, which will ensure that where gambling is permitted, it will be done so in a socially responsible way.

The Department for Culture, Media and Sport, the Gambling Commission and local Licensing Authorities will share between them responsibility for all matters previously regulated by the Magistrates Courts.

Human Rights Act 1998

The Gambling Commission advises in its guidance to Local Authorities that in considering applications, and taking enforcement action, under the Gambling Act Licensing Authorities should bear in mind that they are subject to the Human Rights Act and in particular:

Article 1, Protocol 1 – peaceful enjoyment of possessions. A licence is considered a possession in law and people should not be deprived of their possessions except in the public interest

Article 6 – right to a fair hearing

Article 8 – respect for private and family life. In particular, removal or restriction of a licence may affect a person's private life and

Article 10 – right to freedom of expression.

Private Security Industry Act 2001

The Gambling Commission offers some advice in its guidance to Local Authorities. Section 178 relates to door supervision. It is not a mandatory requirement to impose a condition relating to door supervision. But if such a condition is attached which requires someone to be responsible for "guarding the premises against unauthorized access or occupation, against outbreaks of disorder or against damage", section 178 provides that if such a person would normally need to hold a licence from the Security Industries Authority, the requirement for an SIA licence becomes a condition of the premises licence. However bingo premises and casino premises are exempt from the need to have licensed door supervisors by virtue of an exclusion in the Private Security Industry Act 2001 (as amended by the Gambling Act 2005).

Licensing Act 2003

As both the Licensing Act 2003 and Gambling Act 2005 are recent pieces of legislation that deal with licensed premises, care needs to be taken to distinguish the two. The former however deals with the provision of alcohol, entertainment or late night refreshment and the latter deals with the provision of commercial gambling.



APPENDIX B: Delegation of functions under the Gambling Act

Matter to be dealt with	Full Council	Sub-committee of licensing committee	Officers
Three year licensing policy	•		
Policy not to permit casinos	•		
Fee setting (when appropriate)			•
Application for premises licences		Where representations have been received and not withdrawn	Where no representations received/representations have been withdrawn
Application for a variation to a licence		Where representations have been received and not withdrawn	Where no representations received/representations have been withdrawn
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission
Application for a provisional statement		Where representations have been received and not withdrawn	Where no representations received/representations have been withdrawn
Review of a premises licence		•	
Application for club gaming/club machine permits		Where objections have been made (and not withdrawn)	Where no objections made/objections have been withdrawn
Cancellation of club gaming/club machine permits		•	
Applications for other permits			•
Cancellation of licensed premises gaming machine permits			•
Consideration of Temporary Use Notice			•
Decision to give a counter notice to a Temporary Use Notice		•	

- indicates the lowest level to which decisions can be delegated



APPENDIX C: Rights of Appeal

In respect of the licensing committee's decision-making, the persons listed below may appeal in the circumstances outlined. Appeals must be made to the Magistrates Court within 21 days of notice of decision being received by the appellant (with the exception of appeals in relation to Temporary Use Notices which must be made within 14 days). In each case the respondent is Manchester City Council. In certain circumstances the applicant will also be a respondent.

Circumstances	Who can appeal
Application for a premises licence is rejected	- Applicant
Application for a premises licence is granted	- Applicant - A person who made a representation
Decision taken following a review of a premises licence (whether or not any action is taken in respect of the review)	- The licence holder - A person who made representations in relation to the review - Where relevant the person who applied for the review - The Gambling Commission
Application for a transfer of a premises licence	- The licence holder - The applicant for the transfer
Decision to issue counter notice/not to issue counter notice in respect of a Temporary Use Notice	- Applicant - The Gambling Commission - Local Chief of Police - HM Revenues and Customs
Decision to remove entitlement to exempt gaming or to gaming machines in respect of specified alcohol licensed premises	- The licence holder
Application for a Family Entertainment Centre gaming machine permit or its renewal is rejected, notice is given that the premises are not being used as an FEC or it is stated that the holder is incapable of carrying out an FEC business by reason of mental or physical incapacity	- Applicant or holder of the permit
Application for a club gaming permit or club machine permit or its renewal is rejected or the permit is cancelled	- Applicant or objector
Application for a club gaming permit or club machine permit or its renewal is granted or request to cancel is refused	- Person who objected to the grant/person who made representations in relation to the proposed cancellation
Application for a licensed premises gaming machine permit is rejected, if [s]he is permitted fewer of different category of machines than applied for or if the Licensing Authority gives a notice which cancels or varies the entitlements of a permit	- Applicant or objector
Application for a prize gaming permit or its renewal is rejected	- Applicant
Application to register Small Society Lottery is refused or the registration is revoked	- The Society



APPENDIX D: Our fees under the Gambling Act

Fees will be set by the Licensing Authority of Manchester City Council. Fees will be restricted to the amount needed to recover the costs of administrating the licence process up to a maximum set by Central Government. These fees are subject to annual review and are available upon request from the Licensing Unit.

APPENDIX E: Register of licences issued under the Gambling Act

We will maintain a register of all premises licences that we issue. This will be made available on our website: www.manchester.gov.uk/licensing

If you do not have Internet access, you will be able to get access at your local library. The register can also be viewed by contacting the Licensing Unit and making an appointment (contact details available in Appendix H).

APPENDIX F: How we share information with the Gambling Commission and other bodies

Manchester City Council may share application information received in the course of processing applications with the Gambling Commission, a constable or police force, an enforcement officer, another Licensing Authority, her Majesty's Commissioners of Customs & Excise, The Gambling Appeal Tribunal, The National Lottery Commission, The Secretary of State or Scottish Ministers.

Manchester City Council will act in accordance with the Gambling Act 2005 in its exchange of information which includes the provision that the Data Protection Act 1998 will not be contravened.

The Licensing Authority will also have regard to any Guidance issued by the Gambling Commission to Local Authorities on this matter when it is published, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.

Manchester City Council will inform the Gambling Commission without delay if:

- The Licensing Authority receives information that causes it to question the suitability of the person holding/applying to hold an operating licence
- There are persistent or serious disorder problems that an operator could or should do more to prevent, so that the Commission may consider the continuing suitability of the operator to hold an operating licence
- If it comes to our attention that: alcohol-licensed premises or clubs or institutes are playing bingo during the course of a week which involves significant stakes and prizes and makes it possible that the £2,000 in seven days is being exceeded.

APPENDIX G: How we will uphold data protection and freedom of information

Manchester City Council will abide by the Freedom of Information Act and the Data Protection Act in its safeguarding/release of information or data. Our approach in respect of the Gambling Act is outlined below.

The Data Protection Act

The Data Protection Act places obligations on us in terms of how we process certain personal information. These stipulate that data must be:



- Processed fairly and lawfully
- Obtained and used for lawful and specified purposes
- Adequate and relevant for those purposes
- Accurate and where necessary kept up to date
- Kept only for as long as necessary
- Accessible to the data subject (who also has some other rights)
- Kept securely
- Not transferred to certain countries.

In the context of the Gambling Act, we will retain only that information which relates to the processing of applications for licences, permits, permissions and representations. We will retain such information only for so long as needed for processing.

Applications and representations in respect of applications are both in the public domain and are therefore available on request and may be published as part of our web register. Personal addresses/contact numbers attached with representations may also be released.

Information may also be shared with other Gambling Act regulators or other parties prescribed by the Secretary of State.

Data about the individual making the request is also available by contacting the Licensing Unit (see Appendix H for contact details).

The Freedom of Information Act

The Freedom of Information Act allows anybody to request access to information. Such requests must normally be made in writing whether by email or by letter. A fee may be requested and sometimes we may require more specific information as to the information required. Once specific details and fee have been received, we will handle requests within 20 days and if possible release the information. We will release all information requested in the format required unless it is in the public interest not to do so.

Any complaints as to how we handle requests should be made to the Information Commissioner (see Appendix I for contact details).



APPENDIX H: Responsible authorities

(i.e. those parties who must be served a copy of premises licence applications)

Responsible authorities are public bodies that must be notified of applications and that are entitled to make representations to the licensing authority in relation to applications for, and in relation to, premises licences.

- (a) **The Licensing Authority** in England and Wales in whose area the premises is wholly/partly situated

Web: www.manchester.gov.uk/licensing/gambling
Email: licensing@manchester.gov.uk
Tel: 0161 234 4512
Fax: 0161 ~~234 4412~~274 7249
Addr: The Licensing Business Unit (Premises)
PO Box 271
Room 1012 (Level 1)
Town Hall Extension
Manchester M60 2LA18 8YU

- (b) **The Gambling Commission**

Web: www.gamblingcommission.gov.uk
Email: info@gamblingcommission.gov.uk
Tel: 0121 230 6666
Fax: 0121 ~~233 1096~~230 6720
Addr: Victoria Square House
Victoria Square
Birmingham B2 4BP

The chief officer of police/chief constable for the area in which the premises is wholly or partially situated

Addr: Greater Manchester Police
The Chief Constable
c/o The ~~Central~~Licensing ~~Unit~~Partnership Office
~~Room 102,~~ Bootle Street Police Station
Bootle Street
Manchester M2 5GU

- ~~(d)~~(c) **The fire and rescue authority** for the same area

Addr: North Manchester Fire and Rescue Service (if the premises have a postcode within the ranges M1-M4, M8-M9, M11-M13, M18, M25)
The Fire Safety Manager
Greater Manchester Fire & Rescue Service
Manchester Central Fire Station
Thompson Street
Manchester M4 5FP

South Manchester Fire and Rescue Service (if the premises have a postcode within the ranges M14-M16, M19-M23, M40, M90)



The Fire Safety Manager
Greater Manchester Fire & Rescue Service
Withington Central Fire Station
Wilmslow Road
Withington
Manchester M20 4AW

~~(e)~~(d) **The local planning authority**

Addr: Manchester Local Planning Authority
(Premises Licences)
PO Box ~~463~~532
~~Town Hall~~ [Number One First Street](#)
Manchester M60 ~~3NY~~2LA

~~(f)~~(e) **Environmental Health** (an authority which has functions in relation to pollution to the environment or harm to human health)

Addr: Environmental Health (Gambling Licences)
Neighbourhood Services
1 Hammerstone Road
Manchester M18 8EQ

~~(e)~~(f) **The Local Safeguarding Children Board** (a body, designated in writing by the licensing authority as competent to advise about the protection of children from harm)

Manchester City Council has considered which body could best fulfil the function of advising us about the objective of *protecting children from being harmed or exploited by gambling* and has chosen the Local Safeguarding Children Board.

Addr: Licensing Administrator
Manchester Safeguarding Children Board
[PO Box 532](#)
[Number One First Street](#)
[Manchester M60 2LA](#) ~~3rd Floor, Victoria Mill~~
~~10 Lower Vickers Street~~
~~Miles Platting~~
~~Manchester M40 7EL~~

~~(h)~~(g) **HM Revenue & Customs**

Addr: HM Revenue and Customs
National Registration Unit
Portcullis House
21 India Street
Glasgow G4 2PZ

~~(i)~~(h) Any other person prescribed in regulations by the Secretary of State.

At the time of publication, no other person has been prescribed in accordance with the above.



APPENDIX I: Other useful contacts

National Lottery Commission

Responsible for the ~~national~~ National Lottery

Web: www.natlotcomm.gov.uk
Email: h.sear@natlotcomm.gov.uk
Tel: ~~020 7016 3400~~ [0121 712 5596](tel:01217125596)

The Financial Services Authority (FSA)

Responsible for regulating spread betting

Web: www.fsa.gov.uk
Email: consumerhelp@fsa.gov.uk
Tel: 020 7066 1000
Fax: 020 7066 1099
Addr: 25 The North Colonnade,
Canary Wharf,
London E14 5HS

The Department of Culture, Media and Sport (DCMS)

Responsible for producing the Gambling Act 2005

Web: www.culture.gov.uk
Email: enquiries@culture.gov.uk
Tel: 020 7211 6200
Addr: Department for Culture Media & Sport
2-4 Cockspur Street
London, SW1Y 5DH

Copies of the Gambling Act 2005 are available for reference as outlined below:

Online: <http://www.opsi.gov.uk/ACTS/acts2005/20050019.htm>
Print version: published by The Stationery Office Limited as the Gambling Act 2005,
ISBN 0 10 541905 2

The Information Commissioner

For complaints in our dealing with Freedom of Information requests:

Web: www.ico.gov.uk
Email: mail@ico.gov.uk
Tel: 01625 545 745
Addr: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

GamCare

Provides information, advice and practical help in addressing the social impact of Gambling

Web: www.gamcare.org.uk
Email: info@gamcare.org.uk
Tel: 020 7801 7000 ~~378-5200~~



Addr: GamCare
~~2 & 3 Baden Place~~2nd Floor
~~7-11 St John's Hill~~Crosby Row
London ~~SW11 1TR~~E1 1YW

The ~~Responsibility in~~Responsible Gambling Trust (RIGT)

In April 2012, The GREaT Foundation and Responsible Gambling Fund merged to form the Responsible Gambling Trust and the fundraising and commissioning roles of the two organisations were adopted by the new charity. The Responsible Gambling Trust will commission research, education and treatment services as prioritised in a national responsible gambling strategy advised by the Responsible Gambling Strategy Board (RGSB) and endorsed by the Gambling Commission.

