EFFICIT MINISTER	Licensing Sub-Committee Tuesday 25 <sup>th</sup> October 2022 10:30am	
Title	Merkur Slots 118 High Street Barnet EN5 5XQ	
Report of	Trading Standards & Licensing Manager	
Wards	High Barnet	
Status	Public	
Urgent	N/A	
Кеу	No	
Enclosures	Report of the Licensing Officer Annex 1 – Application Form Annex 2 - Police agreement to conditions Annex 3 – Representation Annex 4 – Matters for Decision	
Officer Contact Details	Elisabeth Hammond 020 8359 5639 Elisabeth.hammond@barnet.gov.uk	
Summary		
This report asks the Sub-Co Licence, under section 159	ommittee to consider an application for a New Bingo Premises of the Gambling Act 2005	
	ficers Recommendations	

1. This report asks the Sub-Committee to consider an application for a New Bingo Premises Licence, under section 159 of the Gambling Act 2005 for Merkur Slots 118 High Street Barnet EN5 5XQ.



#### 1. WHY THIS REPORT IS NEEDED

1.1 The licensing authority having received valid representations against the application for a new Bingo premises licence is expected to hold a hearing to consider those representations. The application can be determined by the licensing authority without a hearing in certain circumstances.

#### 2. REASONS FOR RECOMMENDATIONS

2.1 Where a representation is submitted under Section 159 of the Gambling Act 2005 the authority must hold a hearing to consider such representations, unless the representation is withdrawn, the applicant or any party or responsible authority who has made a valid representation agrees or where the authority considers that the representations are frivolous or vexatious.

#### 3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 The Licensing Sub-Committee is required to give appropriate weight to the representations (including supporting information) presented by all the parties, the Guidance issued pursuant to section 164 of the Gambling Act 2005, the Council's Gambling Statement of Principles and the steps that are appropriate to promote the three Gambling objectives.

Having considered those relevant matters, the Licensing Sub-Committee is required to take such of the following steps (if any) as it considers appropriate for the promotion of the licensing objectives.

On considering an application for a premises licence (whether at a hearing or not) a licensing authority shall —

- (a) grant it, or
- (b) reject it.

#### 4. POST DECISION IMPLEMENTATION

4.1 The decision will have immediate effect

#### 5. IMPLICATIONS OF DECISION

#### 5.1 **Corporate Priorities and Performance**

- 5.1.1 Members are referred to the Council's Gambling Statement of Principles for consideration
- 5.1.2 Timely legal and fair decisions support objectives are contained within the Corporate Plan. In particular in relation to a "successful London borough" by ensuring that only legal, well regulated licensable activities occur within the borough.

## 5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 N/A

#### 5.3 Legal and Constitutional References

- 5.3.1 The Licensing Act 2003 sets out how applications for premises licences should be dealt with where valid representations have been submitted.
- 5.3.2 Under the Council's Constitution, Article 7, the licensing sub-committee has responsibility delegated to it (from the Licensing Committee) for licensing hearings concerning all licensing matters.

#### 5.4 Risk Management

5.4.1 N/A

#### 5.5 Equalities and Diversity

5.5.1 Licence applications are dealt with according to the provisions of the Gambling Act 2005 and associated Regulations which allow both applications and representations to applications to be made by all sectors.

#### 5.6 **Consultation and Engagement**

5.6.1 The statutory consultation process has been followed in accordance with the Gambling Act 2005.

#### 6. BACKGROUND PAPERS

6.1 The application and report of the Licensing Officer and appendices are attached to this report.

# Officers Report

#### GAMBLING ACT 2005

#### **OFFICERS REPORT**

#### Merkur Slots 118 High Street Barnet EN5 5XQ

#### 1. The Applicants

The application before the subcommittee was submitted under Section 159 of the Gambling Act 2005. It is an application for a New Bingo Premises Licence, submitted by Poppleston Allen on behalf of Merkur Slots UK Limited.

#### 2. Application

The application before us today was valid as of 15<sup>th</sup> June 2022. The application seeks to allow the premises to be used for the playing of Bingo with the Gambling Act's prescribed hours for this activity.

Should the Licensing Subcommittee be minded granting this Bingo Premises Licence application the following default condition would automatically be applied:

• Bingo facilities in bingo premises may not be offered between the hours of midnight and 9am. However, there are no restrictions on access to gaming machines in bingo premises.

The application form is attached to this report in Annex 1.

#### 3. Proposed conditions

The below conditions have been offered by the applicant, and will automatically be attached to the licence, should the licensing subcommittee be minded granting the application.

Proposed operational conditions:

- 1. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for <u>31 days</u> and shall be made available to police and licensing officers if requested, subject to data protection legislative requirements.
- 2. A CCTV camera shall be installed to cover:
  - a. All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions
  - b. The areas of the premises to which the public have access (excluding toilets)
  - c. Gaming machines
- 3. A Think 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
- 4. Prominent signage and notices advertising the Think 25 policy will be displayed.
- 5. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable by ground floor staff.

- 6. A suitable intruder alarm complete with panic button facility shall be maintained.
- 7. An incident log shall be maintained and made available on request to an authorised Local Authority officer or the Police, which will record the following:
  - a. All crimes reported to the venue.
  - b. Any complaints or incidents regarding crime and disorder.
  - c. Refusals and banned customers.
  - d. Any faults in the CCTV system.
  - e. Any visit by a relevant authority or emergency service.
  - f. Any Challenge 25 Refusals.

The Police agreed to the proposed conditions, stating they would be in line with what they would request of such a premises. The acceptance of the conditions, by the Police can be found in **Annex 2**.

#### 4. Representations

The Licensing Team received 1 valid representation from The Barnet Society. The representation refers to the effect that the grant of this licence could have on the following gambling objective:

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

No representations were received from local ward Councillors or Responsible Authority representatives.

The representation can be seen attached to this report in Annex 3.

#### 5. Conditions

Section 169 Gambling Act 2005 - Conditions imposed or excluded by licensing authority:

- (1) Where a licensing authority issue a premises licence they may-
- (a) attach a condition to the licence;
  - (b) exclude a condition that would otherwise be attached to the licence by virtue of section 168.

(2) A condition attached to the licence under subsection (1)(a) may, in particular, address a matter addressed by a condition excluded under subsection (1)(b).

(3) A condition attached to the licence under subsection (1)(a) may apply in relation to the premises generally or only in relation to a specified part of the premises.

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

#### 6. Statement of Principles and Guidance

Full Copies of the Councils Gambling Statement of Principles and the Statutory Guidance to the Act will be available at the Licensing Sub Committee hearing or in advance if required.

Elisabeth Hamond	Annex 1 – Application Form
Licensing Officer	Annex 2 – Police agreement to conditions
	Annex 3 – Representation
	Annex 4 – Matters for Decision

Annex 1

## Application Form, Plans & Supporting Documents

#### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

Where the application is-

- In respect of a vessel, or
- To convert an authorisation granted under the Betting, Gaming and Lotteries Act 1963 or the Gaming Act 1968,

the application should be made on the relevant form for that type of premises or application.

Part 1 – Type of premises licer	nce applied for	
Regional Casino 🗌	Large Casino 🗌	Small Casino 🗌
Bingo 🗵	Adult Gaming Centre $\Box$	Family Entertainment Centre $\Box$
Betting (Track) 🗌	Betting (Other) $\Box$	
Do you hold a provisional statem	nent in respect of the premises?	res 🗆 No 🗆
If the answer is "yes", please giv set out at the top of the first page	e the unique reference number for e of the statement):	r the provisional statement (as
Part 2 – Applicant Details		
· · ·	II in Section A. If the application is	0
	y or partnership), please fill in Sec	ction B.
Section A		
Individual applicant		
1. Title: Mr □ Mrs □Miss □Ms	□Dr □ Other (please specify)	
2. Surname:	Other name(s):	
	licant's operating licence or, if the y application for an operating licer	
3. Applicant's address (home or	business – [delete as appropriate	J):
Postcode:		
4(a) The number of the applicant	t's operating licence (as set out in	the operating licence):
4(b) If the applicant does not hol give the date on which the applic	d an operating licence but is in the cation was made:	e process of applying for one,
5. Tick the box if the application	is being made by more than one p	person.
	nts, the information required in que this form, and those sheets shoul	

Section B
Application on behalf of an organisation
6. Name of applicant business or organisation: Merkur Slots UK Limited
[Use the names given in the applicant's operating licence or, if the applicant does not hold an operating licence, as given in any application for an operating licence.]
7. The applicant's registered or principal address:
Seebeck House,
1A Seebeck Place,
Knowlhill,
Milton Keynes
Postcode: MK5 8FR
8(a) The number of the applicant's operating licence (as given in the operating licence): <b>003266-N-103444</b>
8(b) If the applicant does not hold an operating licence but is in the process of applying for one, give the date on which the application was made: <b>N/A</b>
9. Tick the box if the application is being made by more than one organisation.
[Where there are further applicants, the information required in questions 6 to 8 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]

#### Part 3 – Premises Details

10. Proposed trading name to be used at the premises (if known): Merkur Slots

11. Address of the premises (or, if none, give a description of the premises and their location): **118 High Street**,

Barnet

Postcode: EN5 5XQ

12. Telephone number at premises (if known):

13. If the premises are in only a part of a building, please describe the nature of the building (for example, a shopping centre or office block). The description should include the number of floors within the building and the floor(s) on which the premises are located.

