

Wiltshire Council

Gambling Act 2005

Statement of Principles

2024 - 2027

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1.0 Introduction

Wiltshire is a predominantly rural county with a population of approximately **510,300**, situated in the Southwest of England. Wiltshire Council is made up of 18 area boards and has 98 elected councillors.

Although centrally divided by the large expanse of Salisbury Plain there are highly populated areas such as Salisbury, Chippenham and Trowbridge contrasting the many hamlets and villages spread across the county.

The county of Wiltshire has three National Landscapes: part of the Cotswolds to the north, Cranborne Chase & West Wiltshire Downs in the southwest and the North Wessex Downs in the central and eastern parts of the county. It is home to world renowned cultural and heritage destinations such as Stonehenge and Avebury Stone Circle as well as a number of National Trust properties and other important stately and country homes. It is also home to internationally established World of Music Arts and Dance Festival (WOMAD) along with a number of other long- established events.

There are currently 34 licensed gambling premises in Wiltshire comprising of: five Adult Gaming Centres, 27 Betting Shops, a Bingo premises and Salisbury Racecourse. There are also three Unlicensed Family Entertainment Centres and numerous premises with permits or notifications for Gaming Machines.



2.0 Overview

The Gambling Act 2005 provides the regime for the licensing and regulation of commercial gambling in the UK. It is intended to regulate the provisions for gambling and the use of premises for gambling.

The Act defines three types of gambling;

- Gaming,
- Betting, and
- Promoting a lottery.

A variety of licences and permits allow for these gambling activities to take place.

The task of granting these is shared between the Gambling Commission and licensing authorities. The Gambling Commission approves the operating and personal licences; the licensing authorities approve the premises licences and other permissions.

The licensing authority is not responsible for online (remote) gambling. This is regulated by the Gambling Commission.

When carrying out its responsibilities in relation to the Gambling Act 2005, the licensing authority will always take into account the three licensing objectives;

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

Wiltshire Council licensing officers recognise the potential impact that gambling could have and will seek to maintain safe environments for the communities of Wiltshire. We will work closely with partner agencies and Premises Licence Operators/ Holders to not only assist with the growing local economy, but to also ensure that together we do all we can to protect vulnerable persons from harm.

2.1 Statement of Gambling Principles

The licensing authority's approach to exercising its functions under the Gambling Act 2005 is set out in this 'Gambling Statement of Principles'.

It is a requirement of the Gambling Act 2005 to publish and consult on a statement of the principles which we propose to apply when exercising our functions. This policy statement will remain responsive to emerging risks and can be reviewed at any time prior to the statutory three-year deadline.

In reviewing this Statement of Principles all necessary bodies and relevant stakeholders were consulted. The consultation process was conducted between XXXX and XXXX by way of direct communication to those identified and also via publication on Wiltshire Council's website.

It should be noted that this statement of principles does not override the right of appropriate persons to make an application, make representations about an application, or apply for a review of a licence, in accordance with the statutory requirements of the Gambling Act 2005.

2.2 Licensing Authority Functions

The functions, under the Gambling Act 2005, will be carried out by the Licensing Committee, the Licensing Sub-Committee, and/or officers acting under the delegated authority of the council.

Licensing authorities are required under the Gambling Act 2005 to:-

- Be responsible for the licensing of premises where gambling activities are to take place by issuing Premises Licences;
- Issue Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where there are more than two machines;
- Regulate Members' Clubs and Miners' Welfare Institutes who wish to undertake certain gaming activities by issuing Club Gaming Permits and/or Club Machine Permits;
- Issue Club Machine Permits to Commercial Clubs;
- Grant Permits for the use of certain lower stake gaming machines at Unlicensed Family Entertainment Centres;
- Issue Prize Gaming Permits;
- Register Small Society Lotteries below prescribed thresholds;
- Receive notifications from Alcohol Licensed Premises (under the Licensing Act 2003) for the use of two or fewer gaming machines;
- Receive and Endorse Temporary Use Notices;
- Receive Occasional Use Notices;
- Issue Provisional Statements;
- Provide information to the Gambling Commission regarding details of licences issued;
- Maintain registers of the permits and licences that are issued under these functions.

When regulating gambling within Wiltshire, the licensing authority will take into consideration the interests of the public, guidance from the Gambling Commission and the three licensing objectives; but will not take into account demand, need or moral objections for gambling when considering applications submitted. The premises location, layout and size are factors that will be considered, along with the style of the operation.

2.3 Delegated Powers

Wiltshire Council licensing officers will be responsible for issuing licences and permits for applications where no representations are received; and when representations are received but it was agreed upon by all parties that it would be unnecessary for a hearing to take place.

Licensing officers will also be responsible for determining whether a Licensing Sub-Committee is needed to decide upon applications and reviews of premises licences or permits when representations have been received. For those instances where representations have been made by an Interested Party and/or a Responsible Authority a hearing will be arranged, and a Licensing Sub-Committee will sit to determine the outcome of the application.

The Licensing Sub-Committee will be made up of three Councillors from the Licensing Committee. Councillors will not participate in Licensing Sub-Committee hearings for applications within their own areas.

For the full table of Delegated Powers see Appendix A.

2.4 Exchange of Information

The licensing authority will act in accordance with the provisions of the Gambling Act 2005 in relation to the exchange of information; it will also ensure that the Data Protection Act 2018 is not contravened.

As permitted in the Gambling Act 2005, the licensing authority will work closely and share information with Wiltshire Police, HM Revenues and Customs, the Secretary of State and other enforcement officers.

Those wishing to make a representation will be informed that their details will be forwarded to the Applicants, in accordance with the Local Government Act 1972 and the Freedom of Information Act 2000, in order to allow negotiation between the parties. If a hearing is held, it should be noted that their details will form part of the public document.

2.5 Declaration

In producing the final Statement of Gambling Principles, the licensing authority declares that it will consider the licensing objectives of the Gambling Act 2005, guidance issued by the Gambling Commission and any responses from those consulted.

3.0 Licensing Objectives and Social Responsibility

The licensing authority will have regard to the licensing objectives as set out in the Gambling Act 2005 when exercising its functions.

The licensing objectives are:-

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

There is an expectation that gambling operators work together with the licensing authority to ensure compliance with the licensing objectives. If an operator fails to satisfy the licensing authority that risks are sufficiently mitigated, it may be considered appropriate for there to be a review.

An individual is responsible for their own gambling; however, the licensing authority wishes to stress that although it acknowledges this, it also recognises that the applicant/operator has a “duty of care” to patrons.

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

The Gambling Commission will take the lead role in the prevention of gambling being a source of crime. The Gambling Commission are responsible for ensuring the suitability of an operator before issuing an operating licence.

If the licensing authority becomes aware of any information whilst carrying out its delegated functions, which could question the appropriateness of an applicant, it will ensure that this information is shared with the Gambling Commission.

The location of a premises will be given great consideration by the licensing authority when looking at promoting this licensing objective. If there are concerns over a premises location, due to problems with disorder or high crime levels for example; in order to prevent that premises from becoming a source of crime, the licensing authority will consider whether additional conditions should be attached to the licence. While determining the additional conditions consideration will be given to the operator’s own risk assessment and/or the local area profile for that area.

If the licensing authority feels that the operator of any given premises is not doing all they could or should do to prevent persistent or serious disorder in the vicinity of their premises, it will bring it to the attention of the Gambling Commission.

3.1.1 Money Laundering

Money laundering in the gambling sector takes two main forms:

- Exchanging money acquired criminally for money that appears to be legitimate or 'clean' by gambling on low risk outcomes.
- The use of criminal proceeds to fund gambling as a leisure activity (so called criminal or 'lifestyle' spend).

It is expected that all Gambling Premises are aware of risk factors in relation to this activity, for example to be mindful of a pattern of increasing spending, the spending being inconsistent with the apparent source of income or unusual patterns of play and have procedures in place to comply with The Proceeds of Crime Act 2002 and other relevant legislation.

3.2 Ensuring the gambling is conducted in a fair and open way

The Gambling Commission is primarily responsible for ensuring that not only is gambling fair in the way it is played, but also that the rules are transparent to players and they know what to expect. It achieves this by working to ensure that:-

- Operating and Personal Licences are issued only to those who are suitable to offer gambling facilities or work in the industry;
- easily understandable information is made available by Operators to players about, for example, the rules of the game, the probability of losing or winning, and the terms and conditions on which business is conducted;
- the rules are fair;
- advertising is not misleading;
- the results of events and competitions on which commercial gambling takes place are made public;
- machines, equipment and software used to produce the outcome of games meet standards set by the Gambling Commission and operate as advertised.

The licensing authority does not deal with issues related to fairness and openness frequently. This is due to the fact that they are usually matters concerning the management of the gambling business (and therefore subject to the operating licence), or the suitability and actions of an individual (and therefore subject to a personal licence). These permissions both fall within the remit of the Gambling Commission.

This will differ with Tracks, as Track owners will not necessarily hold an operating licence, therefore the licensing authority will adopt a different role.

If the licensing authority suspects that a gambling activity in Wiltshire is not being conducted in a fair and open way, the information regarding the concern will be brought to the attention of the Gambling Commission.