~~The aim of the Trust is to make it less likely that people will become problem gamblers and more likely that those who do will be able to seek and secure effective help.~~

Web: ~~www.responsiblegamblingtrust.org.uk~~www.rigt.org.uk
Email: ~~info@responsiblegamblingtrust.org.uk~~enquiries@rigt.org.uk
Tel: 020 ~~7022 1865~~7287 1994
Addr: ~~Responsibility in~~Responsible Gambling Trust
First Floor
~~Downstream Building~~
~~1 London Bridge~~35 Piccadilly
London ~~SE1 9BG~~W1J 0DW



APPENDIX J: Proof of Age Standards Scheme (PASS)

PASS is the UK's national guarantee scheme for proof-of-age cards. The following cards are all part of the PASS scheme:

- Citizen Card
- VALIDATE UK
- ~~Portman Group Card~~ [ONE-ID4U](#)

Over one million young people hold proof-of-age cards bearing the PASS hologram, and numbers are increasing all the time.

~~The Home Office publish a leaflet explaining~~ [Details on](#) what PASS is, the benefits of PASS to retailers, enforcers and young people. ~~To contact the Home Office:~~ [can be found online here:](#)

~~Tel: 0207 035 4848~~

~~Email: public.enquiries@homeoffice.gsi.gov.uk~~

~~Web: www.pass-scheme.org.ukwww.homeoffice.gov.uk/documents/pass-leaflet~~

Cards may be obtained from any of the following organisations:

Citizen Card

Tel: 0870 900 9930

Web: www.citizencard.net

VALIDATE UK

Tel: 01434 634996

Email: info@validateuk.co.uk

Web: www.validateuk.co.uk

The Portman Group ONE ID4U

~~Tel: 0207 907 3700~~ [0161 408 4744](tel:01614084744)

~~Email: info@portmangroup.org.uk~~ contact@oneid4u.co.uk

~~Web: www.portmangroup.org.uk~~ www.oneid4u.co.uk



APPENDIX K: Glossary

Adult Gaming Centre

An Adult Gaming Centre is a place of gambling. Access is restricted to persons over 18.

An Adult Gaming Centre may have:

- Up to four category B3 or B4 gaming machines
- Any number of category C or D machines

Categories of gaming machines are outlined in Appendix E.

An Adult Gaming Centre requires an 'Adult Gaming Centre premises licence' under the Act.

Betting

See 'Gambling'.

Betting premises

As well as betting shops, the definition of 'betting premises' also includes those parts of tracks that allow on-course betting.

Bingo

There are essentially two types of bingo:

- Cash bingo, where the stakes paid make up the cash prizes that can be won
- Prize bingo, where various forms of prizes can be won, not directly related to the stakes paid.

Casino

A casino is an arrangement whereby people are given an opportunity to participate in one or more casino games.

Casino game

A game of chance, which is not equal chance gaming.

Children and young persons

For the purposes of the Gambling Act 2005, 'children' are defined as persons under the age of 16. 'Young persons' are those aged 16 or 17 years of age.

Commercial gambling

See 'Gambling'.

Department of Culture, Media and Sport (DCMS)

Responsible for producing the Gambling Act 2005 and regulating Gambling in conjunction with the Gambling Commission and Local Authorities.

Disorder

'Activity that is more serious and disruptive than mere nuisance. Factors to consider in determining whether a disturbance was serious enough to constitute disorder would include whether police assistance was required and how threatening the behaviour was to those who could see or hear it. There is not a clear line between nuisance and disorder' (Gambling Commission Guidance 5.12).

Equal chance gaming

Gaming which does not involve playing or staking against a bank.

Family Entertainment Centre (licensed)



A licensed Family Entertainment Centre requires a premises licence by virtue of its providing category C and D gaming machines.

Family Entertainment Centre (unlicensed)

An unlicensed Family Entertainment Centre does NOT require a premises licence by virtue of its providing only category D gaming machines. It does however require a Family Entertainment Centre gaming machine permit.

First Appointed Day

The date on which Licensing Authorities could first receive applications for premises, permits and permissions to carry out commercial gambling under the Gambling Act 2005 in their area. This date was January 31st 2007.

Frivolous

See 'irrelevant'.

Gambling

Gambling is defined in the Act as *gaming*, *betting* or participating in a *lottery*.

Gaming is defined as playing a game of chance for a prize. A *game of chance* is a game, which involves both an element of chance and an element of skill, or where chance can be eliminated by superlative skill, or where the game is presented as involving an element of chance. The game cannot however include a sport.

Betting is defined as making or accepting a bet on the outcome of a race, competition or other event or process or on the outcome of anything occurring or not occurring or on whether anything is or is not true. It is irrelevant if the event has already happened or not and likewise whether one person knows the outcome or not. (Spread betting is not included within this definition).

A *lottery* is defined as either a simple lottery or a complex lottery. A *simple lottery* is one where persons are required to pay to participate and one or more prizes are allocated to one or more members of a class, and the prizes are allocated by a process which relies wholly on chance. A *complex lottery* is where persons are required to pay to participate and one or more members of a class, and the prizes are allocated by a series of processes where the first of those processes relies wholly on chance. *Prize* means money, articles or services provided by the members of the class among whom the prize is allocated. (It should be noted that the National Lottery is not included in this definition of lottery and is regulated by the National Lottery Commission).

Gambling Act 2005

Primary legislation that reforms prior gambling legislation and sets out the three licensing objectives in accordance with which decisions about premises licensed for gambling and some other gambling permits will be taken.

Gambling Commission (see Appendix K for contact details)

The Gambling Commission has replaced the Gaming Board for Great Britain as the regulator of all commercial gambling in Great Britain (other than the National Lottery administered by the National Lottery Commission and Spread Betting administered by the Financial Services Authority). The Gambling Commission will take a lead on formulating codes of practice to aid gambling premises meet the licensing objectives.

Gaming

See 'Gambling'.



Gaming machines

Any machine allowing any sort of gambling activity including betting on virtual events. Exceptions include mobile phones, home computers etc. A fuller list is contained within the Gambling Act.

Hearing

In the context of the Gambling Act a hearing is an opportunity (where representations have been received) for the licensing committee to hear evidence for and against the granting of an application for gambling. In light of this evidence and the principles outlined in this policy they will make a decision about whether to grant the application and conditions necessary to promote the licensing objectives.

Interested party

For the purposes of the Gambling Act, an 'interested party' is a person who either:

a) Lives sufficiently close to the premises to be likely to be affected by the authorities activities

To determine who lives 'sufficiently close to the premises', we will consider the following on a case-by-case basis:

- The size of the premises
- The nature of the premises
- In the case of interested parties the distance of the premises from the address of the person making the representation
- The potential impact of the premises (number of customers, routes likely to be taken by those visiting the premises)
- The type of complainant. E.g. it could be reasonable for an authority to conclude that "sufficiently close to be likely to be affected" could have a different meaning for (a) a private resident (b) a residential school for children with truanting problems and (c) residential hostel for vulnerable adults
- The 'catchment' area of the premises (i.e. how far people travel to visit).

b) Has business interests that might be affected by the authorised activities

To determine who has 'business interests that might be affected by the authorised activities', we will consider the following on a case-by-case basis:

- The size of the premises
- The nature of the premises
- In the case of interested parties the distance of the premises from the address of the person making the representation
- The potential impact of the premises (number of customers, routes likely to be taken by those visiting the premises)
- The 'catchment' area of the premises (i.e. how far people travel to visit).

c) Represents persons who satisfy paragraph (a) or (b)

We believe it is in the best interests of ensuring the responsible management of gambling premises if local and expert knowledge is taken into account wherever relevant. To this end we consider the following parties may 'represent persons who satisfy paragraph (a) or (b)'

- Residents' associations and tenants' associations
- Trade associations and trade unions
- Local councillors and MPs
- Any other person with written permission from somebody who satisfies paragraph (a) or (b).



Please note: Whether or not a person is an 'interested party' under (a), (b) or (c) above is ultimately the decision of the Licensing Authority which issues the licence or to which the application is made.

Irrelevant, frivolous, vexatious

A representation may be rejected if considered to be irrelevant. It is only relevant if it meets one or more of the following criteria. It must:

- Relate to the licensing objectives
- Raise issues noted in this our gambling policy
- Raise issues under the Gambling Commission's Code of Practice
- Relate to the premises that are the subject of the application

AND

- Neither be frivolous, vexatious nor will certainly not influence the authority's determination of the application.

Licensing Authority

The Local Authority for the area, which is responsible for licensing matters and issuing licences.

Licensing committee

A committee of the Licensing Authority constituted of elected members, which will hear applications where relevant representations are made and not withdrawn. In Manchester, this will be the Licensing and Appeals Committee.

Licensing objectives

Objectives in accordance with which licensing decisions are made. The three objectives are:

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

Lottery

See 'Gambling'.

Non-commercial gaming

See 'Private or non-commercial gaming'.

Occasional Use Notice

An Occasional Use Notice is for use by tracks where there is betting on eight days or less in a calendar year. In these circumstances, betting may be permitted by an Occasional Use Notice without the need to apply for a full premises licence.

Operating licence

Operating licences enable the licence holder of different premises types to operate that type of gambling premises. See Gambling Commission for details. There are ten types of operating licences:

Casino operating licence – enables holder to operate a casino

Bingo Operating Licence – enables holder to provide bingo facilities

General Betting Operating Licence – enables holder to provide betting facilities other than pool betting

Pool Betting Operating Licence – enables holder to provide pool-betting facilities

Betting Intermediary Operating Licence – enables holder to act as a betting intermediary

Gaming Machine General Operating Licence – enables holder to make gaming machines available for use in either an *Adult Gaming Centre* or *Family Entertainment Centre*

Gaming Machine Technical Operating Licence – enables holder to manufacture, supply, install, adapt, maintain or repair gaming machines within Categories A-D



Gambling Software Operating Licence – enables holder to manufacture, supply, install or adapt gambling software

Lottery Operating Licence – enables holder to promote a lottery

Remote Operating Licence – enables holder to carry on activities in respect of remote gambling or by means of remote communication.

Personal Licence

Licence required by at least one person occupying a management office for gambling premises. Exceptions are for members' clubs and small-scale operators (to be confirmed). This person will be named on the operating licence. An operating licence cannot be issued without a personal licence holder.

Applications for personal licences must be made through the Gambling Commission. A personal licence lasts indefinitely unless it lapses or is surrendered, forfeited or revoked.

Pool betting

For the purposes of the Gambling Act, pool betting is made on terms that all or part of the winnings:

- Shall be determined by reference to the aggregate of the stakes paid or agreed to be paid by the persons betting
- Shall be divided among the winners or
- Shall or may be something other than money.

For the purposes of the Gambling Act, pool betting is horse-race pool betting if it relates to horse-racing in Britain.

Premises

'Premises' is defined in the Gambling Act as 'any place'.

In light of this, only one premises licence may be issued for any particular premises at any one time (except in the case of track where there can be more than one premises licence provided each licence relates to a specific area of the track). It is for the Licensing Authority to decide on a case-by-case basis whether different parts of a building can be properly regarded as being separate premises. The Gambling Commission does not however consider that areas of a building that are artificially or temporarily separate can ~~be~~ properly be regarded as different premises.

Vessels are also considered to be premises for the purposes of the Act. The definition of a vessel is:

- Anything (other than a seaplane or amphibious vehicle) designed or adapted for use on water
- A hovercraft or
- Anything, or part of any place, situated on or in water.

The vessel must not be permanently moored or berthed. Other types of vessel are not permitted to allow commercial gambling.

