

Premises: 214 Station Road, Edgware. HA8 7AR

Premises Licence Number:

Company Details: Chongie Entertainment Limited,

3-5 Wardour St, London

Operating Licence Number: 000-057549-N-333196-001

Date Assessment: February 2023

Assessor: Joanne Craig

Sources Utilised: London Borough of Barnet Gambling

Statement of Principles.

Police Crime Mapping, relevant guidance

from the Gambling Commission, Open source

Area Profile:

Edgware is a suburban town in northern Greater London, mostly in the London Borough of Barnet but with small parts falling in the London Borough of Harrow and in the London Borough of Brent.^[2] Edgware is centred 9.5 miles (15.3 km) north-northwest of Charing Cross and has its own commercial centre.



In the 2011 census the population of Edgware was **16,728** and is made up of approximately 51% females and 49% males. The average age of people in Edgware is 37, while the median age is lower at 35. 61.2% of people living in Edgware were born in England.

The machine mix is to be determined and will be supplied by a company licensed by the Gambling Commission.

Local Area				
Licensing Objective		Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
1.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p>LOCALITY</p> <ul style="list-style-type: none"> Edgware Primary School, Heming Road. HA8 9AB Beis Chinuch Edgware Jewish Girls Primary School, 296 Hale Lane. HA8 8NP <p>OTHER:</p> <p><u>Student accommodation:</u></p> <p>There are no student accommodation buildings within a mile radius.</p> <p><u>Family Services</u></p> <p>There are no Family service facilities within a mile radius</p> <p><u>Job / Recruitment Agencies</u></p> <ul style="list-style-type: none"> Prospects Staff Bureau Ltd, Berkeley House, 18-24 High St. HA8 7RP Together Recruitment Agency, Middlesex House, High St. HA8 7UU New Dawn Recruitment, 112 Station Road. HA8 7BJ 	<p>The Premises:</p> <ul style="list-style-type: none"> Signage & window display not to attract under 18s, and advice under 18's access is prohibited. Staff stationed near to the main entrance to prevent under 18s entry. Regular patrols of the premises, to identify any vulnerable and children Posters, 'Stay in Control' leaflets and GamCare leaflets will be on display (near toilets as well as in the main trading area) Staff will ensure a stock of leaflets (stay in control, self-exclusion & Gamcare) through weekly checks of stock GamCare notices with contact number clearly displayed on machines Self-exclusion system in place provided by BACTA Photo equipment available for self-exclusions CCTV coverage of all public areas, all entry and exit points to and from the 	<p>High of Occurrence Initially / Low of not Managing</p>