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

The Gambling Act 2005 is intended to ensure that children and vulnerable persons should not be allowed to gamble and should be prohibited from entering those gambling premises which are adult-only environments.

This licensing objective refers to protecting children from being ‘harmed or exploited by gambling’; meaning that they should be prevented from taking part in gambling and for there to be restrictions on advertising so that gambling products are not aimed at children or advertised in such a way that makes them particularly attractive to children, with the exception of Category D gaming machines. The ability of the licence holder to ensure supervision of the premises, in particular the use of the machines is considered of great importance to the licensing authority.

The Gambling Commission does not seek to disallow particular groups of adults from gambling in the same way that it does children, therefore the Gambling Commission has not sought to define ‘vulnerable persons’, but it does for regulatory purposes assume that this group includes people who spend more money and/or time gambling than they want to; people who gamble beyond their means; and people who may not be able to make informed or balanced decisions about gambling, for example, because of health problems, learning disability, or substance misuse relating to alcohol or drugs.

The licensing authority will consider, on a case-by-case basis, whether any further unique considerations are required in relation to protecting vulnerable persons at a particular premises. These will be balanced against the aim to permit the use of premises for gambling.

While carrying out its delegated functions this licensing authority will look at the physical attributes of a premises, to ensure that these do not inhibit the operators ability to comply with this licensing objective. An applicant/operator may be requested by this Licensing Authority to make changes to their premises (structure or layout), or put in place additional measures to mitigate the perceived risks. This Licensing Authority will ensure that any changes contemplated are proportionate.

3.3.1 Gambling and Public Health

Gambling is now becoming recognised as a public health concern. A recent report, Wardle, Reith, Best, McDaid and Platt (2018) *Measuring gambling-related harms, A framework for action*, has sought to define the harms of gambling, highlight the areas of concern and determine the cost it has to society. As stated in the report “having a better understanding of the social costs of harms would allow more detailed assessment of the scale of (public) resources needed to reduce harms”.

They propose a definition;

“Gambling-related harms are the adverse impacts from gambling on the health and wellbeing of individuals, families, communities and society.

These harms are diverse, affecting resources, relationships and health, and may reflect an interplay between individual, family and community processes. The harmful effects from gambling may be short-lived but can persist, having longer-term and enduring consequences that can exacerbate existing inequalities.”

Although public health are not currently a responsible authority for the Gambling Act 2005, the licensing authority will consult with the public health team within Wiltshire Council when considering risks associated with gambling within the local communities. There is an expectation that all gambling premises within Wiltshire do all they can to manage their social responsibility commitments in protecting patrons from harm.

3.4 Social Responsibility

The licensing authority is committed to ensuring that all gambling facilities offered within the county are delivered with full commitment to social responsibility and public protection.

It will take particular regard to the below points, when looking at whether a premises is being socially responsible when providing gambling facilities:

- The way the premises manages the prevention of underage gambling and supervises its patrons in the use of the gambling facilities;
- Supporting those who wish to self-exclude, including the potential use of the Multi Operator Self Exclusion Scheme, and providing suitable problem gambling materials;
- Premises having meaningful customer interactions with all customers and recording the incidents of this;
- Having a robust local area risk assessment that staff are aware of and that is reviewed on a regular basis;
- Staff receiving training on social responsibility ensuring the importance is understood.

Wiltshire Council is aware that Child Sexual Exploitation (CSE) and Grooming are becoming more evident in today’s society. It is the expectation of the licensing authority that gambling premises staff are mindful when promoting the third licensing objective and raise or share any concerns to ensure that we are doing all we can to protect the vulnerable in our community.

4.0 Local Area Risk Assessment

The Gambling Commission's current [Licence Conditions and Codes of Practice](#) requires that, under the social responsibility code, licensed operators assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and to have policies, procedures and control measures in place to mitigate those risks. In undertaking their risk assessments, operators must take into account relevant matters referred to in this policy document.

See Appendix C for guidance on the licensing authority's expectation on how a local area risk assessment should be completed.

4.1 Risk Assessment Triggers and Reviews of Assessment

During the lifetime of a gambling premises there will be times when the risk assessment needs to be reviewed and amended following the initial risk assessment. It is the licensing authority's expectation that the gambling operator conducts a review at regular intervals or following certain prompts, such as; a variation of a premises licence, when a significant change has occurred in the local area, when the Licensee has made a significant change to the premises that would impact the risk the premises could pose or that may vary the management of those risks. A significant change could be a temporary change however despite the temporary nature of the change the risk assessment would need to be amended accordingly. The licensing authority may also request a review of a risk assessment if it is felt necessary.

The licensing authority will not request an up-to-date risk assessment each time it is reviewed by the operator however it considered best practice if the operator share their risk assessment if asked.

The risk assessment provided by the gambling operator should clearly state the present areas of concern at the premises and the measures introduced to counteract them. If completed diligently and comprehensively, this will assist both the premises and the licensing authority by reducing the concerns that we may have with a premises.

4.2 New/Variation of a Premises Licence

Each time an application for a new premises licence or an application to vary an existing premises licence is submitted, a local area risk assessment must be provided with the application.

4.3 Significant changes in local circumstances

Changes can occur in the local area regularly. The licensing authority would consider the following to be significant changes in local circumstances (this list is not exhaustive):

- Any building developments or conversions in the local area that would change the number of people visiting the area and the makeup of those people.
- Any increase or decrease in Military accommodation, facilities or training centres.

- Any educational facilities in the area or the building of new facilities whether it be a significant extension or conversion of a current school/college etc. or a new build.
- Any changes to the local provisions of public transport;
 - Changes to timings of buses or train services for example services going later into the evening;
 - Changes to the type of services in the area for example school bus stop being moved in closer proximity to gambling premises.
 - Any changes to the location of taxi ranks in the area.
 - Road diversions which involve the re direction of traffic.
- Other gambling premises in the area or new gambling premises seeking permission to open in an area.
- Any current pawn brokers or pay day loan businesses in the area or the opening of a new facility.
- Any facilities for vulnerable groups or the development of facilities for vulnerable groups in close proximity to a gambling premises.

4.4 Significant changes to the premises

It is highly likely that cosmetic improvements will take place throughout the lifespan of a premises, it would be up to the gambling operator to decide whether these changes would be classed as significant.

The following would be considered by this licensing authority as significant changes to a premises, some of which could result in the need for a variation to the premises licence (this list is not exhaustive):

- A refurbishment of a premises or building works in a premises that would result in the relocation of facilities.
- A change to the entrances or exits of a premises;
 - Location of the entrances or exits,
 - Change in the direction the doors open,
 - Change in the way round the doors are used i.e. a swap of an entrance to become an exit or vice versa.
 - Change in the material used to make the door.
- A change to the internal policies or procedures of the operator which could result in the need to amendments of control measures and/or staff retraining.
- A change to the levels of staff in the premises or the opening times of the premises.
- The operator makes an application for a licence to undertake activities at that premises in accordance with other legislation. For example, this may include an application for the sale/ supply of alcohol, the provision of regulated entertainment and/ or the provision of late-night refreshment (Licensing Act 2003)
- A difference in the gambling facilities that are available at a premises;
 - Increase or decrease in self-service machines,
 - The use of hand held gaming devices,
 - Different category of gaming machines.
- The transfer of a licence to a different gambling operator, consideration will be required in relation to the policies and procedures of the new operator.

4.5 Local area risk factors

It is essential for this licensing authority that the gambling operator understands their local area and those who frequent it. The sphere of influence of the premises also needs to be considered when looking at the risk assessment, as this could increase what is meant by local area.

The list below shows some examples the operator that may wish to consider (this list is not exhaustive):

- Makeup of the local area surrounding the gambling premises;
 - Residential/commercial,
 - Other gambling operators in the area,
 - Large scale events held in the area that could increase the number of people or vary the makeup of population for a time.
- Demographic of population;
 - Residents/workers/visitors/professionals/families/young or ageing population,
 - Socio-economic make-up of the area.
- Facilities in the local area;
 - Transport and parking facilities i.e. bus stops, taxi ranks, train station,
 - Educational/community buildings,
 - Hospitals/mental health facilities,
 - Job centres,
 - Children's homes or care facilities,
 - Specialised housing for vulnerable people,
 - Gambling addiction support facilities/ alcohol or drug support facilities,
 - Hostels or support services for the homeless,
 - Pawn brokers or pay day loan businesses,
 - The area is frequented by children or young people at varying times of day.
 - Presence of rough sleepers.
 - Unemployment rates for the area and within a certain age group.
 - Type and rates of crime in the area that could impact the premises.
 - High number of people who have self-excluded themselves from other gambling premises.

4.6 Gambling operational risks

The risks associated with the gambling operation relate to the policies and procedures the business has in place. These should take into consideration all relevant legislation and guidance. Due to the potential generic nature of such documents, the licensing authority considers it important that these risks are looked at on an individual premises basis.

The list below shows some examples that the licensing authority would wish the operator to consider (this list is not exhaustive):

- Hours of operation for a premises - possible impact in the night time economy,
- Number of staff employed at a premises at any one time/lone working policy,
- Training provided to staff,

- The operation of the gambling business;
 - Policies and procedures,
 - Use of account/loyalty cards,
 - Support provided to customers, any intervention programmes,
 - Security provision in place at the premises,
- What local advertising will take place for the premises,
- What products and facilities the premises are going to provide for gambling.