Premises licence

A licence that allows a premises (including a vessel as defined below) to carry out gambling activities. Premises licences will not be time-limited. There are five types of premises licence:

- Casino Premises Licence
- Bingo Premises Licence
- Adult Gaming Centre Premises Licence
- Family Entertainment Centre Premises Licence
- Betting Premises Licence.



Please note: Holding an operating licence is a precondition of being granted a premises licence. The only exception is with respect to betting premises licences, which allow tracks to be used for accepting bets without the requirement of holding an operating licence.

Prize gaming

Gaming is prize gaming for the purposes of the Act if neither the nature nor the size of the prize played for, is determined by reference to the numbers of persons playing or the amount paid for or raised by the gaming.

Prize gaming permit

A prize gaming permit authorises a person to provide facilities for gaming with prizes on specified premises.

Private or non-commercial gaming

Gaming is private where:

- It takes place in a private dwelling and on a domestic occasion
- There is no charge for participation
- It is equal chance gaming (this requirement is not applicable for domestic or residential gaming)
- It does not occur in a place to which the public have access.

Betting is private where it is domestic betting or workers' betting. *Domestic betting* is that where the betting is made on premises in which each party lives. *Workers' betting* is betting made between persons who have a contract of employment with the same employer.

Gaming is non-commercial where it takes place at a non-commercial event. Such an event is where no part of the proceeds is used for private gain. There are specific additional requirements for non-commercial prize-gaming and non-commercial equal chance gaming.

Betting is non-commercial where no party enters into the betting in the course of a business or holds himself/herself out as being in business in relation to the acceptance of bets.

Regulation

In the context of the Gambling Act, regulation is a means to ensure gambling is carried out in accordance with the principles outlined in this policy which itself is directed by the Gambling Act 2005 and guidance from the Department of Culture, Media and Sport and the Gambling Commission.

Remote gambling

Gambling in which people participate using the Internet, a telephone, television, radio or other kind of technology for facilitating communication.

Representation

A statement of opinion possibly including suggestions as to how any concerns may be addressed. Only those matters that are relevant to the promotion of the licensing objectives may be considered and in the case of interested parties where they are neither frivolous nor vexatious.

Responsible authority

A public body that must be notified of applications and that is entitled to make representations to the Licensing Authority in relation to applications for, and in relation to, premises licences. They may also request a review of the premises licence. In all cases, the representation/review must relate to the licensing objectives.

Responsible authorities are experts in various areas relating to the licensing objectives and as such are able to ensure commercial gambling premises maintain high standards. Under the Gambling Act



'responsible authorities' (as listed in Appendix L) are responsible for pursuing the licensing objectives in relation to commercial gambling premises.

Second Appointed Day

The date on which licences granted under the Gambling Act 2005 will take practical effect. This date is 1 September 2007.

Spread betting

Spread betting is regulated by the Financial Services Authority (see Appendix L for contact details).

Temporary Use Notice

A Temporary Use Notice allows the use of premises for gambling for up to 21 days in a 12-month period where there is no premises licence. The gambling operator (with an operating licence) may use any premises temporarily for providing facilities for gambling (e.g. a hotel, conference centre, sporting venue).

Travelling fair

For the purposes of the Gambling Act, 'fair' means a fair consisting wholly or principally in the provision of amusements. It is a travelling fair if it is provided wholly or principally by persons who travel from place to place for the purpose of providing fairs and is at a place no part of which has been used for the provision of a fair on more than 27 days in that calendar year.

Tracks

Tracks are sites (including horse tracks and dog tracks) where races or other sporting events take place.

Vexatious

See 'irrelevant'.

Vessel

See 'Premises'.

Vulnerable adults

While the Gambling Commission does not attempt to define 'vulnerable persons', it does offer a working category, which includes:

- People who gamble more than they want to;
- People who gambling 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.

See Section 4.1 of this policy for further detail.

Young persons

See 'Children and young persons'.



Voluntary Code of Safety and Security National Standards for Bookmakers

Compiled in association with



31st March 2010

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Purpose of This Document

This document outlines agreed voluntary standards of workplace safety and security for the betting industry in England, Scotland and Wales with a view to reducing the risk of robbery and other forms of violence in the workplace.

Please Note

The Association of British Bookmakers (“ABB”) in offering this advice wishes to make it clear that:

- operators are not exempted from their own statutory responsibilities;
- legislation may change over time and the advice given is based on the information available at the time the guidance was produced. It is not necessarily comprehensive and is subject to revision on the light of further information;
- this advice is not intended to be a definitive guide to, nor substitute for, the relevant law. Independent legal advice should be sought where appropriate; and
- the purpose of this document is to provide advice to bookmakers and should not be used in anyway such as to impose legal responsibilities on bookmakers over and above their statutory responsibilities.

Acknowledgements

This document has been developed by the Association of British Bookmakers in conjunction with an external industry stakeholder group which includes representatives from: the police, local authorities, Department for Work and Pensions (“DWP”), Community Union, the Institute of Conflict Management and the Scottish Centre for Healthy Working Lives.

There is universal commitment on behalf of all the operators consulted to develop best practice as far as the safety and security of Licensed Betting Office (“LBO”) staff is concerned.

Other Industries

Whilst this document has been developed primarily for the bookmaking industry with a view to managing the risk of violence within LBOs, it may also be of interest to stakeholders in other industries.

Foreword

For health and safety regulators such as local councils and HSE, it is always encouraging when an industry takes the lead in tackling its own issues and challenges. Invariably, the industry itself is best placed to identify these challenges and to come up with workable, common sense solutions. And these solutions work all the better where they involve management and employees working together and drawing on the employees' in-depth knowledge of their own workplace.

The Safe Bet Alliance scores highly on all these counts. It has its roots in the bookmaking industry and is well qualified to assess the safety and security challenges facing the industry and its workforce. It is also an "alliance" in the truest possible sense, bringing together safety and security specialists from across the bookmaking industry, the Community union, Police, local councils, and the third sector.

The strength of the Safe Bet Alliance is reflected in the quality of its guidance. The new national standards contained in this Code offer betting shop operators excellent guidance and advice on keeping your staff and premises safe and secure. The Code is particularly strong in linking the national standards to risk assessment. Risk assessment is of course a legal requirement – every employer is required to assess the risks arising from their work activity – whereas the national standards themselves are voluntary. Nonetheless, all of the standards deal with measures aimed at reducing the risk of robbery, and other forms of violence in the workplace, and the findings of your risk assessment will help you identify the type of measures appropriate for your own betting shop.

The Code, and the national standards, will also provide the bookmaking industry, and regulators, with a common reference point. That is an important development in itself. As betting shop operators, you are entitled to expect that, when any of our officials visit your premises, they understand the nature of your industry and the health, safety and security challenges which you face. Equally, you are entitled to expect regulators to abide by their Enforcement Policy Statements and that their interventions are proportionate, accountable,

consistent, transparent and targeted. The publication of this Code, and national standards, will help us deliver these objectives.

This Code is a landmark publication, it deserves the widest possible audience and we commend it to you all.



Derek Allen
Executive Director
Local Authorities Coordinators of
Regulatory Services



Geoffrey Podger
Chief Executive
Health and Safety Executive

Introduction

As a general rule, Licensed Betting Offices (“LBOs”) in England, Scotland and Wales provide an enjoyable leisure activity for customers and a safe and secure working environment for staff. However in common with other retail businesses, it makes sense for LBO operators to actively manage the risk of crime including robbery and other forms of violence.

The Safe Bet Alliance is a collaborative initiative whose members include the Association of British Bookmakers (ABB), representatives of metropolitan and regional police services, local authorities, DWP, Community Union, the Institute of Conflict Management and the Scottish Centre for Healthy Working Lives. The Alliance aims to reduce the risk of robbery, other forms of violence (e.g. assault or abuse of staff) and anti-social behaviour in LBOs in England, Wales and Scotland. Working in close partnership with other members of the Alliance, the ABB has developed and endorses this document as a practical guide for LBO operators.

Assault, abuse and anti-social behaviour

Assault, abuse and other anti-social behaviour should never be seen merely as an “occupational hazard”. This document explains how appropriate policy and procedures – reinforced through staff training – can both reduce the incidence and mitigate the effects of these forms of violence.

Robbery

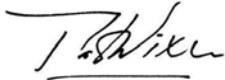
Risk of robbery or attempted robbery varies significantly by location. London LBOs experience more than half the total number of UK robberies. Some security measures may be costly to install and / or operate. Therefore in any given LBO it makes sense to implement security measures consistent with the level of risk faced by that individual shop. That level of risk can be determined by carrying out a systematic risk assessment, which is also covered in this document.

Continuous improvement

The UK betting industry continues to make significant investment in the safety and security of its staff and premises. The UK’s 5 biggest bookmakers (all of whom have dedicated security management and staff) control approximately 85% of UK LBOs.

There are already high levels of cooperation and sharing of good practice between operators. The ABB runs a reward scheme for members of the public who provide information about LBO robbery, and subscribes to Crimestoppers.

Nevertheless, the industry endeavours to continuously improve our effectiveness in this area. With that in mind I encourage all operators to carefully review and – where appropriate – implement the voluntary standards described in this document.

A handwritten signature in black ink, appearing to read 'P. Nixon', with a horizontal line underneath.

Patrick Nixon
Chief Executive
ABB

Definition: Work-Related Violence

Work related violence is described by the Health and Safety Executive (HSE) as:

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Examples of violence in the workplace are set out below:

- verbal abuse, in person, over the telephone or by email;
- unreasonable and/or offensive remarks or behaviour;
- written abuse;
- rude gestures;
- intimidation;
- harassment, including sexual and racial abuse;
- threatening behaviour e.g. squaring- up without physical contact;
- ganging up, bullying and intimidation;
- physical or sexual assault;
- spitting;
- malicious damage to the property of staff, customers or the business.

The effects if violence in the workplace will vary from individual to individual, however all examples of violence should be treated seriously.

Understanding the Standards

All the voluntary standards contained in this document deal with measures aimed at reducing the risk of robbery and other forms of violence in the workplace. However the document is split into five Sections (A to E) for ease of use by operators.

Section A

Section A sets out voluntary standards aimed at reducing violence in general. These standards recommended the adoption of operator-wide policies and procedures.

Section B

Section B describes the five steps to reducing risk, explains the importance of the shop-specific risk assessment and offers guidance on carrying out the risk assessment.

Section C

Section C states the key principles of crime prevention.

Section D

Section D sets out the voluntary national standards that define specific security and safety measures designed primarily to reduce the risk of robbery, albeit with the additional benefit of helping to reduce the risk of other forms of violence. Operators are encouraged to apply appropriate security and safety measures for each shop based on the findings of a shop-specific risk assessment.

Section E

Section E covers the voluntary national standards on training which are critical to the successful implementation of the standards.

Section A: National Standards - Violence in the Workplace

1 Policy Adoption

1.1 LBOs are generally safe places for staff and customers, but some LBO staff, like other staff in the retail sector, experience incidents of violence in the workplace. LBO operators will take all reasonable steps to prevent and respond to incidents of violence, up to and including reporting incidents to the police for possible prosecution.

1.2 The risk to staff from violence in the workplace needs to be included in the wider risk assessment process. Protecting the welfare of LBO staff going about their business is just as important as managing the risk of LBO robbery.

1.3 Many of the security measures put in place to protect against robbery also reduce the risk of physical injury to LBO staff. However those measures do not rule out the possibility of staff facing abuse or aggression which can have negative consequences both for the individual and for the business.

1.4 Facing assault, abuse or aggression or having to work in an intimidating environment is not “part of the job” and all reasonable measures should be taken to reduce the risks of these incidents.

2 Consequences of Violence in the Workplace

2.1 Work-related violence has serious consequences for employees, the businesses they work for and the wider community.

2.2 *Consequences for employees*

2.2.1 Victims may suffer both physical injury and psychological harm including anxiety and stress. The cumulative effect of sustained verbal or physical abuse can wear someone down, both mentally and physically. Even if other members of staff seem to be coping, some individuals may experience feelings of isolation, fear, anxiety, suffering, humiliation, loss of confidence, reduced self-esteem and de-motivation.

2.2.2 Stress arising from violence in the workplace can damage physical health, social relationships and the way people function at work and at home. Stress can manifest itself in a range of symptoms including the following:

- i. physical signs like headaches, insomnia, indigestion, high blood pressure, alopecia, loss of appetite;

- ii. emotional factors such as irritability, lack of concentration, anxiety, loss of confidence, low morale;
- iii. behaviour aspects such as poor work performance, accidents, poor relationships at home and work;
- iv. abuse possibly leading to dependence on tobacco, drugs and alcohol;
- v. immediate, and often long-term disruption to interpersonal relationships;
- vi. if the situation persists, physical illness, psychological disorders.