		<ul style="list-style-type: none"> • iRec2Rec Ltd, 1 Equity House 128, 136 High St. HA8 7EL <p><u>Community centres</u></p> <ul style="list-style-type: none"> • Pearl Community Centre, HA8 9XF <p><u>Youth Centres</u></p> <p>There are no Youth centres within a mile radius</p> <p><u>Fast food</u></p> <ul style="list-style-type: none"> • Slamburger Edgware, 212 Station Road, HA8 7AR • Subway, 87 Station Road. HA8 7JG • KFC, 138 Station Road. HA8 7AA • Selekt Chicken, 15-17 Station Road. HA8 7JE • Chicken Valley, Edgware. HA8 7EJ • The Greenman Fish and Chips, 214 Station Road. HA8 7AR <p><u>Café</u></p> <ul style="list-style-type: none"> • Liam’s Coffee House, 238 Station Road. HA8 7AU • Barista Coffee House, 5 Station Forecourt, Station Rd. HA8 7AW • Caffe Nero, 67-70 Station Road. HA8 7BD • 3 Fratelli Caffe, 290 Hale Lane. HA8 8NP • Café Olive, Unit 1-2 Station Road. HA8 7AW • Starbucks, 81-83 Station Road. HA8 7JG 	<p>premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online.</p> <ul style="list-style-type: none"> • Premises laid out to avoid blind spots • Entrance readily visible from throughout the premises to allow customer monitoring • Monitoring customers as they leave the premises • Machines to be properly labelled <p>The Operation:</p> <ul style="list-style-type: none"> • Staff will patrol and supervise the whole of the premises, with particular care in identifying vulnerable • Regular Test Purchasing • “Know Your Customer” in place, developing customer interaction policies & procedures (importance of behaviour, time and spend limits) • Staff monitors customer activity and behaviour to interact early to recognise customer with potential gambling issues. • Staff to be aware of the importance of social responsibility, the causes and consequences of gambling • Adequate staffing levels to be maintained at all times 	
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		<ul style="list-style-type: none"> • Lane End Medical Group, 2 Peshurst Gardens. HA8 9GJ <p><u>Mental Health:</u></p> <ul style="list-style-type: none"> • Various facilities, Edgware Community Hospital, Burnt Oak Broadway. HA8 0AD <p><u>Addiction/Recovery Centres</u></p> <p>There are no addiction or recovery centres within a one mile radius</p> <p><u>Hostels/Shelters</u></p> <ul style="list-style-type: none"> • True Care Foundation, Unit 9 Spring Villa Park, Spring Villa Road. HA8 7EB <p><u>Food banks</u></p> <p>There are no food banks within a one mile radius</p> <p><u>Loan Shops, Pawn Brokers</u></p> <ul style="list-style-type: none"> • H&T Pawnbrokers, 125-127 Station Road, HA8 7JG • Cash Converters, 151-153 Station Road. HA8 7JS <p><u>Parks/Playgrounds</u></p> <ul style="list-style-type: none"> • Chandos Recreation Ground, 114 Merlin Crescent. HA8 6JD • Stonegrove Park, Edgware. 	<ul style="list-style-type: none"> • Training and guidance is provided to staff members regarding customer interaction and the implementation of the ID verification procedure. • Staff to be trained in Safeguarding Policy • Staff to be aware of refusing customers entry due to alcohol or drugs • Staff to be trained on Anti Money Laundering, Proceeds of Crime and Suspicious Behaviour • Staff to be trained to look out for signs of aggressive behaviour or problem play 	
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		<p><u>Religious buildings</u></p> <ul style="list-style-type: none"> • St Margarets, 1 Station Road. HA8 7JE • Emmanuel Edgware Church, 4 Manor Park Crescent, HA8 7NN • St Anthony of Padua, 5 Garratt Road. HA8 9AN • Edgware Methodist Church, Garratt Road. HA8 9AW • Kol Nefesh Masorti Synagogue, Rectory Lane. HA8 7LF • Ahavat Yisrael, Gideon Close, HA8 4RY • Yeshurun Federation Synagogue, Fernhurst Gardens, HA8 7PH • Taiba Welfare Foundation, Pride House, Rectory Lane. HA8 7LG • Edgware Central Mosque, 48 High Street. HA8 7EJ <p><u>New Development or Shopping centres</u></p> <ul style="list-style-type: none"> • The Broadwalk Shopping Centre, Station Road. HA8 7BD 		
<p>1.2</p>	<p>Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</p>	<p>LOCALITY</p> <p>Gambling Licensed Premises:</p> <ul style="list-style-type: none"> • William Hill, 218-220 Station Road, HA8 7AU • Betfred, 200 Station Road. HA8 7AR • Paddy Power, 192 Station Road. HA8 7AR • William Hill, 83 High Street. HA8 7DB • Paddy Power, 5-7 Lanson House, Whitchurch Lane. HA8 6NL 	<p>The Premises</p> <ul style="list-style-type: none"> • CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online. • Toughened/laminated glass to front window 	