4.7 Premises design risks

The design of a premises can assist greatly in the operators' ability to manage identified local risks. Lack of planning in layout and design can result in an increase in risks at a premises.

4.7.1 Interior design risks

Depending upon the type of gambling premises and the facilities on offer, the licensing authority believes that the internal layout of the premises is a very important factor to consider. A simple design of the internal area can lessen a number of risks and offer the premises vital opportunities to better manage their business.

The list below shows some examples the operator that may wish to consider (this list is not exhaustive):

- Position of internal CCTV cameras, the length of which recordings are kept.
- Use of mirrors in a premises to be able to view all areas of the premises and around obstructions, such as support pillars, machines or advertising screens.
- Positioning of gaming activities in the premises.
- The segregation of different gambling activities in the premises.
- Design of premises to allow gaming machines to be in line of sight of staff.
- Location of the staff area where money is taken for gambling activities.
- Distances between gambling facilities within a premises.
- Number of and locations of cash machines.
- The location of information displayed in the premises by the operator.
- The location and use of marketing materials within the premises.
- Fixtures and fittings used in the premises.

4.7.2 Exterior design risks

The external area of a premises can offer the operator valuable advertising therefore the design and frontage of the premises needs to be taken into consideration for this risk assessment. The licensing authority would wish the operator to have particular regard to the licensing objectives when determining the risks related to the exterior of the premises.

The list below shows some examples the Operator that may wish to consider (this list is not exhaustive):

- Use of glass in the shop frontage,
- Use of shutters on the entrances/exits or window frontage,
- Use of external CCTV cameras covering entrances/exits,
- Use of high quality CCTV to enable identification of banned persons.
- Use of CCTV or other aids i.e. mirrors
- Fitting screens or other materials to obscure the view from the street into the premises to prevent vulnerable persons having sight of the gambling activities,
- Use of advertising/marketing materials.

When undertaking any changes to the premises, the operator may need to consult with Wiltshire Council's Planning Department to determine whether planning permission is required. Building Control may also need to be involved for structural alterations.

As with any changes that occur within a premises layout, all relevant risk assessments should be updated, for example Fire and Health and Safety.

4.8 Control measures

When risks are identified, control measures must be considered and put in place to lessen the potential impact the risk will have. The level of the risks identified will directly impact what type of control measures should be put in place; some risks may require a combination of systems, design and physical measures.

The licensing authority expects that gambling operators ensure that staff are aware of the measures that are put in place and are trained adequately to guarantee compliance. Records may be kept by the operator in relation to this as part of their due diligence defence.

4.8.1 Systems

When looking at systems as a control measure, reference is made to the policies and procedures established at the premises by the gambling operator. Some of the systems put in place will be specific to the company and therefore generic to all premises held by them, however others may be created purposely for an individual premises in order to alleviate the risks in that local area.

4.8.2 Design

It is expected by the licensing authority that the design of a premises is thoroughly considered and changes made as necessary in order to mitigate potential risks; such changes could be the location of certain facilities such as gaming machines, cashier counters, positioning of cameras and general layout.

4.8.3 Physical

The licensing authority expects an operator to consider physical measures to address an identified risk factor, these could be;

- Intruder/panic alarm system
- CCTV cameras
- Mirrors
- Window and door shutters or security doors
- Safes with time locks
- UV lights in toilets
- Lighting in all areas of premises (not to allow any dark corners).

4.8.4 Licence conditions

As all new or variation applications for a premises licence require a local risk assessment to be submitted as part of the application, any control measures stated within the risk assessments may form part of the conditions on a gambling licence.

4.9 Local Area Profile

There is no statutory requirement for licensing authorities to undertake a local area profile and this authority has decided not to do so at the time of producing this policy statement.

This decision will, however, be reviewed should it be determined by the licensing authority that risks identified within Wiltshire deem it necessary.

Applicants and existing gambling operators should, therefore, take their own steps to identify risks, for example, by consulting with any relevant responsible authorities and liaising with other gambling operators in the area where necessary.

5.0 Types of Premises

The definitions of premises are correct at the time of publishing this document.

5.1 Adult Gaming Centres (AGC)

An Adult Gaming Centre (AGC) is a gambling premises, for those over the age of 18, that makes available gaming machines of Category B, C and D.

For the licensing authority to accept an application for an AGC, the operator must already hold a “Gaming Machines General Operating Licence (Adult Gaming Centre)” with the Gambling Commission.

The licensing authority will need to be satisfied that there will be sufficient measures to meet the licensing objectives and comply with all mandatory conditions and the Gambling Commission Codes of Practice. As no one under the age of 18 is permitted to enter an AGC, the licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling.

Where an AGC is located in a Motorway Service Station the licensing authority will pay particular attention to entry points and how an operator will control these to safeguard children who are using the site and therefore may be able to gain access to gambling.

5.2 Betting Premises

The Gambling Act 2005 defines betting as the making or accepting of a bet on the outcome of a race, competition or other event or process. Whether this is for the likelihood of anything occurring or not occurring; or whether anything is or is not true. A transaction may still be a bet despite the fact the race, competition or event has already taken place and one party to the transaction knows the outcome.

The most common form of betting is ‘fixed odds betting’ whereby the customer bets a stake to win a fixed amount calculated by the odds available.

For the licensing authority to accept an application for betting premises, the operator must already hold the appropriate operating licence with the Gambling Commission.

The licensing authority expects betting premises to have particular regard to social responsibility and the protection of children and vulnerable persons from harm, and that this is reflected in any application submitted.

5.2.1. Gaming Machines

Betting Premises are permitted to have a total of four gaming machines available for use. These can be Category B2, B3, B4, C or D; the total number can either be all the same category or a mixture of categories.

5.2.2. Self Service Betting Terminals (SSBTs)

Under the Gambling Act 2005 a machine is not a gaming machine if it is designed or adapted for use to bet on future real events. These SSBTs are often made available in Betting Premises as a substitute for placing a bet, on live events, over the counter. As SSBTs merely automate the process that can be conducted in person, the Gambling Act 2005 exempts them from regulation as a gaming machine. They therefore do not count towards the number of gaming machines a premises is allowed, they also do not have to comply with any stake or prize limits.

As stated in Section 181 of the Gambling Act 2005, licensing authorities have the power to restrict the number of SSBTs, their nature and the circumstances in which they are made available in a premises by attaching a condition to the Licence.

The licensing authority will exercise this power if it was felt that the premises was not able to demonstrate that it was promoting the licensing objectives, namely the protection of children and vulnerable persons, or acting in accordance with the social responsibility codes.

5.3 Bingo

Bingo does not have a statutory definition in the Gambling Act 2005, however there are two types of bingo most frequently played, cash bingo and prize bingo.

5.3.1. Children and Young Persons

If the licence holder allows, children and young persons are permitted to enter Bingo premises; however they are not permitted to take part in Bingo or play on category B or C machines.

Anyone under the age of 18 years old cannot be employed in providing any facilities for gambling on a Bingo premises. However, young persons, aged 16 and 17, may be employed in Bingo premises (while bingo is being played), provided the activities on which they are employed are not connected with the gaming or gaming machines.

5.3.2. Gaming Machines

A premises licence granted for a Bingo premises will permit the holder to make available for use a number of Category B3/B4 machines equal to 20% of the total number of machines available for use. There is no limit on the number of Category C and D machines that can be made available.

As stated above, if the licence holder permits children and young persons into the premises and Category B or C machines are made available for use, the licensing authority will require that the premises does the following;

- The category C and/or B machines must be separated from the rest of the premises by a physical barrier which is effective to prevent access, other than through a designated entrance;
- The access to the area where the machines are located is supervised at all times;
- It is arranged so that the area can be observed by persons responsible for supervision, or CCTV which is monitored;

- The gaming machines area must also have a notice at the entrance stating that no person under the age of 18 years is permitted to enter the area.

5.4 Casinos

The licensing authority has not passed a resolution not to issue Casino Licences under Section 166 of the Gambling Act 2005, but is aware that it has the power to do so. Should the licensing authority decide in the future to pass such a resolution, it will update this policy statement with details of that resolution. Any such decision will be made by the Full Council.

5.5 Licensed Family Entertainment Centres

The Gambling Act puts Family Entertainment Centres (FECs) into two classes; Licensed and Unlicensed. Unlicensed Family Entertainment Centres are covered by a permit (See the Permit Section for further details).

A licensed FEC is classified as ‘premises’ and only premises that are wholly or mainly used for making gaming machines available may hold an FEC premises licence.

The Gambling Commission considers that it is not permissible for gaming machines which should be contained within the FEC premises, to be located in corridors and walkways which form part of the larger building. As a result, it is generally not permissible for such premises to correspond to an entire shopping centre, airport, and motorway service stations or similar, as this exposes young people to ambient gambling that the Act was designed to prevent.

For the licensing authority to accept an application for an FEC, the operator must already hold a “Gaming Machine General Operating Licence (Family Entertainment Centre)” with the Gambling Commission.

A premises licence granted for a licensed FEC will authorise the holder to make available for use any number of category C and D machines.