It is important to remember that these symptoms may have nothing to do with stress but they are often danger signs which should not be ignored.

Stress may - if unrelieved – ultimately contribute to other physical and psychological disorders including clinical depression.

2.3 Consequences for business

2.3.1 For employers violence in the workplace can represent a real financial cost through:

- i. low staff morale contributing to high staff turnover. This in turn may affect a business' profitability and even its viability;
- ii. low staff morale contributing to poor staff performance, reducing revenues and increasing costs;
- iii. increased commercial insurance premiums;
- iv. sick pay for staff who are absent as a direct or indirect result of violence in the workplace;
- v. compensation claims, including not only the value of the claim itself and any legal fees but also the management time required to deal with it;
- vi. damage the company's image which may make recruitment more difficult and/or costly.

2.4 Consequences for the wider community

2.4.1 The costs of dealing with the impact of violence in the workplace include:

- i. costs of health care and long-term rehabilitation for victims;
- ii. costs of unemployment and retraining for victims who lose or leave their jobs;
- iii. breakdown of trust in society.

3 Developing a Policy on Violence in the Workplace

3.1 All LBO operators are expected either to develop a separate policy on violence in the workplace issues or to incorporate the elements of such a policy into existing health and safety policies. This document provides references to source material that should help to enable all operators to develop their own policy on violence in the workplace.

3.2 A policy document should include the following:

- i. a definition of violence in the workplace;
- ii. a commitment to monitoring and reducing the number and severity of incidences of violence which emphasises how seriously this issue is taken by the organisation;
- iii. identification of who within the organisation is involved in the implementation of the policy, a description of their role and responsibilities as relevant to the policy, and noting any links that they may have with relevant third parties;
- iv. general advice on staff behaviour/ prevention advice;
- v. explanation of the risk assessment procedure;
- vi. list of any agreed control measures that can be applied;
- vii. summary of all training available;
- viii. explanation of the reporting procedure and a copy of the relevant form;
- ix. a summary description of the support available to victims.

3.3 Procedures should be reviewed annually or after a serious incident, whichever is the earlier. The policy should be discussed on a regular basis in staff forums.

3.4 Risk assessments should also consider the risk to ancillary staff on the premises (e.g. cleaners, maintenance staff) and visitors and the possible need to make special arrangements to manage any risk of violence towards them.

4 Training

4.1 As part of an employee's induction training, there should be awareness training regarding issues of violence in the workplace. After initial training, staff should:

- i. be aware of the issue of violence in the workplace;
- ii. understand any relevant policies and procedures issued by their employer in order to manage the risk of violence.

4.2 There should be both ongoing and refresher training that should allow staff to:

- i. know how to prevent and reduce violence in the workplace;
- ii. be able to deal appropriately with difficult, aggressive or violent customers.

4.3 The ABB has developed a basic training package on dealing with violence in the workplace. It is necessary for operators to carry out a training needs analysis and either to develop further in house training programmes or identify third party providers who can provide relevant training in conflict management.

4.4 It is reasonable that staff should receive training within their induction programme and on a continuing basis. See Section E.

5 Incident Reporting

5.1 Beyond meeting the business' statutory responsibilities, there are a number of further advantages in encouraging comprehensive reporting of incidents. These include:

- i. it indicates to staff that the issue is taken seriously and that violence in the workplace is not regarded as "part of the job";
- ii. it allows the business to monitor trends, to react to emerging findings and to inform the ongoing risk assessment process;
- iii. it provides a platform for a cultural change if one is needed.

6 The Reporting Threshold

6.1 There is sometimes debate about when an incident should be reported. For example one person may find an incident disturbing or upsetting whereas another may not be affected. To ensure that incidents are readily reported, management should not impose their own threshold, but staff should be encouraged to report incidents which fall within the definition of violence in the workplace provided above. Even if others think the incident is "low-level" but that particular member of staff perceives it to be abuse or aggression then it should be reported.

7 A Clear and Effective Reporting Policy

7.1 LBO staff should clearly understand how to report incidents and to whom. The depth of the report and the response to it should be proportionate to the seriousness of the incident being reported. The reporting process should be standardised with a standard report form and a clear route for the report. It should be clear whose responsibility it is to review and investigate. Reported incidents should be categorised so that internal statistics can be readily maintained and trends monitored.

7.2 It is suggested that the incident report should contain the following information:

- i. form of assault (e.g. weapon, physical, biting, hitting);

- ii. form of abuse or threatening behaviour (e.g. swearing, sexual harassment, racial harassment, damage to the fabric of the building);
- iii. surrounding circumstances of the incident (identifying “flash points”, details of witnesses etc);
- iv. timing of the incident;
- v. outside agencies involved/medical attention needed;
- vi. area of incident (e.g. counter, gaming machines, customer area).

7.3 Staff should be confident that a reported incident will be properly considered and where necessary investigated. Feedback on the outcome of any investigation should be made to the person who made the report (even if only to explain why enquiries into an incident could not be progressed any further). Communication is fundamental to the process and is a key agent in cultural change.

7.4 In large organisations with central reporting processes, someone whom the member of staff involved recognises as being within their own immediate line management chain should be given responsibility for liaising with the person who made the report over the incident, including providing feedback and support.

8 Support for Victims

8.1 After an incident a member of staff (or group of staff) may require support. The nature of that support will be governed by the seriousness of the incident. The key points to remember are:

- i. victims of aggression will be affected in different ways and with differing levels of severity;
- ii. sensitive and appropriate support is needed to reduce the suffering of the victim;
- iii. there may be a requirement for further training.

8.2 In the case of more serious incidents, LBO staff should be fully aware of what to do in the immediate aftermath of that incident. This will include immediate medical and welfare support for the victim, having a clear communications strategy (notifying the police, operations room, security staff and relevant managers), preserving evidence at the premises and securing the premises.

8.3 Staff should be given an opportunity to talk openly about the incident, express their feelings and should receive constructive support. People are more likely to cope with an incident, be less afraid, and have increased job satisfaction and commitment, if they get

positive support from colleagues and managers. But bear in mind that some people will not wish to talk about the incident, or may wish to do so at a later date.

8.4 Whilst the welfare of the victim is paramount, consideration should be given to the effect on other staff of any reported violence. This includes staff who may not have been involved in the incident or even present at the time that it occurred.

8.5 If it is available, staff could be offered confidential counselling services. These may be offered either in-house or from local professionals such as Victim Support or GP services. Managers should ensure that staff know that counselling is available and encouraged. Where in-house services are offered, employers should ensure staff are fully trained and competent.

8.6 Any time off which may be necessary for recovery should be granted, and sympathetic and supportive contact with victims maintained in accordance with the operator's HR policy. After the victim returns to work, managers will need to continue to lend support and monitor for ongoing effects of the incident.

9 External Agencies

The LBO Manager should liaise with their local police Safer Neighbourhood Team on an ongoing basis. The Safer Neighbourhood Team may be contacted via the local police authority.

10 Conclusions

10.1 Following the advice in this document and meeting the relevant standards will not prevent all incidents happening, but it will reduce risk and enable LBO staff to deal more effectively with incidents.

10.2 Those responsible for developing and delivering policies and procedures in this area can find more information on the HSE website. This includes a "toolkit" at: <http://www.hse.gov.uk/violence/toolkit/index.htm>.

10.3 An example policy that can be used by smaller LBO operators can be found as Appendix 1.

Section B: National Standards - Risk Assessment

1 The importance of risk assessment

1.1 The standards aimed at robbery reduction are LBO-specific and therefore underpinned by risk assessment. For operators with five or more staff, risk assessments must be in writing, but in any event operators must be able to demonstrate that they have carried out the process. It is a requirement of Regulation 3 of the Management of Health and Safety at Work Regulations 1999 for the significant findings of a risk assessment to be recorded in a retrievable format where the employer has five or more employees. The employee number relates to the entire business not just in one shop, so if the business has five shops all employing one person there is requirement to record the risk assessment findings.

1.2 A standardised process can be used to assess the risk of robbery. The ABB believes that it is right to use a risk assessment methodology that will already be familiar to many LBO operators and their staff. The Health and Safety Executive's "five steps to risk assessment" reflects good risk assessment practice. Some operators already have a formalised approach to risk assessment. For example, they use between two (general or enhanced) and five categories of risk.

1.3 Participation in the Safe Bet Alliance does not necessarily entail redesigning existing formal process, but making sure that the operator takes a structured approach to risk assessment.

1.4 The key is following the five steps to risk assessment and determining what preventive or crime reduction measures are appropriate to manage the risks. For ease of reference the steps are:

- i. identifying the hazards;
- ii. deciding on who might be harmed and how;
- iii. evaluating the risks and deciding on precautions;
- iv. recording the findings and implementing them; and
- v. review.

1.5 Not all LBOs present the same risk. Some LBOs have never been robbed. An LBO may be located in an area where there is little or no business or street robbery. However, the process of carrying out risk assessments must be dynamic to meet emerging circumstances. All risks must be considered.

1.6 The appropriate starting point is proportionate and evidence based standards for all LBOs, with a menu of enhanced measures being used when risk assessment shows that a particular premises presents a greater risk. Where there is a higher level of risk then further measures need to be taken.

1.7 There are a range of professional and factual judgments to be applied when deciding what are the appropriate control measures to be applied in a particular LBO; for example, an analysis of trends and the strengths and weaknesses of particular crime prevention measures. This document assists with that analysis.

1.8 As part of the risk assessment process which should be premises specific, local management and LBO staff must be consulted. An assessment should take account of the age and experience of the staff working in the premises. Younger or less experienced staff may lack the interpersonal skills to effectively manage the risk of violence without the support of colleagues.

1.9 There are two distinct statutory schemes covering staff consultation on health and safety issues: one where unions are recognised by the employer and the other where they are not. As a minimum, it is important to make sure that consultation mechanisms are established which ensure that either all employees or elected representatives of employee safety are consulted. Further details can be found on the HSE website <http://www.hse.gov.uk/pubns/indg232.pdf>

1.10 In coming to a view about the level of risk, the most simple and objective method for existing shops is to take into account the most relevant and current crime and other statistics and also consider the history of a particular premises in terms of the number and type of incidents to which it has been subjected. For example, if the statistics show that the risk of business robbery and other crime is low and there has been no history of robbery in that shop (say in the past two years) then that shop may be lower risk for robbery. For new shops one should consider the crime statistics and the experience of other similar shops in the immediate area.

1.11 Likewise the identification of a pattern of offences occurring in a particular area may require re-evaluation of the risk in particular shops even if the particular shop in question has

not been subject to a serious offence. The number of robberies in a particular area or region endures will be a determining factor when carrying out a risk assessment.

1.12 Following risk assessment, it will be necessary to justify the measures taken to reduce the risk of robbery. The key question is: "Were the measures taken to reduce the identified risk reasonable and proportionate in the circumstances?"

1.13 Whilst the large and medium sized operators have their own professional security staff, other sources of information are local police crime prevention and police Safer Neighbourhood Teams, local Environmental Health Officers and local business crime reduction partnerships. Some of the larger metropolitan forces publish their own business crime statistics at area level.

1.14 Carrying out the risk assessment and taking appropriate action is the responsibility of the operator. Where there are gaps in an operator's knowledge or expertise, then consultation with those external resources identified above is very much part of the process.

1.15 Nobody wants to see a rise in the level of robbery or other incidents in their area and betting operators should give every assistance to local crime prevention and investigating officers, particularly during a spate of local robberies when risk assessments may need to be revised to meet the changing circumstances. Whilst it is hoped that this will never be the case, this does not mean agreeing to requests for the implementation of disproportionate security measures across whole estates as a reaction to a spate of localised incidents.

1.16 A partnership approach should be adopted, but ultimately it is for the operator, having consulted where necessary with those responsible for health and safety compliance and the prevention and detection of crime, to implement the appropriate measures to reduce risk. Adopting the standards set out below will assist operators to meet their legal obligations. The ABB can help independent members determine their current level of risk from LBO robbery and advise on the suggested measures set out in the tables below. The five steps involve identifying the risk (in this case the real risk of robbery and violence in the workplace), identifying what has been done already to reduce risk, establishing what else needs to be done, and finally who is responsible for delivering the agreed measures and reviewing the process.