		<p><u>Alcohol Licensed Premises</u></p> <ul style="list-style-type: none"> • Zanzi Bar, 113 High St, HA8 7DB • The Three Wishes, 122-126 High St. HA8 7EL • <p>LOCAL AREA PROFILE</p> <p>Population</p> <ul style="list-style-type: none"> • Approximately 16,728 (census 2011) residents <p>Deprivation</p> <ul style="list-style-type: none"> • London Borough of Barnet has an above average score on the level of overall deprivation taken from the English Indices of Deprivation (2019). • The Borough scores particularly well on education and training and health. <p>Unemployment</p> <ul style="list-style-type: none"> • In 2021 the percentage of the population unemployed was 3.6% <p>Crime</p> <p>Edgware’s reported crimes in the past 3 months consist of mainly crimes against the person – violence and sexual offences being the most reported, with anti-social behaviour, theft and burglary are lower down the list.</p> <p>TRANSPORT & CAR PARK FACILITIES</p>	<p>The Operation</p> <ul style="list-style-type: none"> • Machine door opening keys only available to management • Log visits by Police, Local Authority and Gambling Commission officers • Review unusual patterns of play (as per PoCA), ‘non-regular’ players and consider exclusion/reporting • Exclude badly behaved customers and look out for problem behaviour or aggression • Maintain contact with local traders and Police, including working with police to combat local issues • Limited staff floats • CCTV coverage over all cash transactions • Full machine audit on all machines on a weekly basis – ad hoc spot-check in case of any suspicion • Gaming machines are supplied and maintained by businesses licensed by the Gambling Commission • Company registered to receive crime bulletins from BACTA. <p>Staff Training</p>	<p>Medium of Occurrence Initially / Low of not Managing</p>
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		<p>The premises are on transport routes and there are several bus stops nearby as well as a tube station.</p> <p>There are also several car parks within a 200m radius, which predominantly serve the shopping areas and the station for commuters.</p> <p>During the visit there were some young teens in school uniform on the road – heading for bus stops and the tube station.</p>	<ul style="list-style-type: none"> • Social Responsibility training and incident recording logs available to all staff. • Staff trained to look out for unusual/dyed notes • Staff & management to be alert to customers exchanging large volumes of paper notes for alternative denominations • Staff to be alert to customer redeeming stake with little or no play • Staff trained about AML basics, strange transaction behaviour • Extra Training and guidance is provided to staff members regarding Anti-Social Behaviour • Staff fully trained how to deal with homeless people seeking refuge • Staff to be trained on local area risk assessment <p>Customer Interaction and Monitoring</p> <ul style="list-style-type: none"> • Suspicious activity to be written down in the log • Customer interaction may provide knowledge of criminal background and/or association leading to closer security and monitoring of such a customer. 	
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			<ul style="list-style-type: none"> • Customers are efficiently monitored throughout the time they are on the premises to ensure prevention of machine related crime (money laundering). • Knowledge activity to be handed over to Nominated Officer who will then report to NCA 	
<p>1.3</p>	<p>Ensuring that gambling is conducted in a fair and open way</p>	<p>EQUIPMENT</p> <ul style="list-style-type: none"> • Information must be clearly displayed • Maintenance to reduce potential issues • Compliance <p>PREMISES</p> <ul style="list-style-type: none"> • Promotions • Advertising <p>CUSTOMERS</p> <ul style="list-style-type: none"> • Treatment of customers • Complaints 	<p>Equipment</p> <ul style="list-style-type: none"> • Machines only obtained from licensed suppliers • Machines to be properly labelled • Implementation of the BACTA Toolkit policies • Machines to be maintained/serviced regularly / turned off if a fault occurs • Procedure for making refunds • Details of machine operation and winning combinations to be clearly shown on machines <p>Premises</p> <ul style="list-style-type: none"> • Clear terms & conditions provided within the licensed premises. 	<p>Low / Low</p>