#### Ground Floor high street location

14(a) Are the premises situated in more than one licensing authority area? Yes/No [delete as appropriate]

14(b). If the answer to question 14(a) is yes, please give the names of all the licensing authorities within whose area the premises are partly located, other than the licensing authority to which this application is made:

#### Part 4 – Times of operation

15(a). Do you want the licensing authority to exclude a default condition so that the premises may be used for longer periods than would otherwise be the case? Yes/No [delete as appropriate] [Where the relevant kind of premises licence is not subject to any default conditions, the answer to this question will be no.]

15(b). If the answer to question 15(a) is yes, please complete the table below to indicate the times when you want the premises to be available for use under the premises licence. N/A

	Start	Finish	Details of any seasonal variation
Mon			
Tue			
Wed			
Thurs			
Fri			
Sat			
Sun			

16. If you wish to apply for a premises licence with a condition restricting gambling to specific periods in a year, please state the periods below using calendar dates: N/A

#### Part 5 – Miscellaneous

17. Proposed commencement date for licence (leave blank if you want the licence to commence as soon as it is issued): (dd/mm/yyyy)

18(a). Does the application relate to premises which are part of a track or other sporting venue which already has a premises licence? Yes / **No** [delete as appropriate]

18(b). If the answer to question 18(a) is yes, please confirm by ticking the box that an application to vary the main track premises licence has been submitted with this application.  $\Box$ 

19(a). Do you hold any other premises licences that have been issued by this licensing authority? Yes

19(b). If the answer to question 19(a) is yes, please provide full details:

Merkur Slots	48 Golders Green Road	NW11 8LL	BINGO
Merkur Slots	847 High Road, Finchley	N12 8PT	BINGO
Merkur Slots	48 Ballards Lane, Finchley	N3 2BX	BINGO

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

The Applicant operates a national estate of licensed bingo premises which include the provision of bingo tablets and Bingo Plus and Bingo Express terminals. Substantive facilities for non-remote bingo will be made available in accordance with legislative provisions.

The operator has full authority to provide licensed bingo by the provision of an Operating Licence granted by the Gambling Commission. The UK's Gambling Regulator has therefore approved the measures implemented to ensure that effective anti-money laundering procedures are implemented, and policies have been developed to ensure responsible trading in accordance with the gambling legislation, the licensing objectives and the licence conditions and code of practice.

A copy of Merkur Slots UK Limited's Operational Standards has been provided in support of the application and full copies of the Applicant's policies and procedures are available, if required.

A copy of Merkur Slots UK Limited's 'Working Together' document has also been supplied in support of the application, which provides an overview of the licensee's proposed operation.

The following are to be offered as conditions on the application:

- 1. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for <u>31 days</u> and shall be made available to police and licensing officers if requested, subject to data protection legislative requirements.
- 2. A CCTV camera shall be installed to cover:
  - a. All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions
  - b. The areas of the premises to which the public have access (excluding toilets)
  - c. Gaming machines
- 3. A Think 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
- 4. Prominent signage and notices advertising the Think 25 policy will be displayed.
- 5. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable by ground floor staff.
- 6. A suitable intruder alarm complete with panic button facility shall be maintained.
- 7. An incident log shall be maintained and made available on request to an authorised Local

Authority officer or the Police, which will record the following:

- a. All crimes reported to the venue.
- b. Any complaints or incidents regarding crime and disorder.
- c. Refusals and banned customers.
- d. Any faults in the CCTV system.
- e. Any visit by a relevant authority or emergency service.
- f. Any Challenge 25 Refusals.

## Part 6 – Declarations and Checklist (Please tick)

We confirm that, to the best of our knowledge, the information contained in this application is true. We understand that it is an offence under section 342 of the Gambling Act 2005 to give information which is false or misleading in, or in relation to, this application.	X
We confirm that the applicant(s) have the right to occupy the premises.	$\times$
Checklist:	
<ul> <li>Payment of the appropriate fee has been made/is enclosed</li> </ul>	$\times$
A plan of the premises is enclosed	X
<ul> <li>We understand that if the above requirements are not complied with the application may be rejected</li> </ul>	$\times$
<ul> <li>We understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities</li> </ul>	X

#### Part 7 – Signatures

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

Popler Interes.

Print Name:	Poppleston Allen		
Date:	14/06/2022	Capacity:	Solicitors for & on behalf of the applicant
	pplications, signature of ng on behalf of the applic		oplicant's solicitor or other authorised at capacity:
Print Name:			
Date:		Capacity:	

[Where there are more than two applicants, please use an additional sheet clearly marked "Signature(s) of further applicant(s)". The sheet should include all the information requested in paragraphs 21 and 22.]

[Where the application is to be submitted in an electronic form, the signature should be generated electronically and should be a copy of the person's written signature.]

#### Part 8 – Contact Details

23(a) Please give the name of a person who can be contacted about the application: **Felix Faulkner** 

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted:

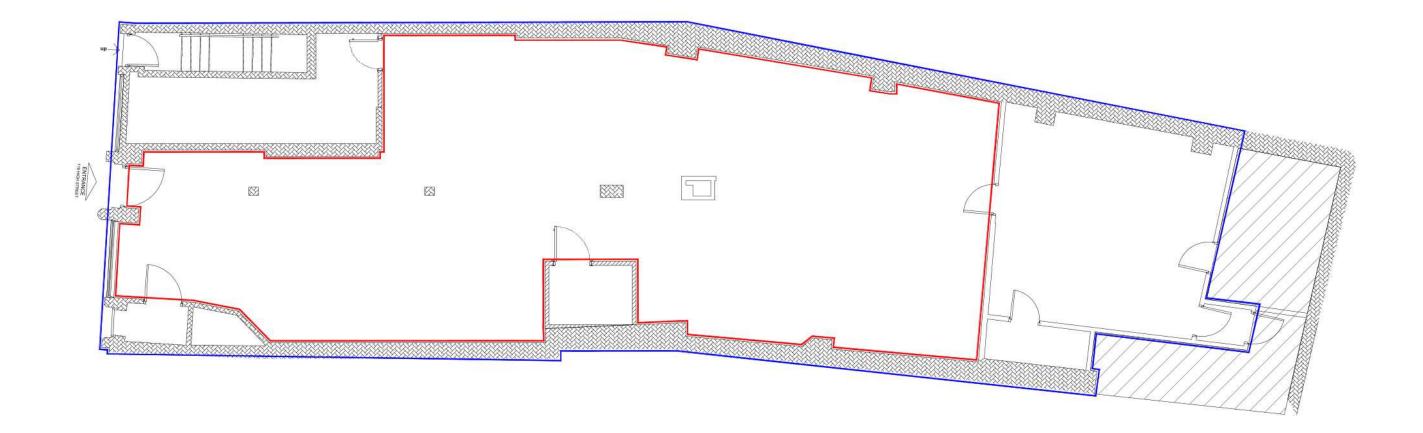
0203 859 7751

24. Postal address for correspondence associated with this application:

Felix Faulkner Poppleston Allen The Stanley Building 7 Pancras Square London Postcode: N1C 4AG

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

f.faulkner@popall.co.uk

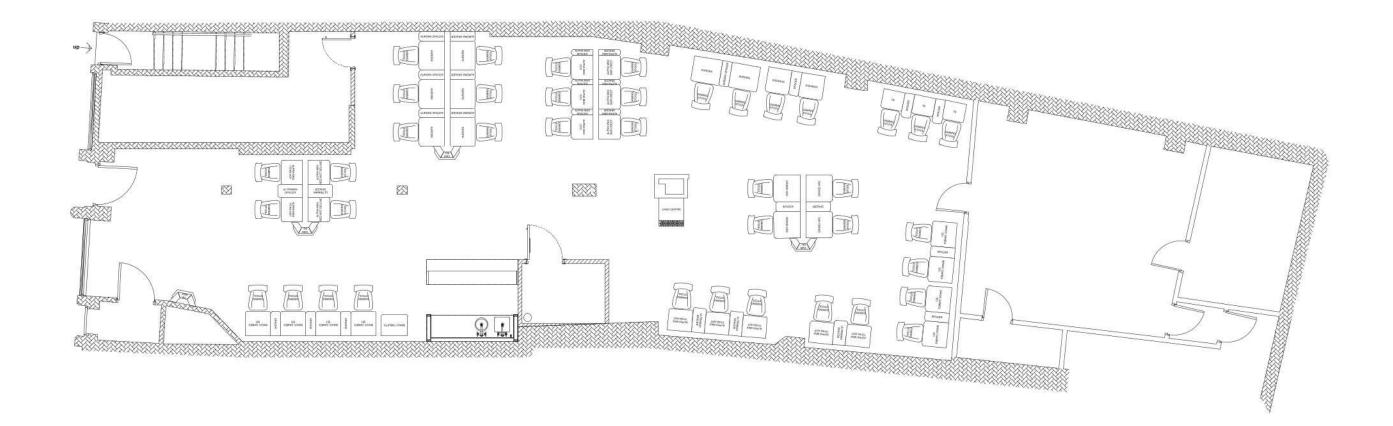


	REVISIONS REV 00:	FIT OUT TYPE CONCEPT 2	REFERENCE DRAWINGS	
LINE TYPE LINE TYPE DESCRIPTION	REV 00.			
EXTENT OF PREMISES			SCALE	
GAMBLING ACT 2005 LICENSING PLAN		118 HIGH STREET	1:100	
Anything shown on this plan, which is not required by		BARNET EN5 5XQ	DRAWN BY	
The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulation 2007 is for		ENS SAQ	MG	
illustrative purposes only, and does not form part of the	e	DESCRIPTION	DATE	
premises licence.		PROPOSED LICENCE PLAN	16/05/22	
			DRAWING No.	REVISIO
			700-PL-14	00