1.17 A practical example of this approach in action can be seen on the HSE website. www.hse.gov.uk/risk/casestudies/pdf/bettingshop.pdf

1.18 Crime prevention techniques and methodology obviously come in to play here. Designing an LBO to reduce the risk of robbery (by limiting the opportunity or inclination of a potential offender to commit the crime) or implementing measures to deal with a particular situation and look at making individual betting premises a harder target for attack, is all part of the process.

1.19 However, many medium sized and small betting operators do not have the resources to employ specialist security staff (it is another function of management) nor do they have funds to pay for expensive reviews by security consultants. Therefore following an approach which is already in use by many operators to manage their health and safety risk and spreading simple and effective practice across the whole industry seems sensible. Experience has also shown that Crime Prevention, Licensing Authority and Environmental Health Officers also encourage this approach.

1.20 Whilst all reasonable measures should be taken to reduce robbery and other risks, it is also important to provide support for staff after an incident has occurred consistent with that contained in the Violence in the Workplace Policy.

Section C: National Standards – Crime Prevention

Whilst it is staff that should be encouraged to adopt the following principles, managers must implement and constantly reinforce them.

1 Crime prevention

1.1 **Being vigilant** - This means maintaining awareness of what is happening in the shop, identifying unusual occurrences or suspicious individuals and not being afraid to report suspicions to the police.

1.2 **Giving good customer service** - Great customer service reduces the risk of robbery. Building relationships with your existing customers, challenging strangers with a “Can I help you?” and running a clean and efficient shop discourages would be offenders.

1.3 **Minimise cash** - minimising the amount of cash that an offender can get their hands on is the single most important factor in reducing the incidence of robbery, preventing repeat robberies or stopping a spate of robberies by the same individual or group. This means making sure large amounts of cash are not available at the till and, where available, time delay safes or other dispersal alternatives are used.

1.4 **Utilise existing security measures properly** - This means following established security procedures, ensuring security equipment e.g. CCTV is working at all times and that security devices where fitted, such as Maglocks are working at all times

1.5 **Avoid establishing a routine** – staff should avoid banking or emptying machines at the same time and establishing predictable patterns for would be offenders to observe.

1.6 **Stay calm and remain passive, but in control** – whilst staff should do as the offender asks and never do anything to challenge the offender, there may be things that staff can do which help the situation. For example, breaking eye contact or appearing to comply with instructions while looking at opportunities to preserve evidence. Staff should do no more than they are asked to e.g. staff should not volunteer concealed cash or security processes. This could put colleagues in danger.

1.7 **If robbed, the shop must be secured immediately after the incident** - The shop is a crime scene where police may be able to recover forensic evidence, including DNA. Staff should preserve the scene by not touching or moving anything and prevent access by members of the public (although this does not mean ushering out those customers who were present during the incident).

1.8 *All these principles should be underpinned by staff training.*

2 The Ten Principles of Crime Prevention

- 2.1 Target hardening.
- 2.2 Target removal.
- 2.3 Remove the means to commit crime.
- 2.4 Reduce the payoff.
- 2.5 Access control.
- 2.6 Visibility/surveillance.
- 2.7 Natural surveillance.
- 2.8 Environmental design.
- 2.9 Rule setting.
- 2.10 Increase the chance of being caught.

Section D: National Standards – Security & Safety Measures

1.0 The following voluntary security standards are based on surveys of premises that have been subject to robbery offences, the 10 principles of crime prevention (see Section C), and good practice that is currently adopted within the bookmaking industry.

1.1 An “off the shelf” accreditation scheme for robbery prevention may not necessarily be appropriate for a LBO.

1.2 In tandem with providing proper training (see Section D) sometimes it will be necessary to impose these working practices if it is felt that staff will be better protected by their use.

1.3 The following voluntary security standards are colour-coded as follows:

1.3.1 GREEN represents a standard that UK bookmakers have agreed to work towards as a national voluntary standard.

1.3.2 BLUE represents a guide to best practice that it may be appropriate to implement depending on the findings of a shop-specific risk assessment.

LBO Shop Front

Location	Advice	Standard
Front door	The front door is the first opportunity for controlling entry to the LBO premises. It is important that the door and the doorframe are of sound construction. All locking mechanisms should be regularly maintained and meet relevant BSI standards.	<p>The front door and surround must be of sound construction and locks should meet relevant BSI standards.</p> <p>Where the risk of repeat robbery offences is assessed as significant at the site, an electromagnetic lock maglock or an alternative entry control system should be installed, except in exceptional circumstances.</p>
Corporate Signage	It is important that customers and staff are aware of the security used on the premises. It is a legal requirement to clearly advertise the use of CCTV and the reasons for its use.	<p>LBOs must have a clear corporate security notice that details security measures.</p> <p>Where CCTV is operated, the signage must incorporate a CCTV notice.</p> <p>Corporate signage and / or VDU screens should indicate to customers that operators may refer offences committed against staff to the police.</p>
Advertising / door/windows	<p>It is important that staff have an opportunity to identify potential risks before they enter the premises. It is also important that members of the public can see into the premises.</p> <p>In some premises the structure and internal layout of the premises prevents clear viewing. In such cases alternative security measures e.g. external CCTV should be considered.</p>	Where reasonably practicable, advertising should be restricted to allow for clear viewing into and out of the premises.
Lighting	External lighting is important to support external CCTV (where installed) and clear vision to aid the use of maglocks etc. Where possible external lighting also assists to identify potential risk during hours of darkness.	Care must be taken to ensure that lighting does not create mirror effects thus reducing visibility for staff.

LBO Shop Floor

Location	Advice	Standard
Furniture	<p>Consideration needs to be given to the type of furniture used within the LBO. Dependent on the risk, furniture may need to be secured to the floor or of such construction that it cannot be used as a weapon or tool for causing damage.</p>	<p>Appropriate furniture must be used in the LBO.</p> <p>Where there is an identified problem consideration should be given to securing furniture or removing portable items e.g. stools.</p>
Customer Desks and writing benches	<p>Desks and benches placed near windows and doors in some LBOs can become attractive to undesirable "customers" e.g. drug dealers. These people cause a number of problems: Scaring off regular customers, Causing local disorder problems.</p>	<p>When particular problems have been identified consideration should be given to the removal of desks and writing benches from front window positions where the structure of the premises permits.</p> <p>Liaison with local police to discuss appropriate action.</p>
Fire exits	<p>Fire exits are another potential entry / escape route for offenders. In some cases fire exits cannot be seen from the cash office. The introduction of alarms on all fire exits will ensure that staff will be aware when fire doors are opened. CCTV will allow the capture of images of persons using the door.</p> <p>Fire doors must not be used as an alternative entrance / exit from the LBO unless it is an agreed exit.</p>	<p>All fire doors must have signage that the doors are only to be used in an emergency only.</p> <p>All fire doors must be fitted with appropriate locking systems.</p> <p>Fire exits not viewable from the counter must be fitted with an audible alarm.</p> <p>Strengthened fire doors should be fitted as part of all new builds and refits</p>
Toilets	<p>In LBOs where toilets are available to members of the public, staff need to be aware of the potential misuse of the facilities. Robbers have been known to wait in toilets until premises are closed.</p> <p>Where misuse becomes an issue consideration should be given to controlling entry to the toilets or withdrawing the facility.</p>	<p>All toilets must be regularly checked by staff for evidence of misuse and for anyone loitering there at closing</p> <p>Where there is evidence of misuse the management needs to control access to the customer toilets.</p> <p>Consideration should be given to temporarily withdrawing facilities if the control systems prove inadequate and misuse is evident. This may involve seeking advice from local police.</p>
Gaming Machines	<p>Certain issues can be linked to the operation of Gaming machines: Stolen money being laundered, Underage persons using the machines and</p>	<p>A procedure must be in place that ensures that gaming machines are only opened when staff are sure that it is safe to do so in</p>

	<p>Criminal Damage to the machines and robbery when being emptied.</p>	<p>compliance with company policy.</p> <p>Remote control on/off switch for the machines should be in the Cash Office, allowing isolation of the machines.</p> <p>CCTV to cover gaming machine areas and capture images.</p> <p>Company policies must make clear that machines must not be opened if it is not safe to do so.</p>
<p>Signage</p>	<p>It is important that internal signage should reinforce the message of the corporate signage at the points of entry.</p>	<p>Security messages must be prominently displayed in the cash office by means of corporate signage and / or VDUs.</p>
<p>Internal CCTV</p>	<p>CCTV must be in good working order and fit for purpose for which it was installed.</p> <p>CCTV is essential for post robbery investigations. For this reason it is vital that at least one camera is capable of obtaining a head and shoulders image of all persons leaving the premises. A minimum of a second camera is required to see what has happened in the store.</p> <p>All CCTV images to be recorded using frame rates appropriate to the operational requirements.</p> <p>Images must be retained for a minimum period of not less than 14 days.</p> <p>A regular maintenance plan for the CCTV system must be in place All CCTV must comply with the Data Protection Act and should take account of the Home Office / ACPO National CCTV Strategy http://www.crimereduction.homeoffice.gov.uk/cctv/index.htm</p>	<p>CCTV must provide clear images of the counter, entrances and exits. The camera angle, where possible, should capture the general floor area (including gaming machines)</p> <p>Consideration should be given to installation of a covert camera to capture facial images.</p> <p>Processes must be in place to allow police access to images as soon as possible following an incident.</p>
<p>Lighting</p>	<p>Lighting plays an important part in creating an environment that feels safe and secure. Lighting is also essential for the capture of CCTV images.</p>	<p>Internal and external lighting should support high quality CCTV images and recordings.</p>

LBO Cash Office and Counter

Location	Advice	Standard
<p>Cash Office Door</p>	<p>The door to the cash office is in many cases the last barrier between the public area and the safe and tills. It is important that this door and the surround are of suitable construction to withstand an attack.</p> <p>Where the door to the cash office is a fire door there may be restrictions on the type of door and security used.</p>	<p>Where fitted, doors and door surround must be of sound construction and where possible open outwards. For existing premises where doors open inwards, bolts are acceptable.</p> <p>All cash office doors should be of suitable construction and be secure.</p> <p>Where staff cannot see the exterior a spy hole or clear glass panel must be in place in the cash office door.</p>
<p>Security Screens</p>	<p>Security screens serve two main purposes: prevention of assault of staff and a barrier to stop access to the cash office.</p> <p>Where criminal incidents or risk assessments result in premises being assessed as higher risk, screens should be installed.</p> <p>It is important that the security screen is correctly fitted and of the appropriate type.</p> <p>Re- assessment of the screen situation should take place following a significant incident.</p>	<p>Shops graded as high risk should have a security screen.</p> <p>Security screens should be of an appropriate height and construction to prevent offenders climbing over the screen.</p> <p>The gap between the counter and the bottom of the screen should be sufficiently restricted to make access by customers difficult</p> <p>Where a premise is identified as high risk, consideration should be given to having a full screen.</p>
<p>Hold Up Alarms</p>	<p>A Hold-Up Alarm may be operated to summon urgent Police assistance when an assailant enters a previously defined area with the obvious intention of harming or threatening any person within that defined area. Source: (ACPO 2008)</p> <p>Alarms may be fixed position or discreet personal holdup alarms carried by staff.</p> <p>Where hold up alarms are installed or made available, staff must be trained and confident in the use and operation of the alarm.</p> <p>Alarms must be appropriately placed and regularly maintained.</p> <p>Fitted alarms must go to a central</p>	<p>Staff must have access to a shop telephone capable of direct dialling 999.</p> <p>Following an attack the police should be contacted using 999.</p>

	station monitoring centre and must always be silent alarms.	
Cash minimisation	<p>Reducing the amount of reward available to offenders is a key crime reduction principle.</p> <p>A realistic maximum limit for cash in tills must be identified for each store.</p> <p>All cash in excess of this limit must be placed in the safe, not hidden in the shop!</p>	<p>A maximum till limit must be identified for each LBO.</p> <p>The maximum limit must be enforced.</p> <p>It is unlikely that the maximum till limit will need to exceed £300 per till.</p>
Safes and time delay	<p>It may be advisable in certain shops with a high cash turnover to fit a second hidden safe (floor) or a time delay mechanism or insert.</p> <p>Introducing a time delay mechanism or hidden safe reduces the chance of offenders obtaining large quantities of cash from the main safe.</p>	<p>It is highly recommended that all betting offices be fitted with a safe in an appropriate location.</p> <p>Where safes are used they must be closed and locked at all times when not in use.</p> <p>If fitted, inserts must remain locked unless in use.</p> <p>Excess cash should be placed in the safe.</p>
Banking Procedures	<p>Banking should take place as and when required. The following points should be noted. No fixed day or time should be arranged for banking.</p> <p>Staff uniform including badges must not be visible when banking.</p>	<p>Banking must be a random activity not restricted to certain days or times.</p> <p>Staff and management must be trained in relation to banking procedures.</p>
Opening and Closing	<p>Opening</p> <p>Staff should remain vigilant when unlocking the premises, looking for anyone waiting in the vicinity of the premises. If the member of staff is suspicious of any person they should not unlock the shop but move to a place of safety where they can call police.</p> <p>If it is safe to do so once the door is opened staff should enter quickly locking the door behind them until they are ready to open the premises to the public.</p> <p>Closing Time</p> <p>Good preparation and teamwork is key. A check must be made of all</p>	<p>Staff engaged to open premises should be fully trained and briefed and be given the confidence to delay or cancel opening if they are at all suspicious.</p> <p>Opening and closing procedures must be introduced and complied with.</p>

areas, toilets etc to ensure that no one is concealed within the building. Lock the door with the key don't rely solely on the maglock (where fitted). Now is the only time that the shop's total cash should be fully checked and counted. Lock all cash away in the safe equipment provided.