If category C gaming machines are made available for use on the premises of an FEC then the gaming machines must be;

- separated from the rest of the premises by a physical barrier to prevent access other than via an entrance designed to be the entrance,
- supervised at all times to ensure children or young persons do not enter the area, and/or,
- arrange so that the area can be observed by persons responsible for supervision, or CCTV which is monitored.

The licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority, for example, that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas. Clear separation between machines is needed in licensed FECs to make certain that children are not permitted access to Category C machines.

There is an expectation from the licensing authority that all applicants of an FEC will demonstrate that they can promote the licensing objectives and comply with the Codes

of Practice issued by the Gambling Commission as well as all relevant mandatory conditions.

5.6 Tracks

The Gambling Act defines a track as a horse racecourse, greyhound track or other premises on any part of which a race or other sporting event takes place or is intended to take place. The Act does not give a list of premises that are officially recognised as 'tracks' but there are a number of venues where sporting events do or could take place, and accordingly could accommodate the provision of betting facilities. Examples of tracks include:

- a horse racecourse
- a greyhound track
- a point-to-point horse race meeting
- football, cricket and rugby grounds
- an athletics stadium
- a golf course
- venues hosting darts, bowls, or snooker tournaments
- a premises staging boxing matches
- a section of river hosting a fishing competition
- a motor racing event.

The licensing authority is aware that tracks differ greatly from other premises and may be subject to one or more premises licence. The track operator themselves may not be required to hold an operating licence, this may be due to the fact that the individual bookmakers at the track will be required to hold their own operating licences.

The licensing authority will especially consider the impact upon the protection of children and vulnerable persons from being harmed or exploited by gambling. It is noted that children will be permitted to enter track areas where facilities for betting are provided on days when dog racing and/or horse racing takes place, but that they are still prevented from entering areas where gaming machines (other than category D machines) are provided. It is therefore expected that the premises licence applicant demonstrates suitable measures to ensure that children do not have access to adult-only gaming facilities. The need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

The individual applicant will need to be mindful when applying for a licence of offering measures to meet and promote the licensing objectives. This list is not exhaustive, and is merely indicative of example measures:-

- Proof of age schemes;
- CCTV or Notices/Signage;
- Location and supervision of entrances/machine areas;
- Physical separation of areas;
- Specific opening hours;
- Self-exclusion schemes;

- Provision of information leaflets/helpline numbers for organisations such as GamCare;
- Data sharing e.g. the number of self-exclusions and underage attempts to gamble;
- Operators actively participate in safety and security schemes such as Bet Watch.

It may be appropriate for the applicant to provide the following to support an application and to assist the licensing authority to fully understand the application they have submitted:-

- Proof that measures are in place to promote the third licensing objective and to guarantee compliance;
- Specify what proposals have been made to administrate betting (it would be recommended that specific areas are set aside for this function)
- Detailed plan of the track and grounds which identify;
 - any fixed betting facilities;
 - areas that will be specifically used by 'on course' operators on race days;
 - the location of any gaming machines;
 - any temporary structures that will offer betting facilities;
 - mobile betting facilities and other proposed gambling facilities that are not already marked.

Plans should make clear what is being sought for authorisation under the track betting premises licence and what, if any, other areas are to be subject to a separate application for a different type of premises licence.

5.6.1. Gaming Machines

The presence of a premises licence on a track does not provide automatic entitlement for gaming machines. This licence can be held without any corresponding operators licence. However track owners holding both a track premises licence and a Gambling Commission operators licence – pool betting (in effect Dog tracks only) may site up to four gaming machines within categories B2 to D.

Some tracks qualify for an alcohol licence and therefore have automatic entitlement to two gaming machines category C to D, subject to a notification (see 8.1).

Each application will be decided upon on a case-by-case basis, as due to the size and nature of a track premises there are significant problems with the potential abundance of machines that could be located. The licensing authority may look to moderate the number of machines or change the location of machines in order to meet the licensing objective which protects children from harm. Children are allowed to play Category D machines at tracks; however, the location of any adult gaming machines throughout the track premises will need to guarantee that they are situated where children would be excluded.

6.0 Permits

The Gambling Act 2005 introduces a range of permits for gambling. Permits are required when premises provide a gambling facility but either the stakes and prizes are very low or gambling is not the main function of the premises. The permits regulate gambling and the use of gaming machines in a specific premises.

The licensing authority may only grant or reject an application for a permit and cannot impose or attach any conditions.

6.1 Alcohol Licensed Premises Gaming Machine Permits

The licensing authority may issue gaming machine permits for any number of category C or D machines in alcohol licensed premises. Where a permit authorises the making available of a specified number of gaming machines in particular premises, this will effectively replace, and not be in addition to, any automatic entitlement to two machines under section 282 of the Gambling Act 2005. This is covered in Section 7 of this document.

If a premises wishes to have more than two gaming machines, then it needs to apply for a permit. The licensing authority will consider each application based upon the licensing objectives, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling Act 2005, and “such matters as they think relevant.” The licensing authority considers that “such matters” will be decided on a case-by-case basis, but generally there will be regard to the need to protect children and vulnerable persons from being harmed or exploited by gambling.

The licensing authority has an expectation that the applicant will put sufficient measures in place to ensure that under 18 year olds do not have access to the adult only gaming machines.

In relation to the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets/helpline numbers for organisations such as GamCare.

In determining an application, the licensing authority will have regard to the licensing objectives. They may also take account of any other matters that are considered relevant to the application. It should also be noted that the holder of the permit must comply with the codes of practice issued by the Gambling Commission about the location and operation of the machine [Codes of practice - Section C - Gaming machines in clubs and premises with an alcohol licence \(gamblingcommission.gov.uk\)](https://www.gamblingcommission.gov.uk/codes-of-practice-section-c-gaming-machines-in-clubs-and-premises-with-an-alcohol-licence)

The application does not require notification to the Gambling Commission or police before determination, however, the licensing authority will on occasion notify the Gambling Commission and police should there be cause to do so.

The licensing authority may grant or refuse an application. In granting the application, it may vary the number and category of gaming machines authorised by the permit. It should be noted that the licensing authority can decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than these) cannot be attached. When the application has been granted, the licensing authority will issue the permit as soon as possible.

When an application is going to be refused the applicant will be notified as soon as possible, setting out the reasons for refusal. The licensing authority will not refuse an

application or grant it for a different number or category of machines, without notifying the applicant of the intention to do so and given the applicant an opportunity to make representations, orally, in writing, or both.

As well as issuing permits, the licensing authority is also able to cancel permits. It may only do so in specified circumstances which include if the premises are used wholly or mainly by children or young persons or if an offence under the Gambling Act 2005 has been committed. Before it cancels a permit, the licensing authority will notify the holder, giving 21 days notice of the intention to cancel, consider any representations made by the holder, hold a hearing if requested, and comply with any other prescribed requirements relating to the procedure to be followed.

When the licensing authority cancels the permit, the cancellation does not take effect until the period for appealing against that decision has elapsed or, where an appeal is made, until the appeal is determined. A permit will also be cancelled by the licensing authority if the holder fails to pay the annual fee unless failure is the result of an administrative error.

Where a person applies to the licensing authority to transfer the alcohol premises licence under the Licensing Act 2003, they will also need to apply separately for the transfer of the gaming machine permit.

6.2 Club Gaming and Club Machine Permits

The Gambling Act 2005 creates a separate regime for gaming in clubs from that in other relevant alcohol licensed premises. It defines two types of club for the purposes of gaming:

- Members clubs (including Miners' Welfare Institutes) and;
- Commercial clubs

This is an important distinction in respect of the gaming that may take place.

The Gambling Commission Guidance states: "Members Clubs must have at least 25 members and be established and conducted "wholly or mainly" for purposes other than gaming, unless the gaming is permitted by separate regulations. It is anticipated that this will cover bridge and whist clubs, which will replicate the position under the Gaming Act 1968. A Members' Club must be permanent in nature, not established to make commercial profit, and controlled by its members equally. Examples include Working Men's Clubs, branches of Royal British Legion and clubs with political affiliations."

A Commercial Club is a club established for commercial gain, whether or not they are actually making a commercial gain; for example these could be commercial snooker clubs or clubs established as private companies and clubs established for personal profit.

The Commission and the police may object to the permit being granted. If any valid objections are made, the licensing authority will hold a hearing (unless consent has been given to dispense with it).

The licensing authority may only grant or refuse a permit, but may not attach any conditions to a permit. The licensing authority will inform the applicant, the Commission and the Police of the outcome of the application and of any objections

made.

The application may only be refused on the grounds that:

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

If the authority is satisfied that (a) or (b) is the case, it must refuse the application.

If a premises already holds a Club Premises Certificate under the Licensing Act 2003 they may apply for Club Gaming and Club Machine permits under the fast-track procedure. Fast track means that there is no opportunity for the Gambling Commission or Police to object to the application and this Licensing Authority has reduced grounds upon which it could refuse the application.

The grounds on which an application under this process may be refused are that:

- a) the club is established primarily for gaming, other than gaming prescribed by regulations under section 266 of the Gambling Act 2005,
- 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.