			<ul style="list-style-type: none"> Any promotions or advertising to be ASA and LCCP compliant <p>Staff Training</p> <ul style="list-style-type: none"> Training of staff with 6 monthly refreshers Staff to have full understanding of stakes and prizes, and odds associated with each machine. <p>Customers</p> <ul style="list-style-type: none"> Review advertising material and promotions for compliance with LCCP Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required Suitable public liability Insurance Council conditions openly displayed Regular Compliance Audits 	
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Gambling Operation and Physical Design (Internal and External)				
Licensing Objective		Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
2.1	Protecting children and other vulnerable persons from being	<p>CUSTOMERS</p> <ul style="list-style-type: none"> U18s entering Problem Gambling Providing Information 	<p>Equipment and Operation</p> <ul style="list-style-type: none"> Machines to be properly labelled 	

	<p>harmed or exploited by gambling</p>	<ul style="list-style-type: none"> • Administering self-exclusion • Signage <p>PREMISES</p> <ul style="list-style-type: none"> • Consider 'blind spots' • Visibility of the entrance • Signage • Presentation of premises (signage/window display) 	<ul style="list-style-type: none"> • Staffing levels will be risk assessed to ensure they reflect any risk to staff, customers and promotion of the licensing objectives • There would be no advertising locally. As part of the Licence Conditions and Codes of Practice issued by the Gambling Commission - Any Media displayed on the premises will comply with LCCP: Social responsibility code 5.1.6 (Compliance with advertising codes) The advertising of gambling products and services must be undertaken in a socially responsible manner and we must comply with the UK Advertising Codes issued by the Committees of Advertising Practice (CAP) and administered by the Advertising Standards Authority (ASA). Advertising on the premises will not differ from that of any other Adult Gaming Centre premises in Hammersmith. <p>Premises</p> <ul style="list-style-type: none"> • CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online. • Premises laid out to avoid blind spots 	<p>Low/Low considering design features</p>
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			<ul style="list-style-type: none"> • Ensure entrance readily visible from throughout the premises • Signage & window display not to attract under 18s, and advise under 18's access is prohibited. • The entrance layout to enable staff to monitor those entering the premises 	
<p>2.2</p>	<p>Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</p>	<p>CUSTOMERS Customer behaviour</p> <p>PREMISES Layout to be considered:</p> <ul style="list-style-type: none"> • Consider 'blind spots' • Visibility of the entrance • Design out crime <p>STAFF</p> <ul style="list-style-type: none"> • Personal protection • Security • Staff behaviour <p>Money Laundering</p> <ul style="list-style-type: none"> - Customer behaviour - Staff monitoring 	<p>Staff Training Full Staff training on Money Laundering and the Proceeds of Crime Act as well as customer behaviour, particularly suspicious or aggressive customers</p> <p>Premises and Operation</p> <ul style="list-style-type: none"> • CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online. • Regular patrols of the premises, including external areas to identify any vulnerable and children • Monitoring of customers as they leave the premises • Design out crime to be implemented • Toughened/laminated glass to front window • Mag Lock on front door 	<p>Low/Low considering design features</p>

			<ul style="list-style-type: none"> Intruder alarm installed and regularly serviced Panic Button linked to Police 	
2.3	Ensuring that gambling is conducted in a fair and open way	<p>PREMISES</p> <ul style="list-style-type: none"> Promotions Advertising <p>EQUIPMENT</p> <ul style="list-style-type: none"> Information clearly displayed Maintenance Compliance 	<p>Premises</p> <ul style="list-style-type: none"> CCTV coverage of all public areas, office, frontage and rear door with recording device and ability for management to review remotely online Clear terms & conditions provided within the licensed premises. <p>Equipment</p> <ul style="list-style-type: none"> Machines only obtained from licensed suppliers Machines to be properly labelled Implementation of the BACTA Toolkit policies Machines to be maintained/serviced regularly Machines to be turned off should a fault occur Procedure for making refunds Details of machine operation and winning combinations to be clearly shown on machines 	Low / Low

			<p>Customers</p> <ul style="list-style-type: none">• Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required• Suitable public liability Insurance• Council conditions openly displayed• Regular Compliance Audits	
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