It is advisable that if there are 2 staff members they leave together and maintain vigilance.

If staff are suspicious of any person they should not leave the building, but wait until the person leaves or call police. Do not leave via back doors onto unlit areas and car parks etc.

LBO Procedures

Location	Advice	Standard
CCTV	CCTV is essential for the identification and conviction of offenders.	<p>Consideration should be given by all operators to installing CCTV when new premises are opened or refitting is undertaken. A rolling programme of increasing CCTV coverage is desirable.</p> <p>All London betting offices should be fitted with internal CCTV (see above)</p>
Training	<p>Training is an essential element for security. Staff need to know what to do before, during and after a robbery. All staff from cleaners to managers and contractors play an essential role in reducing robbery. Appropriate training reduces the risk of injury, reduces the financial loss and improves the possibility of identifying and convicting offenders.</p>	<p>All staff and operational managers and others should receive comprehensive security training to ensure that they are aware of their duties and responsibilities.</p> <p>Training for all staff must be provided in relation to robbery awareness.</p> <p>Refresher training needs to be undertaken at regular intervals</p>
Police Liaison	<p>Liaison with local police officers is always advisable, irrespective of where you trade from and the associated risks.</p> <p>The method of policing has recently changed. With the introduction of Safer Neighbourhood Teams “SNTs” (and their local equivalents in Scotland who can be contacted via the local police station) there is a need for businesses to engage with the police at this local level. The SNT is a valuable resource for addressing local disorder problems, passing information and reassurance of staff and should be encouraged to visit the premises on a regular basis</p>	<p>Establish who is the local SNT and develop that relationship for advice, visits and support and know the contact number for local SNT.</p>
Local Business Watch Initiatives	<p>Local Business Watches do have advantages in reducing crime. The timely sharing of information, the ability to identify local issues before they become problems and the opportunity to communicate with police, local authority and other organisations make the time invested a worthwhile expenditure.</p>	<p>Operators (especially those without dedicated security departments) should consider affiliation to their local Business Crime Reduction Partnerships or similar initiatives.</p>
Recruitment and retention	<p>It is essential staff are trustworthy and comply with security</p>	<p>A robust recruitment and reference checking process should be in place</p>

of staff	<p>procedures. Staff have access to cash on site and to security procedures and operations.</p> <p>All staff need to be vetted to the appropriate level.</p>	<p>for all potential employees.</p>
Management of Staff	<p>It is important to adopt a pro-active management style that has a positive impact on staff ensuring that they follow procedures at all times. Managers who fail to ensure that security policies are complied with are failing to manage.</p> <p>Disciplinary action should be considered for any breaches of procedure by managers or staff, taking into account all mitigating factors.</p>	<p>Managers must ensure that all staff have access to policies and procedures at all times and that they understand and follow those procedures.</p> <p>Where it is evident that security procedures have not been followed it is advisable that staff involved receive appropriate action in line with company policy.</p>
Property Management	<p>Investment in security equipment can be compromised if it is not correctly installed and maintained. Unfortunately many investigations are frustrated because faulty CCTV has not been reported or remedied and robberies have occurred because of faulty installations e.g. incorrectly fitting maglocks.</p> <p>The shop manager, where possible, should ensure that all security equipment is working correctly and maintained to acceptable standards. Daily and periodic checks should be completed.</p> <p>A detailed log of all work required, date of reporting and date of rectification needs to be maintained by the manager. This log should include, where appropriate, to whom the matter was reported, date and time and outcome of the reported incident.</p>	<p>Security equipment must be correctly installed and maintained.</p> <p>A scheduled check of security equipment must be undertaken and a maintenance log maintained.</p> <p>Internal or external service level agreements should be in place with engineers.</p>
Incident Report Log	<p>Many offenders reconnoitre the premises prior to a robbery to identify what security is in place and how staff are likely to react. It is vital that details of suspicious persons and vehicles are recorded, as these events may be key to any investigation.</p> <p>Where schemes are in place it is important that relevant information is passed to the interested parties.</p>	<p>All LBOs should record suspicious incidents in the shops incident log.</p> <p>Each entry must record the date, time and location of the suspicious activity.</p> <p>Details of suspicious persons must include a description including:</p> <ul style="list-style-type: none"> • gender • age

		<ul style="list-style-type: none"> • height • race • marks, scars, tattoos, jewellery • clothing • items carried • accent • vehicle make • vehicle colour • registration mark
<p>Excellent Customer Service</p>	<p>Staff should be encouraged to welcome customers at the time they enter the shop. This customer focus may deter offenders who are conducting a pre-raid reconnaissance.</p>	<p>All staff should be encouraged to acknowledge customers as they enter the shop and maintain a customer focussed approach.</p>
<p>Lone Working</p>	<p>Whilst lone working is sometimes unavoidable and is not necessarily a factor which increases susceptibility to robbery or other violence in the work place, it does in some respects increase the vulnerability of workers.</p> <p>Operators should only allow lone working once a risk assessment has been carried out and where there is evidence to show that lone working at a particular time of the day is safe.</p> <p>Some staff feel more vulnerable when they are working alone and research has shown that lone workers who are subject to incidents take longer to recover and may experience more acute feeling of distress.</p> <p>A significant proportion of robberies occur after 1830 in the evening and in shops where the risk of robbery is heightened this factor needs to be taken into account.</p>	<p>All operators should have a lone working policy which addresses staff safety.</p> <p>Where an operator allows lone working managers should maintain regular contacts with lone workers.</p> <p>Based on the risk assessment the operator should define the minimum number of staff and their experience levels necessary to run the shop securely.</p> <p>Where following risk assessment, lone working is considered appropriate and robbery is a heightened risk then operators should consider additional measures such as remote monitoring systems, controlled entry and hold up alarms.</p>
<p>Safe Havens</p>	<p>Rather than engage with offenders or potential assailants at the counter, where it is safe to do so, it is often effective for staff to retreat to a "safe haven". This means that the employee avoids contact and retreats to a place of safety within the secure staff area.</p>	<p>Where there is a policy of "safe haven" use, staff must be fully trained in procedures.</p> <p>"Safe havens" may be dual purpose (e.g. back office or toilet), but they must also be fit for purpose with means of outside communication (telephone land line or other communications system) and secure from attack.</p>

		<p>“Safe haven” doors should open outwards and be fitted with a spy-hole for looking out from inside the safe haven</p>
<p>Reporting, Action and Feedback</p>	<p>In addition to those matters which must be reported for HSE and Gambling Commission purposes, staff should be encouraged to report all incidents where they have suffered abuse that is personal in nature (as opposed to derogatory comments about the business or its policies). Incidents of sexual or racial abuse should always be reported as should shouting or swearing where the employee feels intimidated by that action.</p>	<p>Operators should have clear reporting processes and procedures which are communicated to staff. Staff clear about who in the business will deal with their report.</p> <p>Reports should always be actioned and the member of staff given feedback about the outcome of their report.</p>
<p>Data</p>	<p>Data is essential in enabling operators to carry out risk assessments and to monitor trends within their own business (as well as assisting in the monitoring and analysis of industry trends).</p>	<p>The operator shall maintain the following records:</p> <ul style="list-style-type: none"> i. all customer incidents where police are called, including robbery (required for Gambling Commission purposes); and ii. incidents which result in an employee being absent (through injury) for more than three days (required for HSE purposes). <p>Additionally the operator will provide a formal mechanism for staff to report incidents defined as “violence in the workplace”.</p>

Section E: National Standards – Training

1 The Importance of Training

1.1 Efficient and effective training of staff is crucial to the effectiveness of the implementation of the standards. Without such training staff may be reluctant to deploy certain security measures when an incident takes place, perhaps fearing that offenders may be incited to greater levels of violence. The following aims to provide a useful reference for operators to consider when putting together training programmes, rather than to stipulate mandatory subject matter or the manner in which training is delivered.

1.2 Health and safety law requires sufficient training is provided to all employees to ensure, so far as is reasonably practicable, their health and safety. Training and information must be provided to ensure that the health and safety risks to employees are managed. The risk of violence should be managed in the same way as any other workplace risk and staff need to understand their employer's health and safety policies, expected working practices and procedures for reducing violence and dealing with it. A range of training should be available to staff and managers that is appropriate to their duties and responsibilities.

1.3 All staff and operational managers should receive training that covers comprehensively security practices and procedures, robbery awareness and dealing with issues of violence in the workplace.

1.4 The ABB can provide training packages to operators which deal with reducing robbery risk (including safe banking practices) and dealing with violence in the workplace. As part of the training process, staff should be allowed to discuss their experiences and share their concerns. Where training is provided online, this might be via discussion with their line manager.

1.5 The training should be based on the standards set down in the National Occupational Standards for Prevention and Management of Work-Related Violence. The National Occupation Standards for the Prevention and Management of Work Related Violence are designed to support the development of good practice and awareness in the workplace, and the needs of employers and employees. They have been developed and reviewed in consultation with employers, sector specialists, stakeholders and awarding bodies. They are widely imported into other suites of national occupational standards and mapped to awards and development programmes.

1.6 The list of units included in the Occupational Standards is included in Appendix 4.

1.7 The training must also specifically cover robbery awareness. The training will need to be on-going, covering induction training, further training and refresher training (as set out in Section A, paragraph 4).

2. Conclusion

2.1 Good safety and security starts with people; cleaners to managers all have a vital role in ensuring the safety and security of your premises. Good policies and procedures that all staff understand and comply with are an essential starting point. Implementation of operator wide policies and security measures appropriate to the level of risk faced by the individual LBO will only be effective if staff utilise them properly. These standards are intended to be a starting point for a safer and more secure LBO environment.

2.2 There is a need for operators to continually review and adapt their policies to meet emerging threats and risks to staff, customers and business. The ability of staff to identify and report suspicious activity is vital, as is liaising with the local police and other businesses to identify local problems or trends. Following the standards contained within this document offer no guarantee that incidents will not occur; however these standards are designed to reduce the risk.

2.3 If the ABB can be of any assistance with the implementation of any security initiative please do not hesitate to call on **020 7434 2111**.

Appendices

Appendix 1 Violence in the Workplace (“ViW”) Example Policy for Small Bookmakers

1 Background

1.1 [OPERATOR NAME] betting shops are generally safe places for staff and customers, but some betting shop staff, like other staff in the retail sector, experience incidents of violence in the workplace. [OPERATOR NAME] will take all reasonable steps to prevent and respond to incidents of violence, up to and including reporting incidents to the police for possible prosecution.

1.2 Following the advice in this document and meeting the relevant standards will not prevent all incidents happening, but it will reduce risk and enable betting shop staff to deal more effectively with incidents.

1.3 The risk to staff from violence in the workplace needs to be included in the wider risk assessment process. Protecting the welfare of betting shop staff going about their business is just as important as managing the risk of betting shop robbery.

1.4 Many of the security measures put in place to protect against robbery also reduce the risk of physical injury to betting shop staff. However those measures do not rule out the possibility of staff facing abuse or aggression which can have negative consequences both for the individual and for the business (see below).

1.5 Facing assault, abuse or aggression or having to work in an intimidating environment is not “part of the job” and all reasonable measures will be taken to reduce the risks of these.