## PROPOSED GAMING AREA: 145.2m<sup>2</sup>

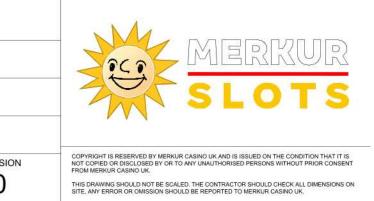






REVISIONS REV 00:	FIT OUT TYPE CONCEPT 2	REFERENCE DRAWINGS	
	PROJECT MERKUR SLOTS 118 HIGH STREET BARNET EN5 5XQ DESCRIPTION PROPOSED MACHINE PLAN	SCALE 1:100	
		DRAWN BY MG	
		DATE 17/05/22	
		DRAWING No. 700-PL-13	

## PROPOSED GAMING AREA: 145.2m<sup>2</sup> FOR ILLUSTRATION PURPOSES ONLY





## Merkur Slots, 118 High Street, Barnet, Herts EN5 5XQ

### Local Area Risk Assessment

Trading Name:	Merkur Slots	
Premise	118 High Street, Barnet, Herts EN5 5XQ	
Local Authority:	London Borough of Barnet	
Premise Licence No:	New application	
Operator Licence No:	000-003266-N-103444-025 (Merkur Slots UK Limited)	
Company Details:	Merkur Slots UK, 1a Seebeck House, Seebeck Place, Knowlhill, Milton Keynes MK5 8FR Premise Licence Holder: Merkur Slots UK Limited	
Name and Title of Assessor:	Agnieszka Szczerkowska – Internal Compliance Auditor	
Date of Assessment:	09/05/2022	
Review Date:	On opening in conjunction with local staff	

#### Local Area Profile Risk Factors

Local Risk Profile:	Merkur Slots is located on a very busy High Street with a variety of typical main high street businesses. The premises on the road include coffee shops, takeaways, banks, supermarkets, hair and beauty salons, betting shops, charity shops, estate agencies and some international food suppliers. Sphire shopping centre is almost opposite Merkur Slots premise. Barnet High Street Bus Stop (D) is only few steps away. Merkur operates the following premises licensed for Gambling by the London Borough of Barnet; Merkur Slots, 48 Ballards Lane, Finchley, N3 2BX, Merkur slots, 847 High Road, North Finchley,N12 8PT, Merkur Slots, 48 Golders
Establishments of note:	Green Road, NW11 8LL and Beacon Bingo, 200 Cricklewood Broadway, Cricklewood, NW2 3DU. There is Toy Galaxy store 2 doors away from Merkur Slots premise, Iceland and Sainsbury's supermarkets are also close by. Barnet Southgate College Wood Street Campus is only 3 mins walk away. There are 3 betting shops in close vicinity: Paddy Power, Bedfred and Ladbrokes and CeX is located in Sphire shopping centre.
Adjoining premises:	Merkur Slots premise is situated between North London Hospice charity shop to the left and Maison Internet Café and convenience store to the right. Space above the venue is currently unoccupied.
Crime statistics:	In the year ending June 2021, the crime rate in Barnet was 69.56 which is about the same as the average crime rate across similar areas and lower than average for the Metropolitan Police force area. In February 2022, there were 56 crime incidents recorded within half a mile from Merkur Slots Barnet postcode predominantly consisting of anti-social behaviour (12), violence and sexual offences (11), theft (8) and vehicle crime (7).
Population:	High Street, Barnet area has a population of 2232 usual residents, gender split is 49/51 male/female. Dominating age group is 30- 44 – 26% of all residents, 19% are children and young people under the age of 18 and 17% are people at retirement age. Majority of local residents are single 50.2%. 80% of people in High Street, Barnet area claim to have good and very good health, which is above UK average. Education levels - 46% of local population has a degree or a similar qualification, 16% has no qualifications and only 7.3% has other qualification which indicates the area doesn't have very higher concentration of immigrants.
Culture:	The area containing High Street, Barnet can be considered more ethnically diverse than the UK average. 80% of local residents describe themselves as White, compared to 86% UK population. Other sizeable ethnic groups include immigrants from European Union (9.5%), Indian (4.3%), Mixed Ethnicity (3%) and Other Asian (2.6%). Dominating religion here is Christianity (51%), 36% residents of local area claim to have no religion or didn't state their religious views and there is small number of people identify themselves as Jewish (5.2%), Muslim (4.3%) or Hindu (2.6%).
Unemployment:	Current unemployment rate in Barnet area is 5.3% which is slightly lower than London average of 5.9% (2021). 65.7% of resident population is in work, 8% are people with long term illness or disabled, 7.5% are students and another 7.5% are people who already retired. Main source of employment here are elementary occupations, mainly Health and social work (15.6%), Professional, Scientific and Technical Roles (14.8%), Retail (13%) and Education (12.7%). There is high volume of employees who work in supervisory, clerical, and junior managerial, administrative and professional roles (39%) and those in higher and intermediate managerial, administrative, or professional positions (36%).
Deprivation:	In Index of Multiple Depravation 2019, High Street in Barnet has been ranked amongst 50% least deprived neighbourhoods in the country, the same as in 2015. Indices of depravation causing biggest concern is Education, Skills and Training Domain classified within 20% most deprived areas in the country. Barriers to housing and other services and Health and Disability Domain are both better here than in 30% of areas of England. Income depravation affecting children, Living Environment domain and crime depravation are all better than in 40% of areas in UK. Income and Employment Depravation are better than in 50% of areas in UK. Only 10% of properties in local area are socially rented, which contrast with national average of 18%.
Local Police:	High Street, Barnet, EN5 5XQ is within the High Barnet policing neighbourhood, under the Metropolitan Police Service force area. Closest police station is Barnet Police Station, 26 High St, Chipping Barnet, Barnet EN5 5RU and it's only 0.3 miles away from Merkur Slots Barnet premise.

#### The Gambling Act 2005 sets out the three licensing objectives (LO), which are:

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

#### Localised Risks to the Licensing Objectives

This Local Area Risk assessment takes into consideration London Borough of Barnet Council local authority Statement of Gambling Principles, reference section 10.12 Bingo Centres and Barnet Council Borough Profile 2011.

#### **Environmental Factors**

In preparing this assessment Merkur Slots has considered the relevance of environmental factors. In this context, environmental factors include the physical location of schools, playgrounds, residential areas, other retail premises and locations (bus stations, tube stations) which influence footfall. We have set out below our position on risk in this area:

Licensing Objectives	Local Risks	Control Measures
Protecting children	Unemployment	Age Verification
and other vulnerable people from being	Current unemployment rate in Barnet area at 5.3% which is slightly lower than London average of 5.9% (2021). 65.7% of	Ensuring Under 18's do not have access to licensed premises
harmed or exploited by gambling	resident population is in work, 8% are people with long term illness or disabled, 7.5% are students and another 7.5% are	All Merkur Slots venues are strictly adult only (over 18's only).
and Barrison B	people on retirement. Main source of employment here are elementary occupations, mainly Health and social work (15.6%), Professional, Scientific and Technical Roles (14.8%), Retail (13%)	Gambling is an age restricted product and Merkur Slots operates a 'Think 25' policy.
	and Education (12.7%). There is high volume of employees who work in supervisory, clerical, and junior managerial, administrative and professional roles (39%) and those in higher and intermediate	Age verification is embedded in training platforms and responsible gambling policies.
	managerial, administrative, or professional positions (36%).	Over 18's notices are displayed on the entrance.
	Deprivation In Index of Multiple Depravation 2019, High Street in Barnet has	Think 25 advertising is prominently displayed throughout the premise.
	been ranked amongst 50% least deprived neighbourhoods in the country, the same as in 2015. Indices of depravation causing biggest concern is Education, Skills and Training Domain classified	Merkur Slots Barnet Premise frontage will be of a style which obscures the interior with no advertising depicting images that may appeal to children.
	within 20% most deprived areas in the country. Barriers to housing and other services and Health and Disability Domain are both better here than in 30% of areas of England. Income	Marketing and Promotional activity complies with LCCP and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP).
	depravation affecting children, Living Environment domain and crime depravation are all better than in 40% of areas in UK. Income and Employment Depravation are better than in 50% of areas in UK. Only 10% of properties in local area are socially rented, which contrast with national average of 18%.	Merkur Slots operate a comprehensive Think 25 Policy, age verification checks are carried out and recorded, any person unable or unwilling to verify their age with appropriate ID will be told to leave, if they have managed to play machines, their staked money will be returned to them.
	Schools and Education Barnet and Southgate College - Wood Street Campus, Wood St, EN5 4AZ Queen Elizabeth's Girls' School, High St, EN5 5RR	Age verification test purchasing, and mystery shopper visits are frequently carried out by 3rd party companies - Check Policy and Store Checker. Age verification tests for 2019/2020 resulted in a pass rate of 96.09% which is