Unless a permit is surrendered, lapses, or is renewed, it will have effect for ten years. However, a permit granted under the fast-track procedure does not expire, unless it ceases to have effect because it is surrendered, cancelled or forfeited, or it lapses. A permit will lapse if the holder of the permit stops being a club, or if it no longer qualifies under the fast-track system for a permit. The licensing authority will inform the police and the Commission when a permit has been surrendered or lapsed.

Permits may be amended to meet changing circumstances. The licensing authority will only refuse a variation if on consideration of a completely new application it would refuse the permit.

The licensing authority will cancel the permit if it is found that:

- the premises are used wholly by children and/or young persons, or
- an offence or breach of a permit condition has been committed in the course of gaming activities by the permit holder.

Before cancelling a permit, the permit holder will be given at least 21 days' notice of the intention to cancel by this licensing authority and will consider any representations that may be made. The licensing authority will hold a hearing if it is requested by the permit holder and will comply with any other procedural requirements set out in

regulations.

If there is no appeal, the cancellation will take effect 21 days after notice of the intention to cancel was given. The licensing authority will notify the permit holder, the Commission and the police that the permit has been cancelled and the reasons for the cancellation.

Neither a club gaming permit nor club machine permit can be issued for a vessel or vehicle.

6.2.1 Club Gaming Permit

A Club Gaming Permit is available to members' clubs but not commercial clubs. It allows the club to offer equal chance gaming, games of chance and up to three gaming machines in total of categories B3A, B4, C or D, only one machine can be of category B3A.

When applying for a club gaming permit (without the fast-track process), the club must provide considerable evidence to the licensing authority of activities other than gaming taking place in order to prove that it meets the requirements of a Club under the Gambling Act 2005.

The licensing authority expects that holders of club gaming permits comply with the statutory conditions having regard to the code of practice concerning the location and operation of gaming machines to ensure that no child uses a category B or C machine on the premises - [Codes of practice - Section C - Gaming machines in clubs and premises with an alcohol licence \(gamblingcommission.gov.uk\)](https://www.gamblingcommission.gov.uk/codes-of-practice/section-c-gaming-machines-in-clubs-and-premises-with-an-alcohol-licence)

A licensing officer may visit the premises if necessary, before granting the permit in order to better understand how the club will operate.

6.2.2 Club Machine Permit

A Club Machine Permit is available to members' clubs and commercial clubs. It allows the club to offer equal chance gaming and up to three gaming machines in total of categories B3A, B4, C or D, only one machine can be of category B3A (B3A not permitted for commercial clubs).

The licensing authority will need to be satisfied that the gaming on offer meets the conditions set out in the Gambling Act 2005 and the relevant regulations;

- participation fees must be within the limits prescribed in the regulations,
- prizes must be within the limits prescribed in the regulations.

Club Machine Permit Holders need to comply with the code of practice issued by the Gambling Commission in relation to the location and operation of machines - [Codes of practice - Section C - Gaming machines in clubs and premises with an alcohol licence \(gamblingcommission.gov.uk\)](https://www.gamblingcommission.gov.uk/codes-of-practice/section-c-gaming-machines-in-clubs-and-premises-with-an-alcohol-licence)

6.3 Prize Gaming Permits

Gaming is defined in the Gambling Act 2005 as prize gaming if the nature and size of the prize is not determined by the number of people playing or the amount paid for or raised by the gaming.

An application for a permit can only be made by a person who occupies or plans to occupy the relevant premises and if the applicant is an individual, he must be aged 18 or over. An application for a permit cannot be made if a premises licence or club gaming permit is in effect for the same premises.

The licensing authority will require an applicant to set out the types of gaming that they are intending to offer and demonstrate that they understand the limits to stakes and prizes that are set out in regulations and the gaming offered is within the law.

Further information may be sought from an applicant who applies for a prize gaming permit, such as:-

- the location of the machines along with any notices that may be positioned throughout the premises on a scaled plan;
- age verification scheme;
- confirmation that Fire Safety and Health and Safety legislation has been complied with by the applicant;
- information regarding opening times for the premises;
- details of number of staff employed;
- evidence of public liability insurance documents;
- other policies or procedures in place to promote safeguarding of children and vulnerable persons from harm;
- commitment to enable data sharing e.g. the number of self-exclusions and underage attempts to gamble.

The licensing authority can grant or refuse an application for a permit but cannot add conditions. The permit may only be granted if the police have been consulted on the application, as the police may wish to object to the application.

In making its decision on an application for this permit the licensing authority does not need to have regard to the licensing objectives but must have regard to any Gambling Commission guidance.

Relevant considerations would include the suitability of the applicant in terms of any convictions that they may have that would make them unsuitable to operate prize gaming; and the suitability of the premises in relation to their location and any issues concerning disorder.

If a permit is granted, the licensing authority will issue it as soon as is reasonably practicable. The permit will have effect for ten years, unless it ceases to have effect, lapses, or is renewed. The permit may also cease to have effect if it is surrendered by the holder.

The licensing authority will not refuse an application until notification has been given to the applicant of the intention to refuse and the reasons for it, and they have been given the opportunity to make representations orally or in writing or both.

If the permit holder is convicted of a relevant offence under the Gambling Act 2005, the court may order the forfeiture of the permit. The court must notify the licensing authority that it has made a forfeiture order as soon as is reasonably practicable after making the order.

6.4 Unlicensed Family Entertainment Centre

Unlicensed Family Entertainment Centres (uFEC) can offer any number of category D machines. UFECs are premises which are 'wholly or mainly' used for making gaming machines available a permit cannot therefore be granted for an entire shopping centre for example. Permits cannot be issued in respect of vessels or vehicles.

An application for a permit can only be made by a person who occupies or plans to occupy the premises; if the applicant is an individual, he or she must be aged 18 or over, also applications for a permit cannot be made if a premises licence is in effect for the same premises.

Due to the nature of uFECs and their appeal to children and young persons, the licensing authority will give consideration to the suitability of the applicant and what measures are being proposed to mitigate the risk associated with protecting children from being harmed or exploited by gambling.

As part of this it is expected that the applicant ensures that children do not have 'direct access' to adult premises and are not attracted to adult only areas. Although there is no definition of 'direct access' the licensing authority will consider what is appropriate on a case-by-case basis. It may consider the below as proportionate;

- Partitions should be permanently fixed between premises and should not be transparent;
- A gaming/skills with prizes machine or any other machine should not form the partition or any part of the partition;
- Minimum height for partitions should be 1.75 metres and a maximum of 0.15 metres from the floor.

The licensing authority may grant or refuse an application for a permit, but cannot add conditions.

When the licensing authority considers an application for an uFEC it shall have regard to the Gambling Act 2005 guidance and the licensing objectives. Further information may be sought from the applicant so that the licensing authority can be assured that they can demonstrate:

- a full understanding of the maximum stakes and prizes of the gambling that is permissible in uFECs,
- that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act),
- that employees are trained to have a full understanding of the maximum stakes and prizes.

The additional information requested could include;

- the location of any cash machines and category D machines along with any notices that may be positioned throughout the premises on a scaled plan (1:100);
- information regarding the number of category D machines (space between machines needs to be considered for public safety);
- confirmation that applicants are aware of the limits of stakes and prizes that comply with the regulations and the law;
- proof of staff training that will be undertaken and records kept, covering how staff would deal with unsupervised young children being on the premises or children causing perceived problems on or around the premises or suspected truant school children on the premises;
- demonstrate that policies or procedures in place to promote safeguarding of children from harm, in this instance the harm does not refer solely to harm from gambling but also to include harm from any child protection issues;
- confirmation that Fire Safety and Health and Safety legislation has been complied with by the applicant;
- information regarding opening times for the premises and the appearance of the premises externally;
- details of the number of staff employed;
- evidence of public liability insurance documents,
- commitment to data sharing e.g. the number of self-exclusions etc.

An application for a permit may be granted only if the licensing authority is satisfied that the premises will be used as an uFEC, and if the police have been consulted on the application. When a permit has been granted the licensing authority will issue it as soon as reasonably practical.

An application may be refused by the licensing authority if the applicant is unable to meet the requirements. If it is the intention of the licensing authority to refuse the application the applicant will be notified in writing setting out the reasons why. The applicant will be given opportunity to make representations orally or in writing or both. Applicants will have the right to appeal against the licensing authority's decision of refusal.

If the permit holder is convicted of a relevant offence the Court may order the forfeiture of the permit, in this instance the Court will inform this Licensing Authority of the forfeiture order.

This Licensing Authority will only refuse to renew a permit on the grounds that:

- an authorised local authority officer has been refused access to the premises without reasonable excuse,
- renewal would not be reasonably consistent with the licensing objectives.

The licensing authority will consult with the police and will if applicable be made aware of any concerns that have arisen during the life of the permit.

7.0 Small Society Lotteries

A lottery is a form of gambling that has three essential elements; a payment is required to participate; one or more prizes are awarded; and those prizes are awarded by chance. There are two categories that they can fall into; licensed lotteries that require an operating licence from the Gambling Commission and exempt lotteries (including small society lotteries registered with the licensing authority).

Exempt lotteries are defined as:

- Small society lotteries.
- Incidental non-commercial lotteries.
- Private lotteries.
- Work lotteries.
- Residents' lotteries.
- Customer lotteries.

Advice regarding the definitions of the above exempt lotteries is available from the Gambling Commission guidance and the website - [Types of lottery you can run without a licence \(gamblingcommission.gov.uk\)](https://www.gamblingcommission.gov.uk/types-of-lottery-you-can-run-without-a-licence).

Organisers of raffles or lotteries must follow the legislation contained within the Gambling Act 2005 to ensure that the lottery arrangements are legal. The licensing authority recommends those seeking to run lotteries take their own legal advice on which type of lottery category they fall within.

Small Society Lotteries are promoted for the benefit of a non-commercial society. Such societies are organisations that have distinct aims and objectives. For a society to be non-commercial it needs to be established and conducted:-

- for a good cause;
- for the purpose of enabling participation in, or of supporting, sport, athletics, or a cultural activity; and
- for any other non-commercial purpose other than that of private gain.

When an application is made, the applicants will need to inform the licensing authority of the purpose in which the society was originally established, and the society will need to declare that they represent a bona fide non-commercial society and have no relevant convictions. Further information may be sought from a society by the licensing authority.

An application will be refused by the licensing authority if:-

- an applicant has held an operating licence that has been revoked in the preceding 5 years;
- or they have applied for registration of an operating licence in the preceding 5 years that has been refused.

Applications may also be refused by the licensing authority if they are of the opinion that:-

- The applicant is not a non-commercial society;

- A person who will or may be connected with the promotion of the lottery has been convicted of a relevant offence; or
- Information provided in or with the application for registration is false or misleading.
- Previous lottery returns have not been provided as required.

When an application is going to be refused the society will have an opportunity to make a representation against the decision. The licensing authority will notify the society of the reasons for the refusal in writing.

The licensing authority will seek advice from the Gambling Commission if they are unsure about a refusal of an application.

If the licensing authority is of the opinion that the lottery registration of a society needs to be revoked, due to a reason that they would refuse the application if it were being made at the time, they will inform the society in writing. They will outline the evidence that has led to the decision being reached to allow the society the opportunity to make a representation.

The licensing authority will keep a register of all applications for Small Society Lotteries and will provide information to the Gambling Commission on all lotteries registered by the Licensing Authority.

Where the required annual fee is not paid by the due date, the licensing authority may cancel the small society lottery registration. It is the society's responsibility to ensure the annual fee is paid by the due date.

8.0 Other types of Gambling

8.1 Notification of Gaming Machines

There is provision in the Gambling Act 2005 for premises licensed to sell alcohol for consumption on the premises, to automatically have two gaming machines, of categories C and/or D. The Premises Licence Holder (under the Licensing Act 2003) is required to notify the licensing authority by completing the requisite application form and paying the prescribed fee. A new notification needs to be submitted after every transfer of Premises Licence Holder.

The Designated Premises Supervisor is responsible for the supervision of gaming and there needs to be compliance with the Gambling Commissions code of practice - [Codes of practice - Section C - Gaming machines in clubs and premises with an alcohol licence \(gamblingcommission.gov.uk\)](http://gamblingcommission.gov.uk)

The licensing authority will look to 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 2005;
- the premises are mainly used for gaming; or
- an offence under the Gambling Act 2005 has been committed on the premises.

9.0 Temporary and Occasional Use Notices

9.1 Temporary Use Notices

It is an offence to provide facilities for gambling unless either the required permissions are in place, or an exemption applies. One such exemption is for the holder of an operating licence to notify a Temporary Use Notice (TUN) to the relevant licensing authority. This is not a permanent arrangement, but allows premises such as hotels, conference centres or sporting venues to be used temporarily for providing facilities for gambling. A TUN may also apply to a vessel, whether moored or moving. A TUN may not be given in respect of a vehicle.

A Temporary Use Notice permits the use of a premises for gambling where there is no premises licence, but where a gambling operator wishes to use the premises temporarily for providing facilities for equal chance gaming, where the gaming is intended to produce a single overall winner. Such as;

- operate a casino,
- provide facilities for the playing of bingo,
- make a gaming machine available for use,
- provide other facilities for gaming, or
- provide facilities for betting (whether by making or accepting bets, by acting as a betting intermediary or by providing other facilities for the making or accepting of bets).

A TUN may only be granted to a person or company holding a relevant operating licence and there are a number of statutory limits as regards TUNs as set out in the Gambling Act 2005 and Gambling Commission guidance.

9.1.1 Meaning of premises

Section 218 of the Gambling Act 2005 refers to a 'set of premises' and provides that a set of premises is the subject of a Temporary Use Notice if 'any part' of the premises is the subject of a notice.

The maximum period by which a "set of premises" may be the subject of a Temporary Use Notice is 21 days within a period of 12 months. A set of premises may be the subject of more than one Temporary Use Notice in a period of twelve months provided the maximum aggregate for which the Temporary Use Notices have effect does not exceed 21 days.

In considering whether a place falls within the definition of 'a set of premises', the licensing authority will look at, amongst other things, the ownership/occupation and control of the premises.

9.1.2 Objections to TUNs

The licensing authority will be minded to object to a TUN if they feel that the licensing objectives would be undermined. If it is felt that Temporary Use Notices are resulting in allowing regular gambling to take place in a place that could be described as one set of premises, the licensing authority will object. Consideration will be taken as to whether the gambling should not take place, or only with modifications.

The licensing authority will ensure that such notices are considered without delay so that, where appropriate, the opportunity to lodge an objection is not missed.

If objections are received, the licensing authority will hold a hearing to listen to representations from the person who gave the TUN, all the objectors and any person who was entitled to receive a copy of the notice.

If the licensing authority considers that the TUN should not have effect, after a hearing has taken place or has been dispensed with, it will issue a counter-notice. The licensing authority will apply the same principles for issuing a counter notice as when determining premises licence applications.

If the licensing authority gives a counter-notice, it will give reasons for doing so and will copy the counter-notice to all those who received copies of the TUN. If the licensing authority decides not to issue a counter-notice, the TUN will take effect.

9.1.3 Endorsement of the notice

If no objections are made within 14 days of the date of the notice, the licensing authority must endorse the notice as valid and return it to the person who gave it.

The person who gives a TUN may notify the Licensing Authority that it is withdrawn at any time up to and during the time it has effect. In those circumstances the notice will have no effect, and any unelapsed period of time will not count towards the 21-day maximum for a TUN having effect on the premises.

The TUN needs to be prominently displayed at the premises when the gambling is taking place. It would be considered an offence not to produce the notice endorsed by the licensing authority when requested to do so by a Constable, an officer of HM Revenue and Customs, an enforcement officer, or an authorised local authority officer.

9.1.4 Maximum period

The licensing authority may issue a counter-notice which limits the number of days that the TUN comes into effect, bringing it within the 21-day limit. The applicant will be consulted if a counter notice is to be required in order to ensure that the restrictions being imposed do not result in an unworkable event or a failure to comply.

9.2 Occasional Use Notices (OUN)

Where there is betting on a Track, on eight or less days in a calendar year (1st January to 31st December), the Gambling Act 2005 allows this to be undertaken by an Occasional Use Notice instead of a full premises licence.

9.2.1 Definition of a track

The Gambling Act 2005 defines a track as any premises on any part of which a race or other sporting event takes place or is intended to take place. This means it is not restricted to just horse racecourses or dog tracks. They also do not need to be a permanent fixture, land only used temporarily can qualify provided that races or sporting events either do take place there or will take place there. Land that has a number of uses can also qualify for an OUN as long as one of those uses is for a track. The definition of what constitutes a track will be considered on a case-by-case basis by the licensing authority.

9.2.2 Use (and misuse) of OUNs

Occasional Use Notices are intended to be able to permit Gambling Commission licensed betting operators, to use tracks for conducting betting, provided that the event upon which the betting is to take place is of a temporary, infrequent nature. The use of an OUN means that the track does not require a betting premises licence. However, an OUN does not allow betting operators to provide gaming machines at the track. Non-commercial, fund-raising race nights can be run as betting events at sporting venues under the authority of an OUN, whether or not the sporting event on which the bets are taken is held at that venue. The sporting event on which the bets are or will be taken also need not be taking place at the same time as the betting under the OUN.

9.3 Travelling Fairs

The Gambling Act 2005 defines a Travelling Fair as 'wholly or principally' providing amusements. A Travelling Fair may provide facilities for gambling via gaming machines without a Permit as long as it is purely an ancillary amusement.

An unlimited number of Category D machines are permitted however the higher Category B and C are not allowed. The machines must be sourced from a Gambling Commission licensed supplier and those working with the gaming machines at the Travelling Fair must be at least 18 years old.

A Travelling Fair cannot be on a site that has been used for fairs for more than 27 days. The statutory maximum of 27 days is per calendar year and not a 12-month period. It applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The licensing authority will work with its neighbouring authorities to ensure that land which crosses our boundaries is monitored so that the statutory limits are not exceeded.

9.3.1 Prize Gaming and Travelling Fairs

Travelling Fairs, under the Gambling Act 2005, are also able to provide equal chance gaming without a Permit as long as it is purely an ancillary amusement. Young persons and children may participate in equal chance gaming.