2 Consequences of Violence in the Workplace (ViW)

2.1 Work-related violence has serious consequences for employees [OPERATOR NAME] and the wider community.

2.2 *Consequences for employees*

2.2.1 Victims may suffer both physical injury and psychological harm including anxiety and stress. The cumulative effect of sustained verbal or physical abuse can wear someone down, both mentally and physically. Even if other members of staff seem to be coping, some

individuals may experience feeling of isolation, fear, anxiety, suffering humiliation, loss of confidence, reduced self-esteem and de-motivation.

2.2.2 Stress arising from violence in the workplace can damage physical health, social relationships and the way people function at work and at home. Stress can manifest itself in a range of symptoms including the following:

- i. physical signs like headaches, insomnia, indigestion, high blood pressure, alopecia, loss of appetite;
- ii. emotional factors such as irritability, lack of concentration, anxiety;
- iii. loss of confidence, low morale;
- iv. behaviour aspects such as poor work performance, accidents, poor relationships at home and work ;
- v. abuse possibly leading to dependence on tobacco, drugs and alcohol;
- vi. immediate, and often long-term disruption to interpersonal relationships;
- vii. if the situation persists, physical illness, psychological disorders.

2.2.3 It is important to remember that these symptoms may have nothing to do with stress but they are often danger signs which should not be ignored.

2.2.4 Stress may – if unrelieved – ultimately contribute to other physical and psychological disorders including clinical depression.

2.3 *Consequences for business*

2.3.1 For [*OPERATOR NAME*] violence in the workplace can represent a real financial cost through:

- i. low staff morale contributing to high staff turnover. This in turn may affect profitability and even viability;
- ii. low staff morale contributing to poor staff performance, reducing revenues and increasing costs;
- iii. increased commercial insurance premiums;
- iv. sick pay for staff who are absent as a direct or indirect result of violence in the workplace;
- v. compensation claims, including not only the value of the claim itself and any legal fees but also the management time required to deal with it;
- vi. damage the company's image which may make recruitment more difficult and/or costly.

2.4 *Consequences for the wider community*

The costs of dealing with the impact of violence in the workplace include:

- i. costs of health care and long-term rehabilitation for victims;
- ii. costs of unemployment and retraining for victims who lose or leave their jobs;
- iii. breakdown of trust in society.

3 Definition of Violence in the Workplace

3.1 Work related violence is described by the Health and Safety Executive (HSE) as:
“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”

3.2 Examples of violence in the workplace are set out below:

- verbal abuse, in person, over the telephone or by email;
- unreasonable and/or offensive remarks or behaviour;
- written abuse;
- rude gestures;
- intimidation;
- harassment, including sexual and racial abuse;
- threatening behaviour e.g. squaring-up without physical contact;
- ganging up, bullying and intimidation;
- physical or sexual assault;
- spitting;
- malicious damage to the property of staff, customers or the business.

3.3 The effects of violence in the workplace will vary from individual to individual, however all examples of violence should be treated seriously.

4 Commitment to monitoring and reducing the number and severity of incidents

[*OPERATOR NAME*] is committed to monitoring and reducing the number and severity of incidents of violence in the workplace.

5 Key people

The following table identifies who at [*OPERATOR NAME*] is involved in the implementation of this policy, describes their role and responsibilities as relevant to this policy, and notes any links that they may have with relevant third parties:

Staff involved with ViW Policy implementation	Description of role & responsibilities relevant to the ViW policy	Relevant links to third parties (e.g. local Safer Neighbourhood Team)
[INSERT SPECIFIC DETAILS]		

6 Staff behaviour and prevention of violence

6.1 *Be vigilant* – maintain awareness of what is happening in the shop, identify unusual occurrences or suspicious individuals and do not be afraid to report suspicions to the police.

6.2 *Give good customer advice* – great customer service reduces the risk of robbery. Building relationships with your existing customers and challenging strangers with a “Can I help you?” Running a clean and efficient shop. All these help to discourage potential offenders.

6.3 *Minimise cash* – minimising the amount of cash that an offender can get their hands on is the single most important factor in reducing the incidence of robbery, preventing repeat robberies or stopping a spate of robberies by the same individual or group. Make sure large amounts of cash are not available at the till and, where available, time delay safes or other dispersal alternative are used.

6.4 *Utilise existing security measures properly* – follow established security procedures, ensuring security equipment (e.g. CCTV) is working at all times and that security devices where fitted (e.g. maglocks) are working at all times.

6.5 *Avoid establishing a routine* – staff should avoid banking or emptying machines at the same time and establishing predictable patterns for would be offenders to observe.

6.6 *Stay calm and remain passive, but in control* - whilst staff should do as the offender asks and never do anything to challenge him or her, there may be things that staff can do which help the situation. For example, breaking eye contact or appearing to comply with instructions while looking at opportunities to preserve evidence. Staff should do no more than they are asked to e.g. staff should not volunteer concealed cash or security processes. This could put colleagues in danger.

6.7 If robbed, the shop must be secured immediately after the incident. The shop is a crime scene where police may be able to recover forensic evidence, including DNA. Staff should preserve the scene by not touching or moving and prevent access by members of the public (although this does not mean ushering out those customers who were present during the incident).

6.8 All these principles will be underpinned by staff training.

7 Risk Assessment procedure

[INSERT OPERATOR'S RISK ASSESSMENT PROCEDURE]

8 Control measures to be applied

[INSERT SPECIFIC CONTROL MEASURES TO BE APPLIED]. The Safebet Alliance Voluntary Code of Safety and Security National Standards for Bookmakers Section D offers a guide)

9 Summary of available training

(INSERT SPECIFIC TRAINING AVAILABLE TO STAFF]. This may include online training available via the web-site of the Association of British Bookmakers www.abb.uk.com)

10 Reporting procedures and documentation

10.1 Betting shop staff should clearly understand how to report incidents and to whom. The depth of the report and the response to it should be proportionate to the seriousness of the incident being reported.

10.2 The reporting process is standardised with a standard report form, a clear route for the report and clear allocation or responsibility for following up.

10.3 It is suggested that the report should contain the following information:

- i. form of assault (e.g. weapon, physical, biting, hitting);
- ii. form of abuse or threatening behaviour (e.g. swearing, sexual harassment, racial harassment, damage to the fabric of the building);
- iii. surrounding circumstances of the incident (identifying "flash points", details of witnesses etc);
- iv. timing of the incident;
- v. outside agencies involved/medical attention needed;
- vi. area of incident (e.g. counter, gaming machines, customer area).

[ATTACH A COPY OF THE REPORT FORM]. The Safebet Alliance Voluntary Code of Safety and Security National Standards for Bookmakers Section D offers a guide

10.4 It should be clear whose responsibility it is to review and investigate.

The following table provides an example list of reporting and follow-up roles and responsibilities. This is intended to be edited into one that is consistent with the operator's actual resources and organisation:

Security	Day 1	<ul style="list-style-type: none"> on receipt of notification of a serious incident in a shop ensure that District Operations Manager, Area Operations Manager, Operations Controller and the HR Department are informed.
	Day 2	<ul style="list-style-type: none"> attend scene, if possible. address security concerns attend scene (if not done on day 1) consider any longer term security concerns complete incident report discuss with Line Management
District Operations Manager	Day 1	<ul style="list-style-type: none"> attend the scene look after the welfare of staff ensure the completion of relevant shop paperwork/cash reconciliation where necessary secure shop arrange staffing for next day if District Operations Manager cannot attend, speak to staff on telephone and arrange for Area Operations Manager to attend make regular contact with staff in weeks following incident keep HR team updated
	Day 2	

HR	Day 2	<ul style="list-style-type: none"> • contact the employees involved and advise what assistance may be available
	Day 4	<ul style="list-style-type: none"> • consider RIDDOR requirements and file a report if applicable • follow up with EHO as appropriate
	5-28 days	<ul style="list-style-type: none"> • arrange external counselling if necessary • visit employees who are absent due to effects of incident • maintain Company records

10.5 Reported incidents should be categorised so that internal statistics can be readily maintained and trends monitored. The Safebet Alliance Voluntary Code of Safety and Security National Standards for Bookmakers Appendix 5 provides a template for data collection.

11 Follow up

11.1 Feedback on the outcome of any investigation should be made to the member of staff involved (even if only to explain why enquiries into an incident could not be progressed any further).

11.2 Procedures should be reviewed annually or after a serious incident, whichever is the earlier. The policy should be discussed on a regular basis in staff forums.

11.3 Risk assessments should also consider the risk to ancillary staff on the premises (e.g. cleaners, maintenance staff) and visitors and the possible need to make special arrangements to manage any risk of violence towards them.

12 Training

12.1 Employee induction training will include awareness training regarding issues of violence in the workplace. After initial training, staff should:

- i. be aware of the issue of violence in the workplace;
- ii. understand any relevant policies and procedures issued by their employer in order to manage the risk of violence.

12.2 There will be both ongoing and refresher training that should allow staff to:

- i. know how to prevent and reduce violence in the workplace;
- ii. be able to deal appropriately with difficult, aggressive or violent customers.

12.3 The ABB has developed a basic training package on dealing with violence in the workplace. [*OPERATOR NAME*] will carry out a training needs analysis and either to develop further in house training programmes or identify third party providers who can provide relevant training in conflict management.

13 The reporting threshold

13.1 Staff are encouraged to report incidents which fall within the definition of violence in the workplace provided above. Even if others think the incident is “low-level” but that particular member of staff perceives it to be abuse or aggression then it should be reported.

14 Support for victims

14.1 After an incident a member of staff (or group of staff) may require support. The nature of that support will be governed by the seriousness of the incident. The key points to remember are:

- i. victims of aggression will be affected in different ways and with differing levels of severity;
- ii. sensitive and appropriate support is needed to reduce the suffering of the victim;
- iii. there may be a requirement for further training.

14.2 In the case of more serious incidents, betting shop staff should be fully aware of what to do in the immediate aftermath of that incident. This will include immediate medical and welfare support for the victim, having a clear communications strategy (notifying the police, operations room, security staff and relevant managers) and preserving evidence at the premises (securing the premises).

14.3 Staff should be given an opportunity to talk openly about the incident, express their feelings and should receive constructive support. People are more likely to cope with an incident, be less afraid, and have increased job satisfaction and commitment if they get positive support from their colleagues and managers. But bear in mind that some people will not wish to talk about the incident, or may wish to do so at a later date.

14.4 Whilst the welfare of the victim is paramount, consideration should be given to the effect on other staff of any reported violence. This includes staff who may not have been involved in the incident or even present at the time that it occurred.

14.5 If it is available, staff could be offered confidential counselling services. These may be offered either in-house or from local professionals such as Victim Support or GP services. Managers should ensure that staff know that counselling is available and encouraged. Where in-house services are offered, employers should ensure staff are fully trained and competent.

14.6 Any time off which may be necessary for recovery should be granted, and sympathetic and supportive contact with the victims maintained. After the victim returns to work, managers will need to continue to offer support and monitor for ongoing effects of the incident.

15 External Agencies

[*OPERATOR NAME*] will liaise with relevant local police Safer Neighbourhood Teams (and/or their equivalents in Scotland) and with EHOs on an ongoing basis.

16 Keeping the policy up-to-date

16.1 more information is available at the HSE website. This includes a “toolkit” at:

<http://www.hse.gov.uk/violence/toolkit/index.htm>.

16.2 [*OPERATOR NAME*] will review this policy annually, and after any especially serious incident.

Appendix 2 Health and Safety Risk Assessment Form - Blank

TEMPLATE RISK ASSESSMENT FORM

Company Name:

Date of risk assessment:

Review Date:

What are the hazards?	Who might be harmed and how?	What are you already doing	What further action is necessary?	Action by whom?	Action by when?	Done

Appendix 3 Health and Safety Risk Assessment Form – Completed Example

Important Note

The following is an example of a shop-specific risk assessment. Risk assessments will vary between different shops, and “further actions” may depend on the actual level of risk identified. For example, in this example shop “furniture is fastened to the floor so that it cannot be used as a weapon or tool”. That will not be necessary in every shop.