St Catherine's RC Primary School, Barnet, Vale Dr, EN5 2ED Foulds School, Byng Rd, EN5 4NR	20% higher than the Industry average, all venues receive 3 or 4 random test visits per year.
Ark Pioneer Academy, Westcombe Dr, EN5 2BE	
Underhill School and Children's Centre, 215 Mays Ln, EN5 2LZ	Test purchase fails are reviewed within 48 hours by the Area Manager, this
Christ Church C Of E Primary School, Byng Road, EN5 4NS	involves reviewing CCTV footage of the incident and implementing
Mount House School, Camlet Way, EN4 ONJ	appropriate training or where necessary disciplinary action.
Monken Hadley C Of E Primary School, Monken Hadley C of E	
Primary School, Camlet Way, EN4 ONJ	All age verification checks are recorded on the IHL SMART Tablet AV App, this
Susi Earnshaw Theatre School, 68 High St, Chipping Barnet,	data is collated centrally and regularly reviewed by an independent team of
EN5 5SJ	compliance auditors.
Perform Barnet, United Reformed Church, EWEN HALL, Wood St,	and a second second of a second se
EN5 4BW	Results of age verification checks and third-party results are shared with the
High Barnet School of Dance, St Albans Rd, EN5 4LA	Gambling Commission.
Community Centres and Youth Centres	Proof of Age scheme in place with application forms available in the venue.
The Centre, 1 Bath PI, Hadley, EN5 5XE	
The Bull Theatre, 68 High St, Chipping Barnet, EN5 5SJ	The children and young persons gambling participation survey shows that the
Chipping Barnet Club, 33 High St, Chipping Barnet, EN5 5UW	number of 11-16 years olds that say they have gambled on fruit machines of
Barnet Army Reserve Centre, Army Reserve Centre, St Albans Rd,	whatever kind in an arcade, pub or club is around 2%. Of those around a half
EN5 4JX	to two-thirds do so legally on Category D fruit machines which are located in
Hope Corner Community Centre, 185 Mays Ln, EN5 2DY	FECs or holiday parks, where any play will be of short duration (as families will
	be on a day trip or holiday), in venues which they can only access with their
Parks, play grounds and sports/leisure facilities	parents, and in premises licensed to offer Category Ds which are as a result
Barnet Park, 29-41 Wood St, EN5 4BE	tightly-regulated.
Old Court House Recreation Ground, Manor Cl, EN5 4BE	
King George's Fields, 24 East View, EN5 5TN	We also know from a study by Professor David Forrest and Dr Ian McHale that
Whalebones Park, 140 Wood St, EN5 4DA	whilst adolescents at the coast are more likely to participate in gambling
High Barnet Park, 55 Barnet Ln, EN5 2DW	activities than those that do not, they are no more likely to be problem
Byng Road Playing Fields, EN5 4NS	gamblers than those that do not live at the coast. This is an important
The Shire London, St Albans Rd, EN5 4RE	finding. Many people cite early exposure to gambling as a cause of later
Old Fold Manor Golf Club, Old Fold Ln, Hadley Green, EN5 4QN	gambling problems. There is no evidence of a causal link. As David Forrest
	stated at conference in Toronto in 2012 'marginal gamblers induced to
Vulnerable and addiction support services	participation by ease of access do not appear prone to problem gambling and
TouchBase South East, 12 Hyde Cl, Hadley, EN5 5TJ	more children gambling does not carry through to more children being
	problem gamblers. Panic about arcades does not appear justified'
Homeless shelters and food banks	https://www.gamblingcommission.gov.uk/PDF/Young-People-Gambling-
Christ Church Barnet, Christ Church, EN5 4LA	Report-2019
The Open Door Centre & Cafe, St Albans Rd, EN5 4LA	
The Rainbow Centre, Dollis Valley Dr, EN5 2UN	Vulnerability
	Training and guidance are given to Merkur Slots staff on vulnerability (the
Pawnbrokers and Loan Shops	inability or limited ability of people to control their actions). This includes
CeX, 10 The Spires, EN5 5XY	addictive gambling, mental health, alcohol or drugs issues.
Medical Controls Core Homes and Markel Haalth Facilities	Marketing and Promotional activity complies with LCCP and standards set by
Medical Centres, Care Homes and Mental Health facilities	
Springwell Centre, Barnet Hospital, Wellhouse Ln, Chipping Barnet,	the Committee of Advertising Practice (CAP) and the Broadcast Committee
EN5 3DJ	of Advertising Practice (BCAP).
Moreways Healthcare®   St Christophers House - High Barnet, 6	All shaff complete an bounding and 4 monthly soften between black
Mays Ln, EN5 2EE	All staff complete on boarding and 6 monthly refresher training which
Barnet Hospital, Wellhouse Ln, EN5 3DJ	includes Safeguarding Children and Vulnerable People and Customer
Hadley Wood Hospital, 52 Moxon St, EN5 5TS	Interaction.
The Hadleigh Clinic, 5su, 161 High St, Hadley, EN5 5SU	

	AK Medical Aesthetics, 161 High St, Hadley, EN5 5SU	Stat
	Longrove Surgery, Vale Dr, EN5 2ED	effe
	The Wood Street Clinic, 133 Wood St, EN5 4BX	tear
	Simpson Claire, Level 2/Wellhouse La, EN5 3DJ	
	Vale Drive Primary Care Centre, Vale Dr, EN5 2ED	Cus
	C L C H, 22 Vale Dr, EN5 2ED	Mer
	Ellesmere Clinic, 1 Ellesmere Grove, EN5 2FT	inst
	Gloucester Road Surgery, 1B Gloucester Rd, New Barnet, EN5 2RD	plat
	Hadley Lawns Care Home - Bupa, Kitts End Rd, EN5 4QE	Stat
	Kingsdowne Society, 37 Dury Rd, EN5 5PU	safe
	Home Care Preferred Barnet, Galley House, 3c, Moon Ln, EN5 5YL	
	Ravenscroft Cottages of Potters Lane, Potters Ln, EN5 5AG	Stat
	Home Instead Barnet - Home Care & Companionship, 1st Floor,	beh
	Raydean House, 15-17 Western Parade, Great North Road,	exhi
	London, EN5 1AD	
	Valley Way House, Pellow Cl, EN5 2UL	Stat
	Eleanor Palmer Trust, Cantelowes House, Spring Cl, EN5 2UR	spe
	Carlton Court Care Home, 112 Bells Hill, EN5 2SQ	SOU
	Richmond Fellowship Residential House, Leecroft Road, Leecroft	
	House, EN5 2TH	Cus
	Signature at Barnet, 59 Wood St, EN5 4BS	sup
	Hertswood Court, Hillside Gardens, EN5 4AU	assi
	John Garrett's Almshouses, Wood St, EN5 4BW	App
	James Ravenscroft Almshouses, Wood St, EN5 4BW	
	Abbey Ravenscroft Park Nursing Home, 3-6 Ravenscroft Park,	All c
	EN5 4ND	App
	Eleanor Palmer Trust, HEAD OFFICE:, 106B Wood St, EN5 4BY	tear
	Gambling premises	Play
	Betfred, 158 High St, Hadley, EN5 5XP	Toi
	Paddy Power, 62 High St, Chipping Barnet, EN5 5SJ	atr
	Ladbrokes, 168 High St, Hadley, EN5 5XP	Fail
		Fail
	Public Houses and Alcohol Licensed Premise	bre
	Ye Olde Monken Holt, 193 High St, Hadley, EN5 5SU	
	Hadley House restaurant &cocktail Bar, 149 High St, EN5 5SU	Stat
	The Library Bar, 143 High St, EN5 SUZ	adv
	The Butchers Arms, 148 High St, Hadley, EN5 5XP	gam
	Sebright Arms, 9 Alston Rd, EN5 4ET	101-
	Kings Head, 84 High St, Chipping Barnet, EN5 5SN	'Sta
	Ye Olde Mitre Barnet, 58 High St, Chipping Barnet, EN5 5SJ	nun
	The Red Lion, 31 High St, Chipping Barnet, EN5 5UW	suci
	The Lord Nelson, 14 W End Ln, EN5 2SA	Dia
	Arkley Barnet, Barnet Rd, Arkley, EN5 3EP Queens Arms, Great N Rd, New Barnet, EN5 1AB	Play
		and
	Weavers Pub, Greenhill Parade, 26/27, New Barnet, EN5 1HY	10000
	Residential Areas	Cust
	The area containing High Street, Barnet consists predominantly of	initi
	flats (64%), which is common in inner cities, student	minu
19	need of the state	1

Staff are trained how to deal with vulnerable customers and how to make effective interactions, any difficult cases are referred to our compliance team for review and resolution.

#### Customer Interaction

Merkur Slots provide comprehensive customer interaction training, instruction and supporting policies to all staff in this area (via training platforms, training centres and Compliance Manual).

Staff are provided with the training to enable them to provide guidance on safer and responsible gambling.

Staff are trained on conducting effective customer interactions, identifying behavioural changes and how to identify and interact with players who exhibit signs of developing problems with their gambling.

Staff are trained to monitor and record customer behaviour, spend and time spent gambling and customer interactions are used to assess customer source of funds/income where relevant.

Customer interactions may result in the customer being guided to gambling support services such as Gamcare encouraged to use a self-help tool to assist them with managing their gambling behaviour, such as the Playright App or Self-Exclusion.

All customer interactions are recorded on the IHL SMART Tablet Interaction App, this data is collated centrally and regularly reviewed by an independent team of compliance auditors.

#### **Player Protection**

To identify signs associated with problem gambling and people who may be at risk of gambling related harm

Failure to provide information to customers on responsible gambling Failure to maintain and administer the self-exclusion process, including breaches and reinstatement reviews

Staff are aware of the importance of social responsibility and are trained to advise customers on gambling responsibly and the identification of potential gambling harm.

'Stay in Control' Posters and Leaflets containing the Gamcare helpline number are in prominent locations within the premise and in private areas, such as customer toilets.

Playright App available for customers to self-manage their play and spend and can send alerts to Merkur Slots Barnet if the customer enters at a time, they have chosen not to play which instigates an interaction with the customer.

Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling

	neighbourhoods and poorer suburban settings. There is higher than average level of rented housing (excluding social housing) - 42% of household spaces. This contrasts with the national average of just over 16%. 38% of properties are owned with or without a mortgage. 46% of dwellings are occupied by a single person. Bus stops and other Transport links High Barnet, Barnet Hill, EN5 SRP Barnet High Street (Stop D), Chipping Barnet, EN5 SUR Barnet High Street (Stop D), Chipping Barnet, EN5 SUT Barnet High Street (Stop J), Chipping Barnet, EN5 SUT Barnet Church Wood Street (Stop E), EN5 4BE St Albans Road Hadley Green (Stop A), EN5 5SY Regular Festivals, Town Events and Mass Gatherings Barnet Summer Festival Barnet Summertime	Socially Responsible messaging is implemented on all digital B3 and Cat C machines. All machines display Gamble Responsibly stickers with helpline contact details. Senior Management are members of the Bingo Association Executive and Socially Responsible Committees and BACTA Divisional and Socially Responsible Committees. They take the opportunity to actively participate with these trade bodies, collaborating with other operators to promote responsible gambling initiatives including the development of an Accredited Gamcare training programme and the Machine Messaging trial and evaluation. The Gamcare Helpline Annual Statistics 2020 reported that calls received from people experiencing problems with their gambling were low in High Street Arcade Gaming Machines at 3% compared to Betting Shop Gaming Machines at 15%. The vast majority of calls where received from people within the on-line sector. Deprivation Whilst the premise may be near or in an area of relative deprivation, Merkur Slots takes the view that individual customers must be treated holistically, and the information provided in this document are designed to identify individuals that could potentially be at risk of gambling related harm Merkur Slots operates on the basis that its controls and best practice is always adopted therefore, it is not a question of degrees of vigilance being
		<ul> <li>implemented in different areas.</li> <li>Homelessness</li> <li>Some premises are used by the homeless for warmth and company. Merkur Slots treats all customers with dignity and has a clear policy on begging.</li> <li>Staff are trained to deal with vulnerable people in a sympathetic manner, any difficult cases are referred to our compliance team for review and resolution.</li> <li>Staff are trained how to manage situations with homeless people seeking refuge.</li> </ul>
		A line of contact will be created with local high-risk premises, homeless shelters, foodbanks to provide social responsibility information.
Preventing gambling being a source of crime or disorder, being associated with crime and disorder or being	Crime statistics In the year ending June 2021, the crime rate in Barnet was 69.56 which is about the same as the average crime rate across similar areas and lower than average for the Metropolitan Police force area. In February 2022, there were 56 crime incidents recorded within half a mile from Merkur Slots Barnet postcode	Premise Security and violence in the workplace Poor security control measures which may increase vulnerability to crime Failure to protect employee and customers from harm during the hours of late-night opening

used to support crime	predominantly consisting of anti-social behaviour (12), violence and sexual offences (11), theft (8) and vehicle crime (7).	Merkur Slots Barnet is subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed.
	Local Police High Street, Barnet, EN5 5XQ is within the High Barnet policing neighbourhood, under the Metropolitan Police Service force area. Closest police station is Barnet Police Station, 26 High St, Chipping Barnet, Barnet EN5 5RU and it's only 0.3 miles away from Merkur Slots Barnet premise.	Merkur Slots Barnet will be fitted with a HD CCTV system with coverage of all public areas including all entry and exits points, CCTV will be clearly advertised to customers with screens visible by staff when working in the service area. Ability to review CCTV remotely and provide footage to relevant parties when required.
	Public Houses and Alcohol Licensed Premise Ye Olde Monken Holt, 193 High St, Hadley, EN5 5SU Hadley House restaurant & cocktail Bar, 149 High St, EN5 5SU The Library Bar, 143 High St, EN5 5UZ The Butchers Arms, 148 High St, Hadley, EN5 5XP Sebright Arms, 9 Alston Rd, EN5 4ET Kings Head, 84 High St, Chipping Barnet, EN5 5SN Ye Olde Mitre Barnet, 58 High St, Chipping Barnet, EN5 5SJ The Red Lion, 31 High St, Chipping Barnet, EN5 5UW The Lord Nelson, 14 W End Ln, EN5 2SA Arkley Barnet, Barnet Rd, Arkley, EN5 3EP Queens Arms, Great N Rd, New Barnet, EN5 1AB Weavers Pub, Greenhill Parade, 26/27, New Barnet, EN5 1HY	Floor layout will be designed to avoid blind spots to enable the active management and observation of customers entering and leaving the premises, from the central service area the entrances, machines and toilets can be observed and staff will regularly patrol the gaming floor to supervise and interact with customers to identify underage or vulnerable persons. General Crime and Disorder <i>To identify aggressive customers to prevent crime and disorder</i> <i>Awareness of local crime issues in the local area</i> We have reviewed the Police UK hot-spot mapping for the local policing neighbourhood and are aware of the areas of Recorded Crime, Vulnerable People and Vulnerable Places and are very mindful of the potential damage associated with problem gambling. We will make every effort to liaise with
	Pawnbrokers and Loan Shops CeX, 10 The Spires, EN5 5XY Gambling premises Betfred, 158 High St, Hadley, EN5 5XP Paddy Power, 62 High St, Chipping Barnet, EN5 5SJ Ladbrokes, 168 High St, Hadley, EN5 5XP	local Police over reducing our involvement in any incident. Staff are trained to identify suspicious activity and have the ability to interrogate real-time machine data to identify criminal activity and fraudulent incidents which are logged and escalated where appropriate. All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable.
	Residential Areas (impacted by Anti Social Behaviour) The area containing High Street, Barnet consists predominantly of flats (64%), which is common in inner cities, student neighbourhoods and poorer suburban settings. There is higher than average level of rented housing (excluding social housing) -	Staff are trained on how to deal with aggressive customers and situations which may also require police assistance. The company operate an internal security alert system and are registered
	42% of household spaces. This contrasts with the national average of just over 16%. 38% of properties are owned with or without a mortgage. 46% of dwellings are occupied by a single person. In February 2022, there were 56 crime incidents recorded within half a mile from Merkur Slots Barnet postcode, 12 of which were related to anti-social behaviour. Higher concentration of reported incidents are Maxon Street, High Street and area around a supermarket.	with trade associations for crime bulletins (Bingo Association and BACTA). Machine data is captured in real-time and full secure cash reconciliation is completed on a weekly basis, the machine exceptions are monitored by a centrally based income protection team and all exceptional cash losses are investigated by the internal audit compliance team. Merkur Slots Barnet will participate with any local/town centre scheme and actively seek to support and be involved with any local initiatives targeted at reducing crime and/or disorder and will engage in the sharing of information with other businesses to support the local community.
		Anti-social behaviour outside the premise

	Whilst Public Nuisance is not a Licensing Objective and the Gambling Commission has made clear that 'disorder' means serious disorder, Merkur Slots recognise that public nuisance can escalate in certain circumstances and as a corporate citizen, it has a responsibility to work in partnership with local residents and authorities to reduce environmental impacts. Staff are aware to monitor the outside of the premise and surrounding area for anti-social behaviour and take appropriate steps within reason to
	minimise the risks. The CCTV monitor on the central desk allows staff to view the exterior at all times.
	Incidents of anti-social behaviour are recorded on the IHL SMART Tablet Incident App.
	Staff are trained to be extra vigilant where there is clear evidence of continued anti-social behaviour occurring in the vicinity and encourages a partnership approach with local authorities.
	Where short term risk is created by young people congregating nearby or attempting to enter the premise staff are trained to closely monitor the entrance. In extreme cases the maglock system would be deployed.
	Money Laundering Failure to identify the occurrence to launder money on our premises (e.g. dyed stained notes, fake notes, foreign coins) and to adhere to reporting policies and procedures.
	Merkur Slots has a designated Anti Money Laundering Officer (AMLO) and AML polices with clear escalation and reporting processes.
	Where there are pawnbrokers and loan shops in the vicinity, staff are trained to monitor and record customer behaviour, spend and time spent gambling and customer interactions are used to assess customer source of funds/income where relevant, enhanced scrutiny will be implemented where concerns of criminal activity or association of are suspected. Any suspicious activities are reported to the nominated officer who will report to NCA where appropriate.
	IHL SMART Tablet AML App is used to record AML incidents with emails alerts sent directly to the AMLO.
	Security alerts and photos of suspects are shared with other operators. CCTV systems available for additional monitoring of activity and MARS (machine data capture system) provides individual transactions and fraud alerts for suspicious activity.
	Anti-fraud analysis on MARS (machine data capture system) identifies suspicious gaming activity.
	Adequate staff will always be maintained and subject to regular review and risk assessment.

Merkur Slots, in line with many businesses on the high street will at times operate with a single staff member. Such times when Merkur Slots choose to single man is strictly controlled and are never planned to happen from 8pm until 6am. In considering when it is appropriate for a venue to operate with one member of staff Merkur Slots will primarily consider the security of the employees by reviewing customer levels, cash control needs and the activity within the local area such as licensed premises closing times. Any period of single-staffing is managed by the lone-working policy, locked door policy, remote monitoring of CCTV and keeping in touch policy. Merkur Slots Barnet will operate TiTo machines with a central redemption change machine GeWeTe, the GeWeTe is fitted with a duress code facility and built in time delay. Staff do not carry cash floats and only management can open the gaming machines and change machines. As such staff are based predominately on the venue floor and have very little need to work in a back area, any back office work is planned when the venue is closed (cash collections) or where customer numbers are low and sufficient staff available. Venue and machine keys are secured in a time delay safe accessible only by Duty Management who require very limited access due to the TITO and GeWeTe management of cash within the venue. The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed. Staffguard provides instant access to live security support and there are panic alarms giving direct contact with the Police. Venue and machine keys are secured in a time delay safe accessible only by Duty Management. The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed. Staff are trained to deal with incidents of a criminal nature and aggressive persons. There are support mechanisms available to staff, including counselling and an Employee Assistance Programme. Alcohol and Drugs Anti-social behaviour caused by alcohol is not tolerated within our premises and there are comprehensive security and reporting processes to escalate, report and deal with any issues as they arise. 'No Alcohol Allowed' signage on the door.

