

## Appendix A - Summary of Responses Received

Ref	Respondent	Comments	Response
01	Catherine Sweet Head of Marketing and Communications GamCare	<p>Generic response provided by GamCare to all local authorities who contact them regarding a consultation.</p> <p>Generic list of suggestions of things to include in Statement of Principles.</p> <p>Details given of GamCare support services.</p>	All of the generic suggestions listed have already been considered and included in the Policy/ Local Area Profile
02	Richard Nokes Compliance Manager Gambling Commission	<p>Detailed response including good points and suggestions for further things to consider.</p> <p><b>Good points:</b></p> <ul style="list-style-type: none"> <li>• Section 2.7 - the reference to LSO areas and where they are. Are there any additional expectations for anyone wanting a licence in any of these areas?</li> <li>• Section 2.8 - the inclusion of links to the Local Area Profile – this avoids having to update the policy when the LAP is updated.</li> <li>• Section 2.10 - Reference to the Prevalence Survey.</li> <li>• Section 6.2 – reference to GDPR.</li> <li>• Section 7.2 – the inclusion of the term ‘proportionate’,</li> <li>• Section 7.7 - the inclusion of information relating to Primary Authority agreements.</li> <li>• Section 9.15 – the possibility of the restriction</li> </ul>	Additional point added to policy (2.12)

		<p>of advertising in sensitive areas.</p> <ul style="list-style-type: none"> <li>• Section 11.8 – the clear requirements for an SSL registration.</li> <li>• The inclusion of CSE and Safeguarding references.</li> <li>• The inclusion of a single point of contact for area managers for betting shops – worth widening to other sectors?</li> </ul> <p><b>Observations:</b></p> <ul style="list-style-type: none"> <li>• Section 7.4 – it may be worth including a record of customer interactions to the list of records.</li> <li>• Section 9.6 – remove the reference to ‘Primary gambling’ and replace with compliance with LCCP SR Code 9 – Gaming machines in licensed premises.</li> <li>• Section 9.10 – it may be worth considering stating that scaled plans must be provided.</li> <li>• Section 9.10 – include the word local / premises in respect of risk assessment.</li> <li>• Section 9.10 – in respect of mitigation of risk it may be useful to provide some examples such as staffing at different times of the day?</li> <li>• Section 9.16 – It may be useful to include some more examples of adequate separation such as barriers, walls etc.?</li> </ul>	<p>Included in Policy</p> <p>Amended</p> <p>‘scaled’ added to section on plans</p> <p>‘premises’ included</p> <p>Examples provided</p> <p>Examples added</p>
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		<ul style="list-style-type: none"> <li>• Section 9.33 – In respect of screens will you require a variation application? If so it would be useful to state this here.</li> <li>• Section 10.3 - UFEC permits – ensure that the phrase ‘Area wholly or mainly for making gaming machines available for use’ is stated.</li> <li>• Section 10.7 – I am not sure what this means? I have read it in another one but I have not yet come across an AGC in a pub (although I know of two uFECs).</li> <li>• Section 10.14 – it may be useful to provide additional information in respect of clubs – maybe some links to relevant parts of the GLA?</li> <li>• Section 10.19 – it may be useful to add some more information on TUNs such as the maximum number allowed.</li> <li>• Section 10.21 – it would be useful to provide a link to the Commission’s <a href="#">advice on OUNs</a>.</li> <li>• Section 11.1 – it would be useful to include the requirement for societies to submit lottery returns within 3 months of the draw.</li> <li>• Appendix C – remove the Table of machines stakes/prizes and provide a link to the Commission webpage – this will be updated with the hB2</li> </ul>	<p>Additional text added to state that we will require a variation application.</p> <p>‘Area wholly or mainly for making gaming machines available for use’ added</p> <p>Section removed</p> <p>Link to the members clubs section of the Guidance to Local Authorities added</p> <p>Link to Guidance to Local Authorities added</p> <p>Link to Guidance to Local Authorities added</p> <p>Already included at point 11.6 of the policy</p> <p>Link to Gambling Commission webpage added</p>
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		changes when implemented.	
03	Dr Virginia Pearson Chief Officer Public Health Devon	<ul style="list-style-type: none"> <li>Section 2.6 implies that there are only 8 LSOAs in Exeter. We think the Policy is meaning to state that of the total LSOAs in Exeter, 8 are areas of very low deprivation.</li> <li>The first licensing objective states that there is a clear emphasis on "Preventing gambling from being a source of crime and disorder being associated with crime and disorder, or being used to support crime". Would there be an opportunity to widen this approach to the WHO definition?</li> <li>The definition of "vulnerable" supplied in section 9.19 suggests that vulnerable "includes people who gamble beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to mental impairment, alcohol or drugs". Could the text clarify that the objective is also to protect vulnerable people in the widest sense (i.e. protecting vulnerable people before they have experienced harm)?</li> <li>Section 9.28 talks about measures and training for staff on how to deal with suspected truanting children and awareness of safeguarding/ CSE. There seems to be no training to help support vulnerable adults. Adult safeguarding and maybe mental health</li> </ul>	<p>Wording amended to clarify</p> <p>The objective is set out in legislation and is not within the scope of the Council to alter</p> <p>The definition in the policy has been taken from Gambling Commission Guidance to Local Authorities. The Gambling Commission have not sought to further define "vulnerable" as yet, but the social responsibility code is clearly moving towards a wider definition.</p> <p>Whilst not specifically mentioned, the planned safeguarding/ CSE training for gambling premises staff will include details of both children and adult safeguarding. We have successfully rolled this training out to the taxi trade, and now licenced premises</p>