EXAMPLE RISK ASSESSMENT OF ROBBERY / VIOLENCE RISKS IN A BETTING SHOP

Company Name: Smith's Betting Office

Date of risk assessment: 01/04/2010

Review Date: 01/04/2011 (or post incident)

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Robbery (physical and non- physical violence associated with such incidents)	Staff may suffer ill health such as stress and/or physical injury from threats or physical violence during the event of a robbery	Shop Front <ul style="list-style-type: none"> ▪ Front door is locked and maintained ▪ Security notices are displayed clearly ▪ Lighting is adequate so that staff can identify risks during hours of darkness 	Shop Front <ul style="list-style-type: none"> ▪ Install an electromagnetic lock (maglock) to control access at high risk times ▪ Allow clear viewing into and out of the premises where possible 	Manager Manager		
		Shop Floor/ Office <ul style="list-style-type: none"> ▪ Furniture is fastened to the floor so that it cannot be used as a weapon or tool ▪ Fire doors are secure ▪ Fire exits are not used as exit (e.g. cigarette break and staff trained on this) ▪ Toilets are regularly checked for misuse ▪ CCTV is installed ▪ Security messages are displayed in the cash office (e.g. staff cannot access the safe) ▪ The door to the cash office is secure and of sound construction and has a spy hole ▪ All staff have immediate access to a telephone capable of dialling 999 ▪ A safe is provided with time delayed access ▪ All excess cash is placed in the safe ▪ Trips to the bank are random with no fixed time and staff are trained in this procedure 	Shop Floor/ Office <ul style="list-style-type: none"> ▪ Control entry to the toilets ▪ Remind staff not to misuse fire exits ▪ Instruct and train staff to lock the front door when gaming machines are being emptied ▪ Adjust CCTV to cover counter, entrance and exit to capture facial images ▪ Consider provision of a full security screen to restrict access and protect staff (consult with staff) ▪ Consider installing fixed or personal hold up alarms and train staff in their proper use (consult with staff) ▪ Introduce a £300 till limit ▪ Provide refresher training for staff in banking procedure 	Manager Manager Manager/ staff Manager/ contractor Manager Manager Manager Manager		

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Robbery (physical and non- physical violence associated with such incidents) <i>continued</i>		Opening /Closing <ul style="list-style-type: none"> ▪ All areas checked (inc toilets) prior to closing ▪ Door securely locked with key prior to cashing up/ closing procedure starts ▪ All cash is locked away in the safe ▪ Where possible 2 staff leave together ▪ Staff trained to check vicinity before opening / closing ▪ Staff informed to report anything suspicious to the Police* 	Opening /Closing <ul style="list-style-type: none"> ▪ Re-train staff in the opening/ closing procedure ▪ Instruct staff never to leave via back door onto unlit area 	<p>Manager</p> <p>Manager</p>		
		Procedures <ul style="list-style-type: none"> ▪ Training is provided to all staff in what to do before, during and after a robbery ▪ Refresher training is provided periodically ▪ All staff are vetted appropriately ▪ All security equipment is logged and checked regularly ▪ All suspicious incidents are logged by staff and if necessary passed to the Police ▪ All staff are trained to acknowledge staff and maintain a customer focused approach to deter potential offenders ▪ Additional safeguards are in place to protect staff when it is necessary for them to work alone (regular contact/ remote monitoring) ▪ A lone working policy is in place with additional control measures to protect staff working alone ▪ Gaming machine procedure in place for emptying (e.g. only when safe to do so) ▪ Post incident support is available to staff as detailed in the Safebet Alliance document 	Procedures <ul style="list-style-type: none"> ▪ Extend training to cleaning staff ▪ Establish contact details for the Police and ensure all staff are aware. Encourage them to visit and provide advice and information ▪ Review lone working arrangements (consider additional measures to make staff feel less vulnerable) ▪ Utilise the back room as a place of safety for staff to retreat by providing a telephone line, door lock, spy hole and train staff in correct use ▪ Introduce a mechanism for staff to report all violent incidents 	<p>Manager Manager & staff</p> <p>Manager</p> <p>Manager & staff</p> <p>Manager</p>		

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Assault, abuse and anti-social behaviour (verbal abuse, offensive behaviour, written abuse, rude gestures, intimidation, harassment, racial & sexual abuse, physical assault, malicious damage to property of staff customers or the business)	Staff may suffer ill health such as stress or physical injury from assaults, threats or abuse, etc from members of the public	<ul style="list-style-type: none"> ▪ Staff are aware informed that such incidents are not tolerated and are trained in reducing such occurrences ▪ All staff are encouraged to acknowledge customers as they enter the shop ▪ Staff are encouraged to report incidents which they find offensive or threatening and feedback is provided about the outcome of their report 	<ul style="list-style-type: none"> ▪ Display signage to inform customers that offences committed against staff may be referred to the Police ▪ The number and type of incidents will be monitored, introduce procedure ▪ Further training to be provided so that staff know what to report, who to report to and what action will be taken 	Manager Manager Manager		

* Local Police Safer Neighbourhood Teams

Appendix 4 National Occupational Standards for Prevention of Work Related Violence (“WRV”)

Detailed below is the catalogue of learning units. For further information contact the HSE hotline 0845 345 0055 or visit <http://www.hse.gov.uk/violence/information.htm>

UNIT CATALOGUE

Unit Number	Unit Title
WRV 1	Make sure your actions contribute to a positive and safe working environment
WRV 2	Protect yourself from the risk of violence at work
WRV 3	Identify, assess and review the risk of violence to workers
WRV 4	Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness
WRV 5	Implement policy and procedures to reduce the risk of violence at work
WRV 6	Promote a safe and positive culture in the workplace
WRV 7	Resolve and evaluate work-related violent incidents
WRV 8	Support individuals involved in violent incidents at work
WRV 9	Investigate and evaluate incidents of violence and work
WRV 10	Make sure communication is effective following an incident of violence at work
WRV 11	Develop and maintain an effective management information system for incidents of violence at work
WRV 12	Managing aggressive communication within an organisation
WRV 13	Make sure your own actions minimise the risks of aggressive communication
WRV 14	Managing lone working

Appendix 5 Model Data Collection

Monthly Summary of Reported Incidents (Month)

Incident type	Number of reported incidents
Assault – customer on staff	
Assault – customer on customer	
Robbery – attempted	
Robbery – actual	
Criminal damage – retail	
Criminal damage – gaming machines	
Aggressive or abusive behaviour	
Total for month	

Appendix 6 List of Resources, References & Websites

Organisation		Reference
Association of British Bookmakers (ABB)		www.abb.uk.com 020 7434 2111
BIS	Employment Regulations 2003	www.bis.gov.uk/whatwedo/employment/discrimination/emp-equality-regs-2003
BRC	British Retail Consortium	http://www.brc.org.uk
Community Union		0800 389 6332
Crimestoppers		www.crimestoppers-uk.org 0800 555 111
HSE	Work related violence toolkit:	http://www.hse.gov.uk/violence/index.htm
	LBO example risk assessment:	http://www.hse.gov.uk/risk/casestudies/pdf/bettingshop.pdf
	Training Information	http://www.hse.gov.uk/business/training.htm
	Risk Assessment	http://www.hse.gov.uk/pubns/indg.163.pdf
	Employee Involvement	http://www.hse.gov.uk/involvement/index.htm
	Working Alone Safely	http://www.hse.gov.uk/pubns/indg73.pdf
	Information and guidelines	http://www.hse.gov.uk/pubns/hse31.pdf
	HSE's training advice publication	http://www.hse.gov.uk/pubns/indg345.pdf
ICM	Institute of Conflict Management	http://www.conflictmanagement.org/icm/
Occupational health helpline		020 7203 1871
RIDDOR	Reporting	http://www.riddor.gov.uk

Scottish Centre for Healthy Working Lives		http://www.healthyworkinglives.com Advice line: 0800 019 2211
TUC	Trade Union Congress	http://www.tuc.org.uk
Victim Support		http://www.victimsupport-gm.co.uk/index.html

Appendix 7 Example Incident Report Form

Name of staff member and Job Title _____

Date _____

Time _____

Location of Incident _____

Type of incident, whether face to face or by telephone:-

Assault – customer on staff Assault – customer on customer Robbery - attempted

Robbery - actual Criminal damage - retail Criminal damage – gaming machines

Aggressive or abusive behaviour

Any other form of violence please describe below

Account of what happened (including details of injuries and damage)

Name of Assailant (or description if name unknown, see overleaf)

Names and contact details of witnesses

Further investigation required

Date RIDDOR form submitted to Enforcing Authority _____

Police incident No. (if applicable) _____

Details of preventative measures implemented to prevent recurrence

Date employee informed of preventative measures taken to prevent recurrence _____

Working time lost _____

Line Manager / Responsible Person Signature _____ **Date** _____

If the attacker or aggressor is not known please use the pro forma overleaf to give as much information as possible as to their description

(Continued)

Description of person responsible

Sex	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>						
Age	Under 16	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-50	<input type="checkbox"/>	over 50	<input type="checkbox"/>		
Build	Slim	<input type="checkbox"/>	Medium	<input type="checkbox"/>	Heavy	<input type="checkbox"/>				
Ethnic Appearance	White	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Black	<input type="checkbox"/>	Mixed	<input type="checkbox"/>		
Facial Hair	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>						
Glasses	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>						
Hair Colour	Blonde	<input type="checkbox"/>	Brown	<input type="checkbox"/>	Black	<input type="checkbox"/>	Grey	<input type="checkbox"/>	Bald	<input type="checkbox"/>
	Red	<input type="checkbox"/>	Dyed	<input type="checkbox"/>						

Please describe.....

Accent	Local	<input type="checkbox"/>	Other (please state).....
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Tattoo	Yes	<input type="checkbox"/>	Please describe.....
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Scar	Yes	<input type="checkbox"/>	Please describe.....
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Clothing please describe

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.....

Other Witnesses	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If yes, please give details

Appendix 8

Stakeholder Group Contact Details and Feedback

The stakeholder group formed to produce this document included representatives of the following organisations:

<p>Association of British Bookmakers (ABB) Norris House Norris Street London SW1Y 4RJ Email: mail@abb.uk.com Tel: 0207 434 2111</p>	<p>Betfred The Spectrum 56-58 Benson Road Birchwood WA3 7PQ Email: jim.winder@betfred.com Tel: 01925 285 075</p>
<p>Community Union 67-68 Long Acre Covent Garden London IG11 8HG Email: hardacre_chris@community-tu.org Tel: 01604 810 326</p>	<p>Coral Maritime House 1 Linton Road Barking WC2E 9FA Email: peter.meacock@galacoral.com Tel: 020 8507 5433</p>
<p>Department of Work and Pensions (DWP) Caxton House Tothill Street London SW1H 9DA Email: john.price@dwp.gsi.gov.uk Tel: 0207 449 5581</p>	<p>Institute of Conflict Management (ICM) 840 Melton Road Thurmaston Leicester LE4 8BN Email: sarahjsimpson@aol.com Tel: 0116 2640141</p>
<p>The Local Authorities Coordinators of Regulatory Services (LACORS) Local Government House Smith Square London SW1P 3HZ Email: charlotte.meller@lacors.gov.uk Tel: 0207 665 3870</p>	<p>Ladbrokes Imperial House Rayners Lane Harrow HA2 7JW Email: chris.ceronni@ladbrokes.co.uk Tel: 0208 868 8899</p>
<p>Metropolitan Police Service New Scotland Yard Broadway London SW1H 0BG Email: markhenry.beale@met.police.uk Tel: 07956 587 058</p>	<p>Northumbria Police Authority Crime Department Force Headquarters Ponteland NE20 0BL Email: robert.ryan.7268@northumbria.pnn.police.uk Tel: 01661 869 452</p>
<p>Rochdale Metropolitan Borough Council Environmental Health Service Telegraph House Baillie Street Rochdale OL16 1JH Email: gary.parkinson@rochdale.gov.uk Tel: 01706 924 225</p>	<p>Scottish Centre for Healthy Working Lives Princes Gate 3rd Floor Castle Street Hamilton ML3 6BU Email: linda.shanahan@health.scot.nhs.uk Tel: 0131 313 7585</p>
<p>Tote Douglas House Tote Park Chapel Lane Wigan WN3 4HS Email: dwood@tote.co.uk Tel: 01942 617 500</p>	<p>Tower Hamlets Council Environmental Health Mulberry Place 5 Clove Crescent London E14 2BG Email: david.tolley@towerhamlets.gov.uk Tel: 0207 364 6724</p>
<p>William Hill Greenside House 50 Station Road Wood Green London N22 7TP Email: bsouth@williamhill.co.uk Tel: 07786 693 036</p>	

The group welcomes your comments and suggestions. These should be sent to:

Association of British Bookmakers (ABB)

Norris House
Norris Street
London
SW1Y 4RJ
Email: mail@abb.uk.com
Tel: 0207 434 2111