	Drug misuse is not tolerated within the premise and in locations where there is heightened risk, the toilets are locked with access monitored and controlled by the staff. Staff are aware to refuse access to any person who is or appears to be under the influence of alcohol or drugs, or adopting anti-social behaviour, any such incident will be logged on the IHL SMART Tablet Incident App and depending on severity will be reported to the police. Staff are trained to be extra vigilant where there is clear evidence of street drinking in the vicinity and encourages a partnership approach with local authorities. Maglock systems will be deployed during times of public houses closing. <b>Money Lending</b> Money lending is not tolerated within our premises. Suspicions of organised money lending by illegal money lenders are escalated to the audit compliance team and onwards to local authority money lending teams.
Ensuring that gambling is conducted in a fair and open way	Bingo/Gaming Machine and SupervisionThe premise will operate under a Bingo Licence, with proprietary bingoequipment, and a range of category B3 (max stake £2/prize £500), C (maxstake £1/prize £100) and D (max stake 10p/prize £5) machines (companyaverage stake is 30/40p).Bingo will be available by means of G-Tab tablets offering a range of Bingoproducts and Live calling. G Tabs are linked to Merkur venues and otheroperators across the country and allow customers to play Bingo including theNational Game which is played twice per day in the venue when customernumbers are as low as one. Tablet systems now account for most of thebingo play in venues of all sizes.Customer ComplaintsFailure to prevent customers complaints and disputes regarding gamblingwithin our premises. Failure to resolve customer's complaints and disputesregarding our gambling premises.Merkur Slots operate a clear customer complaints policy both within venuesand via a customer complaints link on the website. Complaints managementpolicy in place for written, telephone and complaints received via the'customer complaints' link on company website.The Company Code of Practice and Complaints and Disputes Policy will bedisplayed on the Customer Information Board at the entrance with leafletsavailable within the premise - ADR provider is IBAS.Complaints portal used to collate and manage responses.

		<ul> <li>4 stage complaints procedure with ADR entity Independent Betting Adjudication Service Ltd (IBAS) for unresolved complaints. Staff are trained and encouraged to use positive discretion to resolve customer complaints in venue.</li> <li>Marketing Merkur Slots promote responsible gambling and social responsibility throughout all marketing campaigns. Marketing and Promotional activity complies with LCCP and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP).</li> <li>External windows will have digital marketing screens which will display safer gambling messages, No Under 18's allowed, Think 25, Bingo Played Here, opening times and promotional activity.</li> <li>All marketing campaigns are reviewed for appropriateness before being launched. No advertising is used that depicts images that may appeal to children.</li> </ul>
Other	Places of worship and Religious Buildings St Mary the Virgin, Monken Hadley, Hadley Green Rd, EN5 5PZ Church House Monken Hadley, 105 Camlet Way, EN4 ONJ Christ Church Barnet, Christ Church, EN5 4LA High Barnet Baptist Church, 197 High St, Hadley, EN5 5SU Querido de Deus, 19B Alston Works, EN5 4EL The Barnet & Queensbury Methodist Circuit, Wesley Hall, 9 Stapylton Rd, EN5 4JJ The Stable, Salisbury Rd, EN5 4JW Barnet Christian Spiritualist Church, 1A Union St, Chipping Barnet, EN5 4HY St John the Baptist Church, Chipping Barnet, Church House, 2 Wood St, Chipping Barnet, EN5 4BW High Barnet Spiritualist Church, Union St, EN5 4HZ Barnet URC Church, 48 Wood St, EN5 4BW Mary Immaculate & St Gregory the Great R C Church, 82 Union St, EN5 4HZ Barnet Church, 82 Union St, EN5 4HZ Saint Stephens Church of England, 150 Bells Hill, EN5 2SL St Andrew's Chesterfield Road URC, 89 Chesterfield Rd, EN5 2RE Underhill Baptist Church, 42 Elton Ave, EN5 2EA St Mark's Church, Barnet Vale, 56 Potters Rd, EN5 5HY	Ethnicity and Local Area Demographic         Merkur Slots does not discriminate on the ground of ethnic or social demographic.         Local area profiles which detail deprivation, social, ethnic or population may be used as part of the risk assessment in relation to gambling related harm in conjunction with the company standard controls.         Merkur Slots takes a holistic approach to customers and is aware that the Equality Act precludes the exclusion of any group for generalised reasons.         Merkur Slots will participate with any local/town centre scheme and actively seek to support and be involved with any local initiatives targeted at reducing deprivation (crime/employment/health) and engage in the sharing of information.         Training & Social Responsibility         Merkur Slots have attained Responsible Gambling Accreditation from the G4 Global Gambling Guidance Group.         Merkur Slots work with YGAM (Young Gamers and Gamblers Education Trust) to deliver City and Guilds accredited training on vulnerable and gambling harm to all levels of management.         There are two National Training Centres and a dedicated Learning and Development Team.

Bingo Association, Gamcare Accredited training completed by members of management.
All staff complete on boarding and 6 monthly refresher training: The Essentials of Compliance, Safeguarding Children and Vulnerable People Age Verification and Customer Interaction.
Staff are aware of the importance of social responsibility, trained to advise customers of gambling responsibly and identifying potential problem gamblers.
Compliance and Social Responsibility Folder and Player Protection Framework containing policies and procedures is available to all staff. Venue Mangers review compliance logs monthly, Area Managers Bi monthly and Compliance Auditors twice yearly.
<b>COVID 19</b> All staff receive training on COVID-19 guidelines.
Control measures clearly displayed at the entrance, temperature checks prior to entry and hand sanitisers available on entrance and throughout premise.
Masks made available to customers.
Appropriate social distancing signage throughout the gaming area and maximum capacity limits enforced.
COVID-19 Daily Check, B3 Ratio Check and Customer Track and Trace will be recorded on the IHL SMART Tablet.

#### Merkur Slots Barnet Premise Layout

Premise level:	Merkur Slots Barnet is a ground floor premise with an empty space above.	
Premise frontage:	Merkur Slots Barnet will be a property will be of a style which obscures the interior with digital Marketing Screens displaying safer gambling messages, no under 18's, opening times. Marketing and promotions will comply with LCCP and standards set by the Committee of Advertising Practice (CAP) and Broadcast Committee of Advertising Practice (BCAP).	
Counter Position:	<ul> <li>Merkur Slots Barnet floor layout will be of the design to avoid blind spots and enable supervision of entrances and machines from the central service area and staff will regularly patrol the gaming floor to supervise and interact with customers and identify underage or vulnerable persons.</li> <li>The central service area serves as the main support area for staff to manage the venue without having to leave the floor:         <ul> <li>TiTo machines with a central redemption change machine GeWeTe, the GeWeTe is fitted with a duress code facility and built in time delay. Staff do not carry cash floats and only management can open the gaming machines and change machines.</li> <li>Beverage and snacks are provided from the service area</li> <li>IHL SMART Tablet located on the service desk provides the facility to record age verification checks, customer interactions, incidents, self-exclusions, reinstatements, track and trace and general venue management checklists</li> <li>The CCTV monitor on the central desk allows staff to view the exterior at all times.</li> </ul> </li> </ul>	
Floor layout:	Merkur Slots Barnet floor layout will be designed to avoid blind spots to enable the active management and observation of customers entering and leaving the premises, from the central service area the entrances, machines and toilet can be observed and staff will regularly patrol the gaming floor and interact with customers allowing identification of underage and vulnerable persons. 'Stay in Control' Posters and Leaflets will be located in prominent locations within the premise.	
Machine Positions:	<ul> <li>Merkur Slots Barnet will operate under a Bingo Licence, with proprietary bingo equipment, and a range of category B3 (max stake £2/prize £500), C (max stake £1/prize £100) and D (max stake 10p/prize £5) machines (company average stake is 30/40p).</li> <li>Bingo will be available by means of G-Tab tablets offering a range of Bingo products and Live calling. G Tabs are linked to Merkur bingo venues and other operators across the country and allow customers to play Bingo including the National Game which is played twice per day in the venue when customer numbers are as low as one.</li> </ul>	
Hidden Areas:	Merkur Slots Barnet will be fitted with a HD CCTV system with coverage of all public areas including all entry and exits points, CCTV will be clearly advertised to customers with screens visible by employees when working in the service area.	