		<p>first aid training should also be referenced.</p> <ul style="list-style-type: none"> <li>• We wonder if the local authority would consider “saturation zones”. As we understand it with regard to alcohol, once an area is labelled as a saturation zone no more licences or significant changes in licences are granted for that area.</li> </ul>	<p>staff, and are in discussion with the Gambling Commission about expanding this to Gambling premises</p> <p>Section 9.10 states that local risk assessments should include the density of gambling premises in certain locations. The concept of cumulative impact zones has not been introduced for gambling as yet (only licenced premises under the Licensing Act 2003).</p>
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## APPENDIX B Full Consultation Responses Received

**From:** Catherine Sweet [mailto:catherine.sweet@gamcare.org.uk]

**Sent:** 11 June 2018 10:51

**To:** Licensing Team <licensing.team@exeter.gcsx.gov.uk>

**Cc:** Phillippa Lane <phillippa.lane@exeter.gov.uk>; Lee Staples <lee.staples@exeter.gcsx.gov.uk>; Simon Lane <simon.lane@exeter.gcsx.gov.uk>

**Subject:** RE: Gambling Act 2005 - Policy Consultation

Hello,

Thank you for your email, we appreciate your interest in our work.

While we do not have the resources available to allow us to personally respond to each Local Authority which contacts us regarding their refreshed Statement of Principles, we have compiled a list of the issues or factors which we think it would be helpful to consider below, more information is available via the [Gambling Commission](#).

The function of the Statement is to reflect locally specific gambling concerns and to reflect the Council's wider strategic objectives. The active use of the Statement is one means by which you can make clear your expectations of gambling operators who have premises in your area. This allows operators to respond to locally specific requirements and adjust their own policies and procedures as required.

- A helpful first step is to develop a risk map of your local area so that you are aware of both potential and actual risks around gambling venues. A useful explanation of area-based risk-mapping has been developed with Westminster and Manchester City Councils, which gives some guidance on those who may be most vulnerable or at-risk of gambling-related harm. For more information please see [www.geofutures.com/research-2/gambling-related-harm-how-local-space-shapes-our-understanding-of-risk/](http://www.geofutures.com/research-2/gambling-related-harm-how-local-space-shapes-our-understanding-of-risk/)
- Consider that proposals for new gambling premises which are near hostels or other accommodation or centres catering for vulnerable people, including those with learning difficulties, and those with gambling / alcohol / drug abuse problems, as likely to adversely affect the licensing objectives set out by the Gambling Commission. This is also relevant regarding the proximity to schools, colleges and universities.
- A detailed local risk assessment at each gambling venue – pertinent to the environment immediately surrounding the premises as well as the wider local area – is a good way to gauge whether the operator and staff teams are fully aware of the challenges present in the local area and can help reassure the Local Licensing Authority that appropriate mitigations are in place.
- Does the operator have a specific training programme for staff to ensure that they are able to identify children and other vulnerable people, and take appropriate action to ensure they are not able to access the premises or are supported appropriately?

- Does the operator ensure that there is an adequate number of staff and managers are on the premises at key points throughout the day? This may be particularly relevant for premises situated nearby schools / colleges / universities, and/or pubs, bars and clubs.
- Consider whether the layout, lighting and fitting out of the premises have been designed so as not to attract children and other vulnerable persons who might be harmed or exploited by gambling.
- Consider whether any promotional material associated with the premises could encourage the use of the premises by children or young people if they are not legally allowed to do so.

We would suggest that the Local Licensing Authority primarily consider applications from [GamCare Certified operators](#). GamCare Certification is a voluntary process comprising an independent audit assessment of an operator's player protection measures and social responsibility standards, policy and practice. Standards are measured in accordance with the GamCare Player Protection Code of Practice. If you would like more information on how our audit can support Local Licensing Authorities, please contact [mike.kenward@gamcare.org.uk](mailto:mike.kenward@gamcare.org.uk)

For more information on GamCare training and other services available to local authorities, as well as recommended training for gambling operators, please see the attached brochures.

If there is anything else we can assist with please do let us know.

Kind regards,  
Catherine

**Catherine Sweet**  
**Head of Marketing and Communications**  
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**From:** Richard Nokes [<mailto:RNokes@gamblingcommission.gov.uk>]  
**Sent:** 02 July 2018 15:01  
**To:** Phillippa Lane  
**Subject:** RE: Gambling Act 2005 - Policy Consultation

Hi Phillippa,

Thank you for sending me a copy of your revised statement of policy.

As Lee will have mentioned, I provided some general feedback to the DLOG meeting on Friday which I will document and circulate separately.

I hope that the feedback below will be useful – I have replied to authors directly rather than as a consultee.

### **Good points:**

- Section 2.7 - the reference to LSO areas and where they are. Are there any additional expectations for anyone wanting a licence in any of these areas?
- Section 2.8 - the inclusion of links to the Local Area Profile – this avoids having to update the policy when the LAP is updated.
- Section 2.10 - Reference to the Prevalence Survey.
- Section 6.2 – reference to GDPR.
- Section 7.2 – the inclusion of the term ‘proportionate’,
- Section 7.7 - the inclusion of information relating to Primary Authority agreements.
- Section 9.15 – the possibility of the restriction of advertising in sensitive areas.
- Section 11.8 – the clear requirements for an SSL registration.
- The inclusion of CSE and Safeguarding references.
- The inclusion of a single point of contact for area managers for betting shops – worth widening to other sectors?

### **Observations:**

- Section 7.4 – it may be worth including a record of customer interactions to the list of records.
- Section 9.6 – remove the reference to ‘Primary gambling’ and replace with compliance with LCCP SR Code 9 – Gaming machines in licensed premises.
- Section 9.10 – it may be worth considering stating that scaled plans must be provided.
- Section 9.10 – include the word local / premises in respect of risk assessment.
- Section 9.10 – in respect of mitigation of risk it may be useful to provide some examples such as staffing at different times of the day?
- Section 9.16 – It may be useful to include some more examples of adequate separation such as barriers, walls etc.?
- Section 9.33 – In respect of screens will you require a variation application? If so it would be useful to state this here.
- Section 10.3 - UFEC permits – ensure that the phrase ‘Area wholly or mainly for making gaming machines available for use’ is stated.
- Section 10.7 – I am not sure what this means? I have read it in another one but I have not yet come across an AGC in a pub (although I know of two uFECs).
- Section 10.14 – it may be useful to provide additional information in respect of clubs – maybe some links to relevant parts of the GLA?
- Section 10.19 – it may be useful to add some more information on TUNs such as the maximum number allowed.
- Section 10.21 – it would be useful to provide a link to the Commission’s [advice on OUNs](#).
- Section 11.1 – it would be useful to include the requirement for societies to submit lottery returns within 3 months of the draw.



- Appendix C – remove the Table of machines stakes/ prizes and provide a link to the Commission webpage – this will be updated with the hB2 changes when implemented.

I appreciate that this is quite a long list and if you have any queries on the above, please give me a call.

Kind regards,

Richard.

Richard Nokes  
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8<sup>th</sup> August 2018

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Dear Simon

**Consultation on the revision of Exeter City Council's Statement of Policy of the Gambling Act 2005**

Thank you for the opportunity for us to contribute to your consultation.

The Statement of Gambling Policy is by the Gambling Act 2005, so we are not clear how much room for manoeuvre there is within the statement.

1. Section 2.6 implies that there are only eight LSOAs in Exeter. We think the policy is meaning to state that of the total LSOAs in Exeter, eight are areas of very low deprivation (all eight fall within the 20% of most deprived areas in England, with two of these falling within the 10% of most deprived English regions).
2. There are three licensing objectives: the first objective states that there is a clear emphasis on "Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime". Would there be an opportunity to widen this prevention approach to also thinking about health (WHO definition) as well as crime and disorder?
3. The third licensing objective talks about "Protecting children and other vulnerable persons from being harmed or exploited by gambling". The definition of "vulnerable" supplied in section 9.19 suggests that vulnerable "includes people who gamble more than they want to; people who gamble beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs". Could the text clarify that the objective is also to protect vulnerable people – using vulnerable in its widest sense - who may be at risk of harm (i.e. there is an emphasis on protecting vulnerable people before they have experienced the harm), otherwise it implies that someone only becomes vulnerable once their gambling becomes a concern, which seems a very limited definition?

4. Section 9.28 talks about "Measures/training for staff on how to deal with suspected truanting school children on the premises, and awareness of safeguarding/ child sexual exploitation". There seems to be no training to help support vulnerable adults. If we are really thinking broadly, one could argue that certainly adult safeguarding, and maybe even mental health first aid training / "Making Every Contact Count" training should also be referenced.
5. We wonder if the Council would consider "saturation zones" (we couldn't find them referenced – although section 9.10 says a risk assessment should include "density of different types of gambling premises in certain locations"). As we understand it with regard to alcohol, once an area is labelled as a saturation zone no more licenses or significant changes in licenses are granted for that area.

I hope these comments are helpful.

*Best wishes*

Yours sincerely

*Virginia*

**Dr Virginia Pearson**  
**CHIEF OFFICER FOR COMMUNITIES, PUBLIC HEALTH, ENVIRONMENT AND PROSPERITY/DIRECTOR OF PUBLIC HEALTH**