Conditions for Travelling Fairs offering equal chance gaming;

- the limits on participation fees must be complied with, 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;
- the result of the game must be made public in the premises on the day that it is played;
- prize amounts must not exceed the amount set in the regulations if a money prize or the prescribed value if a non-monetary prize; and,
- the participation in the gaming must not entitle the player to take part in any other gambling.

The licensing authority will be responsible for making the following decisions in relation to Travelling Fairs;

- a) whether the statutory definition of a Travelling Fair is met,
- b) whether the gambling facilities provided at the fair are in fact an ancillary amusement,
- c) whether Category D machines and/or equal chance prize gaming without a Permit is to be made available for use at Travelling Fairs in this county.

10.0 Premises Licence Applications

The Gambling Act 2005 defines a premises as “any place”. It is possible for a single building to 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. Areas of a building that are artificially or temporarily separate cannot be properly regarded as different premises.

The licensing authority will pay particular attention to applications where access to the licensed premises is through other premises (which themselves may be licensed or unlicensed). Applicants should be aware that entrances and exits from parts of a building covered by one or more licences should be separate and identifiable so that the separation of different premises is not compromised and that people do not ‘drift’ into a gambling area.

10.1 Provisional Statements

Section 204 of the Gambling Act 2005 provides for a person to make an application to the licensing authority for a provisional statement in respect of premises that is:-

- Expected to be constructed
- Expected to be altered; or
- Expected to acquire a right to occupy

Provisional statements are dealt with in the same way as premises licence applications. Representations may be made by responsible authorities and interested parties, and there is a right to appeal.

An application for a provisional statement differs from an application for a premises licence in as much as those applying for a provisional statement do not have to fulfil the same criteria as those applying for a premises licence. In order to apply for a premises licence the applicant must hold or have applied for an operating licence from the Gambling Commission (except in the case of a track), and they must have the right to occupy the premises. These criteria do not have to be in place at the time of submitting a provisional statement application.

As a provisional statement can be applied for without the applicant having the right to occupy the premises the licensing authority will accept more than one provisional statement for a premises.

Once a provisional statement has been granted, the licensing authority will be restricted by what it will consider when the premises licence application is submitted for the same premises.

When a premises licence application is made following the grant of a provisional statement, no further representations from responsible authorities or interested parties can be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or they reflect a change in the applicant’s circumstances.

In addition, the licensing authority may refuse the provisional statements (or grant it on terms different to those attached to the provisional statement) only by reference to matters:-

- which could not have been raised by objectors at the provisional licence stage; or
- which, in this authority's opinion, reflect a change in the operator's circumstances;
- where the premises has not been constructed in accordance with the plan and information submitted with the provisional statement application. This must be a substantial change to the plan and the licensing authority will discuss any concerns they have with the applicant before making a decision.

10.2 New/Variation Applications

There is an expectation that the applicant offers their own suggestions for how they intend to promote the licensing objectives on their application. These may be used as conditions and placed on the licence if appropriate. This list is not exhaustive, and is merely indicative of example measures:-

- Proof of age schemes;
- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;
- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets/helpline numbers for organisations such as GamCare;
- Data sharing e.g. the number of self-exclusions and underage attempts to gamble;
- Operators actively participate in safety and security schemes such as Bet Watch.

The licensing authority will take into the consideration the following factors when looking at premises licence applications, however they will be considered on a case by case basis:-

- Premises location including its immediacy to local schools; children's centres or centre's used by vulnerable persons; residential areas that have a high populations of children and vulnerable persons; and areas of deprivation where children and vulnerable persons reside;
- Premises layout and design;
- Installation of security features, such as CCTV or location of cash registers and safes;
- Staff training in all areas that are appropriate to the promotion of the licensing objectives;
- Policies and procedures for age verification;

- Possibility of crime and disorder associated with a licence being granted at a given premises;
- Local Area Risk Assessment for premises (came into force April 2016).

10.3 Fees

Licence fees are set within the prescribed maximum levels in accordance with [The Gambling \(Premises Licence Fees\) \(England and Wales\) Regulations 2007 \(legislation.gov.uk\)](#). Fees for permits and other services will be as set by the Secretary of State.

Information concerning the fees charged by Wiltshire Council for premises licence applications, permits and other permissions will be made available to the public via Wiltshire Council's website – <http://www.wiltshire.gov.uk/licences-permits-gambling-fees-charges>.

In accordance with the Gambling Act 2005, failure of a premises to pay the prescribed fee will result in this licensing authority revoking the licence. In relation to permits, the licensing authority will cancel the permit if the holder fails to pay the annual fee due. This will not occur however, if the failure of payment is attributed to an administration error.

10.4 Conditions

The licensing authority's decisions regarding placing conditions onto an individual premises licence will be made on a case-by-case basis. Any conditions attached to licences will be:-

- relevant to the need to make the proposed building suitable as a gambling facility;
- directly related to the premises and the type of licence applied for;
- fairly and reasonably related to the scale and type of premises; and
- reasonable in all other respects.

In a hearing, the licensing authority may also consider it appropriate to add further conditions to the licence that are proportionate to the application, each application being considered on its own merits. Licence conditions applied at a hearing will be tailored to the individual premises and activities and only those necessary to meet the licensing objectives will be applied.

10.5 Plans

The licensing authority is minded to consider the [Premises Licence and Provisional Statements Regulations](#), guidance issued under section 153 of the Act, and the Commission's codes of practice when considering what it will accept in relation to a plan.

The Gambling Act 2005 states that a premises, except a track, needs to provide a plan that 'must show the location and extent of any part of the premises which will be used to provide facilities for gambling in reliance on the licence'.

The licensing authority will require more information than this to be included on the plan so that it can make an informed decision on applications, the plan is a way for the applicant to demonstrate how they intend to meet the requirements and promote the licensing objectives, therefore applicants will be asked to provide further information or resubmit plans if they are felt to be insufficient.

It is expected that as well as what is required in the Regulations, the applicant may also include the locations of the following where appropriate (this list is not exhaustive);

- Counter and other staff areas;
- Gaming machines and the location of the different categories;
- Self-service machines;
- Cash machines;
- Toilets accessible to the public;
- The position of gaming activities in the premises and any potential segregation between different types of gaming;
- Any obstructions i.e. pillars, advertising boards, machines etc.;
- Position of internal CCTV cameras/monitor or mirrors that may be used for line of sight;
- Any fixtures within the premises.

10.6 Door Supervision

Section 178 of the Gambling Act 2005 sets out a definition of 'door supervisor' and provides that where a person employed in such a role is required to hold a licence issued by the Security Industry Authority (SIA), that requirement will have force as though it were a condition on the premises licence.

If the 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. In this instance the licensing authority will impose a condition on the premises licence to this effect.

In relation to Casinos and Bingo premises, contract staff that are to be employed as door supervisors will need to be licensed by the SIA. However, in house employees working as door supervisors are exempt from that requirement.

10.7 Representations

For a representation to be relevant it needs to relate to one of the three licensing objectives and be made by a responsible authority or interested party. Wiltshire Council licensing officers will make the decision as to whether representations received for applications are irrelevant, frivolous or vexatious.

Representations made in relation to demand or competition will not be accepted as relevant. Moral objections to gambling will also not be accepted. Representations will not be considered relevant if the issues raised can be dealt with by other legislation.

When a valid representation against an application has been received by the licensing authority, we may arrange for a meeting to take place with the applicant and the person who made the representation in order to try to reach an agreement.

If this is not an appropriate course of action or an agreement cannot be reached, then the matter will be taken to a licensing sub-committee hearing for a decision.

If it is the case that a representation is rejected, then the person who made the representation will be informed in writing that it will not be considered. The decision of the licensing officer that the representation is not accepted cannot be appealed against.

10.8 Responsible Authorities

Responsible authorities will be notified by the licensing authority of all premises licence applications and are entitled to make representations in relation to these applications if they are relevant to the licensing objectives.

Section 157 of the Gambling Act 2005 defines those authorities as:

- Gambling Commission
- Police
- Fire Service
- Local Planning Authority
- Environmental Health
- Child Protection Services
- HM Revenue and Customs
- In relation to a vessel;
 - a Navigation Authority,
 - the Environment Agency,
 - the British Waterways Board,
 - the Secretary of State.
- A licensing authority in whose area the premises is situated that is, the council itself and also any adjoining council where premises straddle the boundaries between the two.

The contact details of all the responsible authorities under the Gambling Act 2005 are available via Wiltshire Council's website – <http://www.wiltshire.gov.uk/licences-permits-gambling> or attached as Appendix B.

10.9 Interested Parties

Interested parties can make representations in respect of licence applications or apply for a review of an existing licence. These parties are defined in the Gambling Act 2005 as:-

- a) a person or persons who lives sufficiently close to the premises and is likely to be affected by the authorised activities,
- b) a business or businesses whose interests might be affected by the authorised activities, or
- c) an individual or group who represents persons who satisfy paragraph (a) or (b).

Councillors and Town/Parish Councils that cover the area that would be likely affected by the specific premises will be considered as interested parties. If individuals wish to approach their local Councillor to ask them to represent their views no specific evidence of being asked to represent an interested person will be required by the licensing authority.

Other than these however, the licensing authority will require written evidence that a person/body (e.g. an advocate/relative) 'represents' someone who either lives sufficiently close to the premises to be likely to be affected by the authorised activities and/or has business interests that might be affected by the authorised activities.

11.0 Compliance and Enforcement

11.1 Inspection

The licensing authority inspects premises in Wiltshire to ensure compliance using a risk-based approach. We will inspect those premises that are a higher risk or have a history of complaints more frequently than those premises with lower perceived risks. However, licensing officers are also-permitted to use their discretion.

Inspections may be carried out on Temporary Use Notices and Occasional Use Notices to ensure that the licensing objectives are being promoted.

Joint visits may take place with responsible authorities or other agencies where relevant.

11.2 Powers of Entry

Wiltshire Council licensing officers are authorised to inspect gambling premises in order to assess compliance with the terms and conditions of the premises licence.

Licensing officers have powers to;

- Enter any gambling premises or premises where gambling is believed to be taking place,
- Use reasonable force in order to enter the premises for inspection purposes, should it be necessary,
- Inspect any part of the premises, any machine or other thing,
- Question any person on the premises,
- Access any written or electronic record which is kept on the premises, or require that a copy is provided,
- Remove or retain anything if they reasonably believe that it constitutes or contains evidence of the commission of an offence under the Gambling Act 2005, or a breach of a term or condition of the premises licence.

It should be noted that it is an offence if a person, without reasonable excuse, obstructs or fails to cooperate with an authorised local authority officer who is exercising powers under Part 15 ('Inspection') of the Gambling Act 2005.

It is also an offence to provide false information without reasonable excuse to the authorised licensing officer.

11.3 Complaints

The licensing authority will investigate all complaints received related to gambling activities or premises.

Licensing officers will refer complaints to or liaise with other relevant agencies/council services, as appropriate, in order to address complaints.

11.4 Enforcement

The licensing authority is responsible for ensuring the compliance of licences and permits, along with any relevant Gambling Commission codes of practice, in Wiltshire. The Gambling Commission is the enforcement body for operating and personal licences and is responsible for regulating online (remote) gambling.

The licensing authority is guided by the Gambling Commission's guidance for local authorities when it comes to the enforcement action to be taken against premises. The action will be:-

- Proportionate
- Accountable
- Consistent
- Transparent
- Targeted

11.5 Reviews

The Gambling Act 2005 sets out the arrangements to enable a review of a premises licence where it is alleged that the licensing objectives are not being promoted. Requests for a review of a premises licence can be made by interested parties or responsible authorities; however, it is for the licensing authority to decide whether the application for review is accepted.

The request for a review will be determined as appropriate if it is in accordance with, any relevant code of practice or guidance issued by the Gambling Commission, with Wiltshire Council's Gambling Statement of Principles and is relevant with the licensing objectives.

The licensing authority will also initiate a review of a licence if;

- it has reason to suspect that premises licence conditions are not being observed
- the premises is operating outside of the principles set out in the licensing authority's statement of policy
- there is evidence to suggest that compliance with the licensing objectives is at risk
- for any other reason which gives them cause to believe that a review may be appropriate, such as a complaint from a third party.

Upon review of a premises licence, the licensing authority will have regard to the application for review and any relevant representations, and take such steps as it considers necessary for the promotion of the licensing objectives. Such steps might be:-

- add, remove or amend a licence condition imposed by the licensing authority
- exclude a default condition imposed by the Secretary of State (for example, relating to opening hours) or remove or amend such an exclusion
- suspend the premises licence for a period not exceeding three months
- revoke the premises licence.

Appendix A – Table of Delegations of Licensing Functions

Matter to be dealt with	Full Council	Licensing Committee or Licensing Sub Committee	Officers
Three year licensing policy	X		
Policy not to permit casinos	X		
Fee Setting - when appropriate	X		
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
Consideration for calling a review			X
Review of a premises licence		X	
Application for club gaming /club machine permits		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Cancellation of club gaming/ club machine permits		X	

Matter to be dealt with	Full Council	Licensing Committee or Licensing Sub Committee	Officers
Applications for other permits			X
Cancellation of licensed premises gaming machine			X
Consideration of temporary use notice			X
Decision to give a counter notice to a temporary use notice		X	
Determination as to whether a person is an Interested Party			X
Determination as to whether representations are relevant			X
Determination as to whether a representation is frivolous, vexatious or repetitive			X
Consideration for actions to be taken against illegal gambling			X

Appendix B – Responsible Authorities

Wiltshire Council Licensing Authority

Public Protection – Licensing
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email: publicprotectionnorth@wiltshire.gov.uk

Wiltshire Constabulary Licensing Officer

Trowbridge Police Station
Polebarn Road
Trowbridge
Wiltshire
BA14 7EP

Email: LicensingE@wiltshire.police.uk

Wiltshire Council Environmental Health

County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email: publicprotectionwest@wiltshire.gov.uk

Wiltshire Council Planning Department

County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email: Developmentmanagement@wiltshire.gov.uk

Dorset & Wiltshire Fire and Rescue Service

Five Rivers Health and Wellbeing Centre
Hulse Road
Salisbury
SP1 3NR

Email: fire.safety@dwfire.org.uk

Wiltshire Council Child Protection

Integrated Frond Door Service
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email: Integratedfrontdoor@wiltshire.gov.uk

Gambling Commission

Victoria Square House
Victoria Square
Birmingham
B2 4BP

Email: info@gamblingcommission.gov.uk

HM Revenue & Customs

National Registration Unit
Betting and Gaming
Porcullis Head
21 India Street
Glasgow
G2 4PZ

Email: nrubetting&gaming@hmrc.gsi.gov.uk

Appendix C – Local Area Risk Assessment Guidance

Undertaking a local area risk assessment

The licensing authority has an expectation that the local area risk assessment will be carried out methodically at a gambling premises; to ensure that there is thorough consideration for all the possible risks.

The gambling operator carrying out the assessment should consider the risks associated with;

- the local area,
- the gambling operation, and
- the design of the premises both internally and externally.

When the risks have been identified, the licensing authority would envisage that appropriate control measures proportionate to the risks will be considered and implemented. Some of these control measures may already be in place as part of the policies or procedures of the business however both the risks and the control measures should be documented within the assessment. The licensing authority considers it beneficial for the document to state who would be responsible for putting the control measures in place and recording when they have been completed.

Who should undertake the assessment?

The gambling operator has the responsibility of completing the local area risk assessment; however this could be delegated to a competent assessor.

Whoever is tasked with the completion of the document should have an understanding of, the business and how they currently operate or intend to operate, the local area where the premises is situated and its design.

If the local area risk assessment is not completed thoroughly it could result in the operator breaching the provisions of the licence conditions and codes of practices submitted by the Gambling Commission.

Step 1: The local area

For the operator to be able to correctly identify the local risk factors relating to the premises it first must understand what makes up the local area. Certain gambling premises may have a larger sphere of influence than others therefore the local area could be larger than first thought for certain premises.

Step 2: The gambling operation

For this section of the assessment, the licensing authority expects the assessor to look at the gambling operators' policies and procedures and decide whether these procedures;

- a) result in a risk at the premises based on the local area, or
- b) mitigate risk already identified in the local area and therefore could be used as a control measure.

Step 3: The design of the premises

The design of a premises can assist greatly in the operators' ability to mitigate and manage identified local risks. It is important that the assessor looks at the risks of both the internal and external design and considers these with reference to the local risks already recognised.

Step 4: Control measures

When all the risk factors have been acknowledged, the licensing authority now expects that the assessor will ascertain suitable and appropriate control measures to mitigate the risks identified. The four categories of control measures; systems, design, physical and licence conditions should be considered. For some risks it may be that a combination of control measures are needed to neutralise the risk identified.

Completed assessment

Once the risk assessment has been completed and the control measures documented, they then need to be implemented at the premises. This may involve changes to the layout or design, staff training or changes in procedures. It should be documented when they have been actioned. The licensing authority expects a copy of the risk assessment to be kept on the premises, reviewed regularly, and made available to staff and authorised officers.

Appendix D - Useful Support Contacts

Gamble Aware

www.begambleaware.org

GamCare

<https://www.gamcare.org.uk>

Freephone: 0808 8020 133

WhatsApp Chat: 020 3031 8881

Email: info@gamcare.org.uk

Gamblers Anonymous UK

<http://www.gamblersanonymous.org.uk/>

Domestic Abuse

<https://www.victimsupport.org.uk/help-victims/ive-been-affected/domestic-abuse>

Women's Aid

<http://www.womensaid.org.uk/>

Samaritans

<http://www.samaritans.org/>

Step Change

<http://www.stepchange.org/Howwecanhelpyou/Debtadvice.aspx>

Citizens Advice Bureau

http://www.adviceguide.org.uk/wales/debt_w/debt_help_with_debt_e.htm

National Debt Line

<https://www.nationaldebtline.org/>

Gov.uk

<https://www.gov.uk/options-for-paying-off-your-debts/overview>

Money Advice Service

<https://www.moneyadviceservice.org.uk/en/tools/debt-advice-locator>

Turning Point

<http://www.turning-point.co.uk>

ARA (Recovery for All)

<https://www.recovery4all.co.uk>