#### Additional Comments

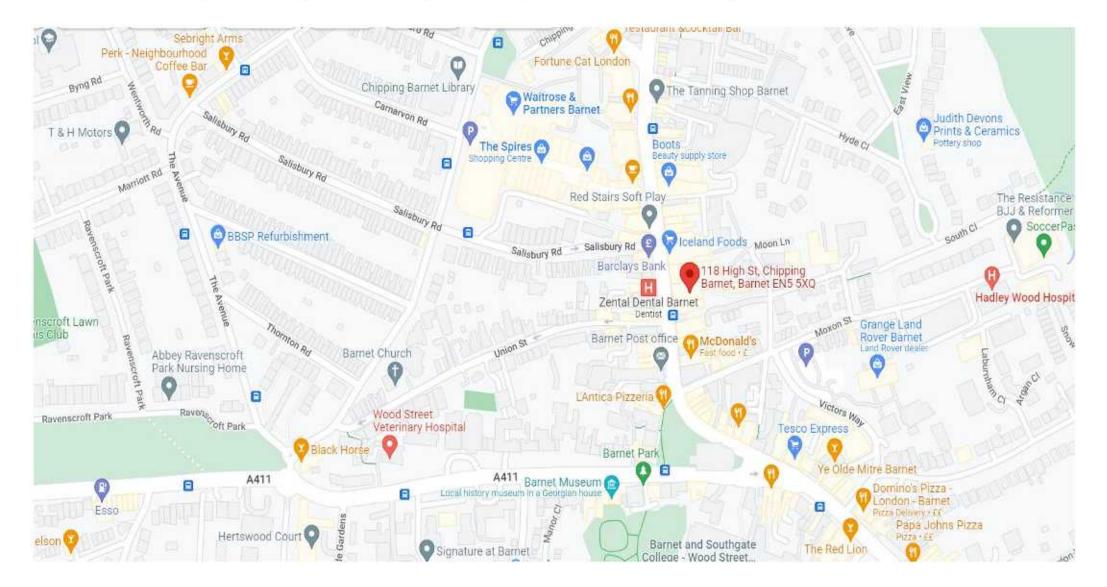
I have worked in Gaming Industry for over 15 years. I have gained a lot of experience working first in operations within numerous venues across London, including Ealing, Acton, Southall, Wembley, Shepherds Bush, Holloway and more. I have spent a few years working as part of Income Protection team, carrying cash collections in London area and many towns and cities all over the country. In 2019, I joined Audit and Compliance department. In the past 3 years, I have completed a number of Local Area Risk Assessments for existing venues as part of annual compliance audit and newly opened venues across the country. I fully understand how some neighbourhoods could prove challenging due to different levels of depravation and ethnical diversity and how important it is to have safety measures in place to, as an operator, minimize the risk to potential customers and employees – Agnieszka Szczerkowska (Internal Compliance Auditor).

This document provides an assessment of risk at premise level relating to the provision of these facilities for gambling. Merkur Slots is a national operator and employs several standard policies, procedures and control measures across all premises. These issues are clearly articulated in the "Compliance Manual" to be found in the premise and in our Player Protection Framework. The company also carries out premise's security risk assessments (available on request) and health and safety risk assessments which inter alia relate to the objective of keeping crime out of gambling.

Where relevant, Merkur Slots has also considered any substantive local risks identified in a wide range of policy statements related to gambling and local area profiles specifically related to gambling. However, the company does not operate discriminatory policies against any identified groups based on social demographic or ethnic origin. Therefore, identification of issues relating to gambling related harm are based on individual customer behaviour even where particular groups are identified through research at being at greater risk of gambling related harm.

Assessors Name:	Agnieszka Szczerkowska
Signature:	PP Gill Clulow
Date:	09/05/2022

## Merkur Slots, 118 High Street, Barnet, Herts EN5 5XQ



Merkur Slots, 118 High Street, Barnet, Herts EN5 5XQ – Shop frontage example





#### THE LICENSING OBJECTIVES UNDER THE GAMBLING ACT 2005

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

**Objective 1** - Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

- Merkur Slots UK Limited is aware that it must notify the Gambling Commission should we suspect that offences under the Gambling Act 2005 are being committed.
- Merkur Slots UK Limited complies with the Commission's advice on the Proceeds of Crime Act 2002.
- Merkur Slots UK Limited has completed its own Business Anti-money laundering risk assessment, local area risk assessments and implements anti-money laundering policies and procedures.
- If we suspect anyone of using our premises for the furtherance of criminal activity (for instance drug dealing, using counterfeit money, selling suspected stolen property and criminal damage) we will contact the police immediately, report to our Head of Compliance and record the instance in the AML and Incidents modules of the electronic Smart Tablet system.
- All Merkur Slots UK Limited premises operate digital CCTV and customer areas are supervised.
- Merkur Slots operates a group-wide Security Alert system where incidents are shared instantly with all licenced premises. We have an internal Fraud Measures Team that respond to and investigate incidents. As a BACTA member, we receive nationwide Security Alerts, which are circulated via the Security Alert system to all licenced premises.
- All Merkur Slots premises provide a static alarm system which is also supported by Staff Guard, a nationwide security company that offers 24hr support via a monitoring centre with fully trained operatives who advise on difficult situations and escalate appropriately.
- Merkur Slots UK Limited has an extensive security, audit and money laundering team monitoring employees and customer activity.
- All Merkur Slots employees complete six-monthly refresher training which covers this licencing objective; anti-money laundering policies and procedures; and guidance on the Proceeds of Crime Act 2002.
- Merkur Slots operate a robust late night working policy, which is fully supported by a full-time Night Manager.



 Merkur Slots does not operate a single-manning policy between 8pm and close, however, should an emergency occur a 'locked door' and 'keep in touch' policy is implemented.

**Objective 2** - Ensuring that gambling is conducted in a fair and open way.

- Our gaming rules are prominently displayed in each of our licensed premises.
- Our employees have a full understanding of machine gaming rules.
- We encourage customer-facing employees to use positive discretion to resolve customer issues at a local level, where possible.
- Our Customer Complaints procedure is display prominently in every venue. Where customer disputes cannot be resolved satisfactorily, we refer all potential disputes to our appointed Alternate Dispute Resolution provider (IBAS).
- All venue managers attend our National Training Centre for a thorough induction programme prior to taking on responsibility of their own venue and team.
- All licensed premises employees receive induction and six-monthly refresher training during the course of their employment to ensure that potential issues can be addressed at the earliest opportunity.

Objective 3 - Protecting children and other vulnerable persons from being harmed or exploited by gambling

- All our licensed premises are strictly adult only and we provide appropriate notification on entry, on all marketing material and throughout our premises.
- We operate a Think 25 policy as standard and all employees are trained to request a photographic form of identity if they suspect that a customer is under age. All challenges are recorded on our Smart Tablet system under Age Verification Checks and Check Policy are our third-party independent partner for compliance testing.
- All licensed premise employees receive induction and six-monthly refresher training during the course of their employment on social responsibility and safeguarding children and vulnerable people, with a particular focus on the prevention of harm.
- We prominently display information throughout our licensed premises on responsible gambling and provide details of organisations that can provide support and guidance such as BeGambleAware.
- Playright is installed in all licenced premises this is a self-help App available to customers to enable them to manage spend and play time.
- Socially Responsible messaging is implemented on B3 and Category C digital machines.
- All licensed premise employees are trained to identify potential at risk customers and conduct effective interactions. Customer interactions are recorded on the Interactions module on the electronic Smart Tablet and reviewed centrally by the Compliance team.
- We implement a self-exclusion policy throughout our licensed premises and operate a Smart Tablet system for recording self-exclusions, reinstatements and breaches. We are also members of the Bingo Association Multi-Operator Self-exclusion Scheme.



- The layout of our premises is designed to facilitate customer supervision by employees.
- We provide an annual donation in support of research, education and treatment of problem gambling.

All three licensing objectives are embedded at all levels within the organisation via training both on-line and face to face, during Operational meetings, Business Bulletin communications, Compliance/Audit visits and annual conferences.

## WORKING TOGETHER





Accredited by the Global Gambling Guidance Group

## THE MERKUR FAMILY



## **PART OF THE GAUSELMANN GROUP** A Strong Partner For More Than 60 Years



Merkur Casino UK, formerly Praesepe, is a subsidiary of the family run Gauselmann Group who are based in Espelkamp (Germany). Over the last 60 years the group has grown to operate more than 700 venues across Europe under the Merkur Brand. Millions of enthusiastic guests at home and abroad know our logo. The laughing MERKUR Sun is a guarantor for the best entertainment.

Merkur Casino UK employs over 1,600 people (61% Female) over 3 Bingo Clubs, over 180 High Street gaming centres and 3 Family Entertainment Centres under two main brands.

61% of employees are female

39% of employees are male



#### Merkur Slots is the main UK brand. All Merkur Cashino and Cashino Gaming venues will be rebranded into this new name over time. Our venues represent the very best in terms of exciting 'slot gaming' entertainment through delivering to our customers the latest in venue product and atmosphere. These venues are known for their highly trained teams and first class face to face service.



Merkur Bingo clubs, formerly Beacon Bingo, are very important to our customers in their local communities. Our teams strive to deliver not just great service but a Bingo experience which focusses on ambience, safety and fun in a modern environment. The flagship venue at Cricklewood, in North London, is the largest in Europe.

# **HIGH STREET BINGO**

# What is it?

Bingo is one of the UK's favourite pastimes and Praesepe is one of the UK's largest operators of licensed bingo and arcade premises. Our High Street Bingo Venues:



Offer more local, convenient locations to play Bingo rather than travelling to larger clubs.

Our teams remain with the customers on the venue floor rather than behind a counter.



7

Our customers can attend and play bingo at any time with the numbers auto-called.





Bingo is available for play from 9am until midnight.



#### Bingo Terminals









Our Bingo terminals offer B3, Cat C and Cat D products with an average stake of between 30-40p stake.





# RESPONSIBILITY IS THE FOUNDATION OF OUR BUSINESS

#### Think 25 Messaging





#### Players in Venue





# We Are Not A Problem

Being a responsible operator is high priority across the Gauselmann group and in the UK, Merkur Casino is always looking at ways to adhere to the three licensing objectives as technology and customer behaviour changes.

# GAMBLING COMMISSION

Merkur Casino is regulated by the Gambling Commission and Licensing Authorities



We do not sell or serve alcohol in our venues. We provide complimentary refreshments, teas and coffees, to customers. Our staff will not allow anyone into the premises who appears to be intoxicated.



We are immensely proud of the fact that we have never had a licence revoked or even reviewed . Incidents are extremely rare. We simply do not generate noise and anti-social behaviour.



Our venues operate a Think 25 policy whereby any persons who look under 25 have to produce a form of photo ID.



Our venues appeal to all ages with our membership gender database split of 52 % Male / 48% Female



Our venues have 3 external age tests per year with a compliance rate of over 94% for the last 3 years, compared to other leisure and gambling sectors that sit around 80%.

# SOCIAL RESPONSIBILITY MEASURES IN PLACE

Compliance

MERKUR

# In Venue

Operationally we have a number of measures in place to protect our customers. Throughout the business Merkur Casino also has a number of socially responsible gambling tools, and management and training initiatives that include:



All staff complete on-boarding and sixmonthly refresher training on "The Essentials of Compliance and Social Responsibility" and "Safeguarding Children and Vulnerable People".



Dedicated Learning & Development Team and National training centres.



All data is centrally reviewed and evaluated by an independent Audit/Compliance team.



Local Area Risk Assessments are updated annually to identify any changes in the local area.

IHL SMART tablet in every venue for the recording of customer interactions, self-exclusions, incidents and alerts.



Six monthly compliance audits to help identify training needs in venue.







## PlayRight App



#### **Online Training**

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PlayRight app installed in all venues that is a self-help tool for customers to manage their gambling.



# SOCIAL RESPONSIBILITY MEASURES IN PLACE

#### Machine Messaging



#### Customer Interaction Training



	INTERNATIONAL CERTIFICATE OF ACCREDITATION
G4	CICICAL CAMELING CUIDANCE GROUP
3	Section Andres - 16 - 4000 Organ Kannel - 34 December 300 Communications - 34 December 200 Conflore Section - 34 December 200

# **All Levels**

We provide an annual assurance statement to the Gambling Commission. This officially details the Board's commitment to the company values, purpose and culture and the accountability placed on delivery of the licensing objectives.



The statement contains information on how we operate effective governance, regulatory risk management, compliance controls, social responsibility and safer gambling initiatives.



It is also an opportunity to set out any initiatives relating to significant changes being introduced to improve control systems, risk-management, governance and safer gambling. Our recent commitments include: Socially Responsible Machine Messaging; Customer Set Your Limits; SMART Alert application to report criminal activity; opening our Second National Training Centre; Think 25 messaging and Customer Interaction Training.



Merkur Casino UK received the international certificate of accreditation from the Global Gambling Guidance Group (G4). Our Merkur 360 programme showcases how we are continually improving our social responsibility commitments throughout all levels of the business.

Merkur Casino UK also engages with the Bingo Association, Bacta and Gambling Business Group bodies.



GAMBLING BUSINESS GROUP

- Senior Manager representation Divisional meetings.
- Operations Director is the Chair for division 3 representing Adult Gaming Centres.
- Member of the National Council.
- Head of Compliance is Vice Chair of the Social Responsibility Committee.



- Operations Director and Head of Compliance are Directors.
- Head of Compliance is a member of the Social Responsibility Committee.

# BENEFITS TO THE HIGH STREET



# **Benefits for your High Street include:**



Over 90% of new Merkur Slots venues occupy former vacant units. Investment from £100,000 to £250,000 in longstanding vacant venues.



Linked trips with other shops helping to support other businesses.



Local jobs for between 6 and 12 people depending on the hours of operation.





Increased footfall to the High Street.

We provide an important natural surveillance on the high street, particularly late into the evenings.

# **COMMUNITY & CHARITY**

# **Merkur** Initiative

Supporting Local Charities and Good Causes

Amongst other charities, some of your donations have helped:











Merkur Casino UK has raised in excess of £1.2 million for good causes since 2005

## Please contact us

For press enquiries: email martha@sourcemc.co.uk phone +44 (0) 7796 614137

Merkur Casino UK Seebeck House **1A Seebeck Place** Knowlhill Milton Keynes MK5 8FR

phone 01908 351200 email info@merkur-casino.com



Annex 2

# Police agreement to conditions

From: Vicky.Johnson@met.police.uk <Vicky.Johnson@met.police.uk> Sent: 16 June 2022 08:31 To: Hammond, Elisabeth < Elisabeth.Hammond@Barnet.gov.uk> Subject: RE: New Gambling Bingo Premises Licence - Merkur Slots, 118 High Street, Barnet EN5 5XQ-GABNG1/22/66325

#### Elisabeth.

The conditions as offered on the application are sufficient to support the objectives and in line with what we would request.

- 1. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and licensing officers if requested, subject to data protection legislative requirements.
- 2. A CCTV camera shall be installed to cover:
  - a. All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions
  - b. The areas of the premises to which the public have access (excluding toilets)
  - c. Gaming machines
- 3. A Think 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
- 4. Prominent signage and notices advertising the Think 25 policy will be displayed.
- 5. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable by ground floor staff.
- 6. A suitable intruder alarm complete with panic button facility shall be maintained.
- 7. An incident log shall be maintained and made available on request to an authorised Local Authority officer or the Police, which will record the following:
  - a. All crimes reported to the venue.
  - b. Any complaints or incidents regarding crime and disorder.
  - c. Refusals and banned customers.
  - d. Any faults in the CCTV system.
  - e. Any visit by a relevant authority or emergency service.
  - f. Any Challenge 25 Refusals.

There are no objections from police.

Regards Vicky Wilcock PC1349NW Wilcock Licensing North West Area | Barnet SPOC REDUCE PAPER WASTE Based at Harrow Police Station and High Barnet Police Station Work Mobile 07387120370

Please send applications via email to: NWMailbox.LicensingBarnet@met.police.uk

Annex 3

# Representation

\*\* Warning External Email \*\*

Dear Licensing Department,

I write to you on behalf of the Barnet Society to object to the proposed change of use of 118 High Street Barnet EN5 5XQ – (Planning Application 22/3158/FUL) into an adult Gaming Centre. The grounds for objection are in the attached letter.

Please acknowledge receipt of this email.

Please also confirm whether I need to upload the objection formally on any site or portal you have?

Kind Regards

Andreas Tjirkalli

#### The Barnet Society Campaigning for a better Barnet



Licensing Team 8th Floor 2 Bristol Avenue Colindale London NW9 4EW

8<sup>th</sup> of July 2022

To the Licensing Team,

#### 118 High Street Barnet EN5 5XQ - 22/3158/FUL

The Barnet Society strongly objects to this planning application for the change of use of the ground floor of a vacant bank (Class E) to an Adult Gaming Centre (Sui Generis) on the grounds that it will negatively impact on the area.

We are particularly concerned of the anti-social impact of allowing licensing of such an establishment given:

- The volume of under 18s attending Barnet college and local schools with sixth forms whose students regularly pass as 25+ in other establishments.
- The Considerable numbers of vulnerable adults living in nearby supported or housing list priority accommodation who are specific targets of late and overnight gambling.
- \There are already three betting shops in the same street in an area being at high risk of harm from gambling due to the local characteristics.
- This proposal includes an extensive slot machine gambling operation which other branches operate for 24 hours a day and sets a dangerous precedent if adopted as Barnet High Street does not support a night-time economy, given there are just 6 bars in the entire High Street from the Meadway to Hadley Green with few staying open later than midnight throughout the week
- Gaming arcades have been proven to be well above the line in the scale of detrimental commercial uses that put off other businesses from moving into an area. Given the current state of the High Street we think it would be remiss to allow this planning application

We hope that the above matters can be addressed either by an outright rejection or if necessary, through conditions on any planning permission to curtail opening hours and the inclusion of safeguards for vulnerable adults

Yours sincerely

A Tjikalli

Andreas Tjirkalli Barnet Society Committee Member and Town Team Representative , Barnet Road Barnet EN5 Tel: From: Andreas Tjirkalli <xxxxxxxxxxxxxxxxxxxxxxx</li>
Sent: 25 July 2022 15:48
To: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>
Subject: Re: Gambling Premises Licence application - Merkur Slots 118 High Street EN5 5XQ - GABNG1/22/66325

\*\* Warning External Email \*\*

Hi Elizabeth thank you for following up with me.

The representation submitted to the Licensing team was in relation to the Gambling Licence application.

Kind Regards

Andreas

Dear Andreas Tjirkalli

I am just following up on my email to you of a couple of weeks ago regarding the representation to Merkur Slots 118 High Street EN5 5XQ.

I have been asked to clarify something in relation to the representation received by Licensing, that was sent in on behalf of the Barnet Society. Within the representation, mention is made to the Planning application reference number, rather than the reference number that relates to the Licensing application.

Please could you confirm whether the representation submitted to the Licensing team was in relation to the Gambling Licence application?

#### **Kind Regards**

Elisabeth Hammond Licensing Officer Commercial Premises London Borough of Barnet 2 Bristol Avenue Colindale London NW9 4EW 0208 359 5639

Annex 4

# Matters for Decision

### MATTERS FOR DECISION

Merkur Slots 118 High Street, Barnet, EN5 5XQ

To allow the Standard Days and Timings for the gambling activity of Bingo.

Day	Proposed start time	Proposed finish time	Granted as application	Amended to:	Refused
Monday	09:00	00:00			
Tuesday	09:00	00:00			
Wednesday	09:00	00:00			
Thursday	09:00	00:00			
Friday	09:00	00:00			
Saturday	09:00	00:00			
Sunday	09:00	00:00			

Added conditions, if any:

Reasons for decisions above:

Hours premises are open to the public are not restricted under the Gambling act 2005.

#### **Standard Days and Timings**

Day	Proposed start time	Proposed finish time	Granted as application	Amended to:	Refused
Monday	N/A	N/A			
Tuesday	N/A	N/A			
Wednesday	N/A	N/A			
Thursday	N/A	N/A			
Friday	N/A	N/A			
Saturday	N/A	N/A			
Sunday	N/A	N/A			

Added conditions, if any:

Reasons for decisions above: