

**Application for a premises licence
under the Gambling Act 2005 (standard form)**

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 licence applied for

Regional Casino <input type="checkbox"/>	Large Casino <input type="checkbox"/>	Small Casino <input type="checkbox"/>
Bingo <input checked="" type="checkbox"/>	Adult Gaming Centre <input type="checkbox"/>	Family Entertainment Centre <input type="checkbox"/>
Betting (Track) <input type="checkbox"/>	Betting (Other) <input type="checkbox"/>	

Do you hold a provisional statement in respect of the premises? Yes ☐ No ☒

If the answer is “yes”, please give the unique reference number for the provisional statement (as set out at the top of the first page of the statement):

Part 2 – Applicant Details

If you are an individual, please fill in Section A. If the application is being made on behalf of an organisation (such as a company or partnership), please fill in Section B.

Section A

Individual applicant

1. Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr ☐ Other (please specify)

2. Surname: Other name(s):

[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]

3. Applicant's address (home or business – *[delete as appropriate]*):

Postcode:

4(a) The number of the applicant's operating licence (as set out in the operating licence):

4(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:

5. Tick the box if the application is being made by more than one person. ☐

[Where there are further applicants, the information required in questions 1 to 4 should be included on additional sheets attached to this form, and those sheets should be clearly marked “Details of further applicants”.]

Section B

Application on behalf of an organisation

6. Name of applicant business or organisation: **Cashino Gaming Limited**

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):
000-003266-N-103444

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: **N/A**

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):

**12 Bradford Street
Walsall
Postcode: WS1 1PB**

12. Telephone number at premises (if known): **N/A**

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? **No**

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:**

N/A

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? **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**

	<i>Start</i>	<i>Finish</i>	<i>Details of any seasonal variation</i>
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):

18(a). Does the application relate to premises which are part of a track or other sporting venue which already has a premises licence? **No**

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. ☐

19(a). Do you hold any other premises licences that have been issued by this licensing authority?
No

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

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 provide electronic bingo entertainment by way of Bingo Plus and Bingo Express terminals and bingo tablets.

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 our 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 Cashino Gaming Limited's Operation 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 Cashino Gaming Limited's 'Working Together' document has also been provided, which provides an overview of the 'Merkur Slots' brand of premises.

1. **The premises shall install and maintain a comprehensive CCTV system, which shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.**
2. **Notices shall be prominently displayed within the premises stating that CCTV is in operation.**
3. **An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing Authority or the Police. Details to include:**
 - a. **all crimes reported to the venue**
 - b. **all ejections of patrons**
 - c. **any complaints received concerning crime and disorder**
 - d. **any incidents of disorder**
 - e. **all seizures of drugs or offensive weapons**
 - f. **any visit by a relevant authority or emergency service.**
 - g. **any attempts by children and young persons to gain access to the premises to gamble**
 - h. **any Challenge 25 Refusals.**
4. **A think 25 proof of age scheme shall be operated at the premises where any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry. Acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.**
5. **Individuals who are deemed to be under the influence of excessive alcohol shall not be allowed to enter the premises.**
6. **The licensee shall take reasonable steps to prevent nuisance directly outside the Premises.**

7. A magnetic door locking system (maglock) shall be available for use at the premises.

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. ☒

We confirm that the applicant(s) have the right to occupy the premises. ☒

Checklist:

- Payment of the appropriate fee has been made/is enclosed ☒
- A plan of the premises is enclosed ☒
- We understand that if the above requirements are not complied with the application may be rejected ☒
- We understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities ☒

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:



Print Name: Poppleston Allen

Date: 25 February 2021

Capacity: Solicitors for & on behalf of the applicant

22. For joint applications, signature of 2nd applicant, or 2nd applicant's solicitor or other authorised agent. If signing on behalf of the applicant, please state in what capacity:

Signature:

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:

0115 9349 172

24. Postal address for correspondence associated with this application:

Felix Faulkner

Poppleston Allen

37 Stoney Street

The Lace Market

Nottingham

Postcode: **NG1 1LS**

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:

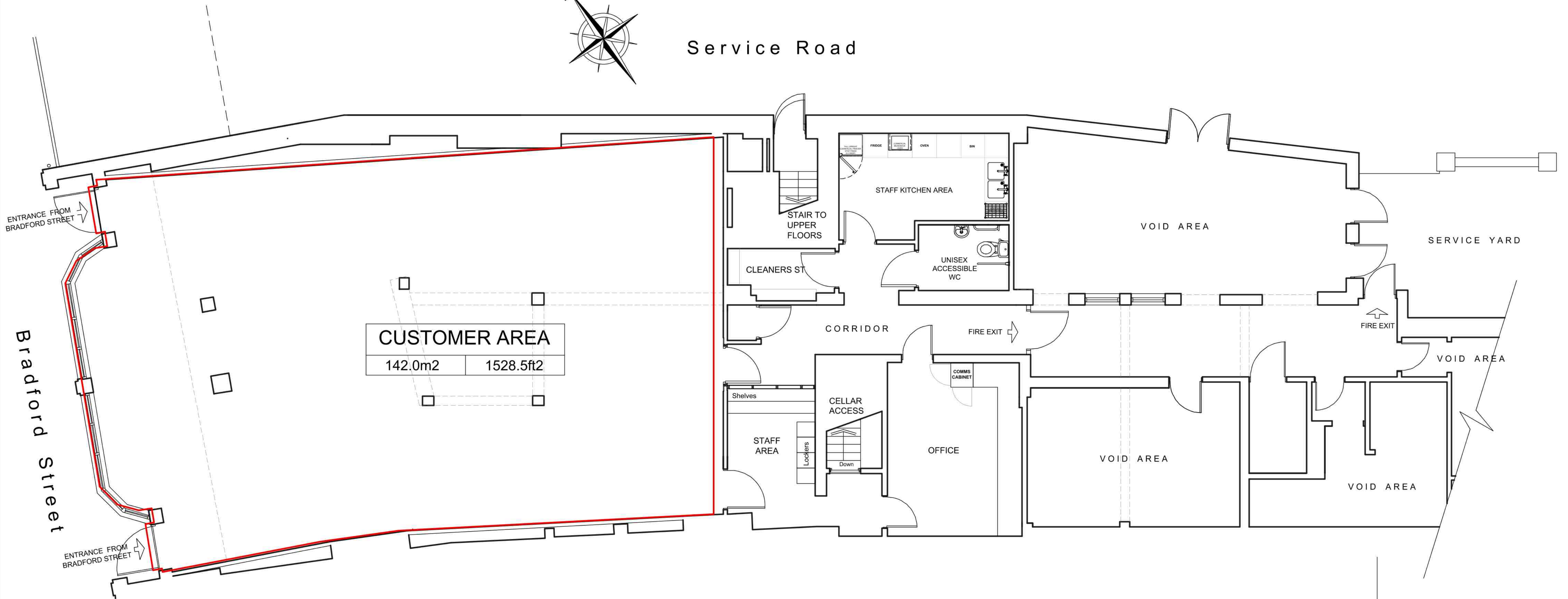
f.faulkner@popall.co.uk



SCALE IN METRES (1:50)



Service Road

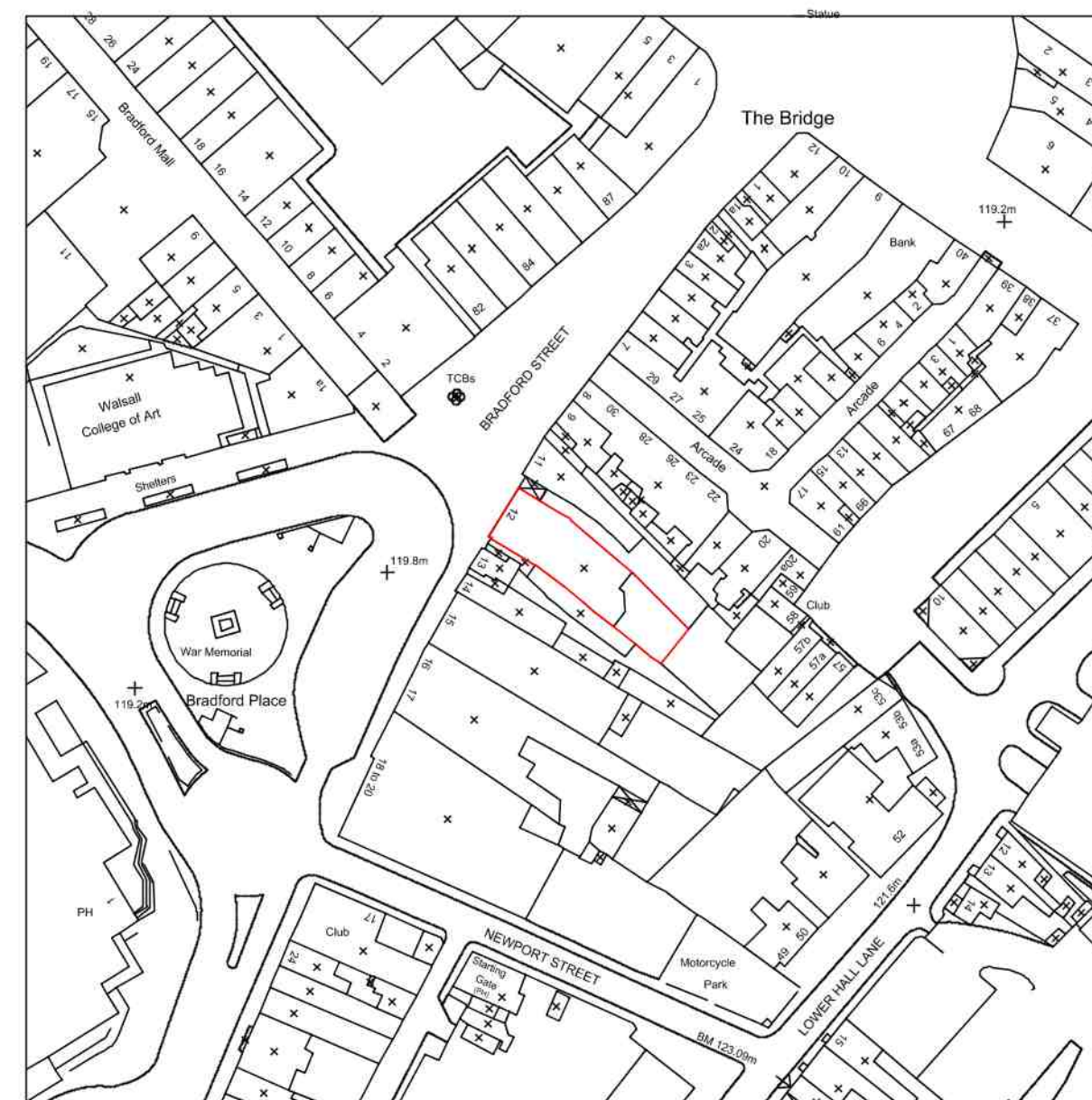


Proposed Plan 1:50

GAMBLING ACT 2005 LICENSING PLAN

Anything shown on this plan, which is not required by The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulation 2007 **does not** form part of the premises licence

— Area in which facilities will be made available for gaming



Location Plan

1:1250

C	19-02-21	Staff Kitchen Area shown.
B	28-01-21	Existing services cupboard retained.
A	18-01-21	Minor internal amendment
Rev	Date	Description



Address
12 BRADFORD STREET
WALSALL
WS1 1PB

Title
LICENCE PLAN

Drawn	Date	Scale
JAM	14/01/2021	1:50 @ A1
Customer Area	142.0m2	
Drawing Number	BS/WAL/03	Revision C

McKeowns
Plans for Construction
301 Alvechurch Road, Birmingham, B31 4UB Tel: 0121 433 4745
Licence Plan

Merkur Slots, 12 Bradford Street, Walsall, WS1 1PB

Local Area Risk Assessment

Trading Name:	Merkur Slots
Premise Address:	12 Bradford Street, Walsall, WS1 1PB
Local Authority:	Walsall Metropolitan Borough Council
Premise Licence No:	New application
Operator Licence No:	000-003266-N-103444-024 (Cashino Gaming Ltd)
Company Details:	Praesepe Group, 1a Seebeck House, Seebeck Place, Knowlhill, Milton Keynes MK5 8FR Premise Licence Holder: Cashino Gaming Limited
Name and Title of Assessor:	Gill Clulow - Senior Compliance Auditor
Date of Assessment:	08.09.2020, 20.01.2021
Review Date:	On opening in conjunction with local staff

Local Area Profile Risk Factors

Local Risk Profile:	Merkur Slots Walsall is located on Bradford Street in Walsall in the West Midlands region of England. It is on the edge of the town centre at the start of the pedestrianised street that houses the outdoor market held daily (except Thurs and Sunday). The town centre is a busy area with a mixed demographic of shoppers and visitors. The venue is located in a premise previously occupied by Coral Bookmakers with a gambling license issued by Walsall metropolitan Borough Council and is within the ward of St Matthews.
Establishments of note:	On Bradford Street there are bookmakers Paddypower and pawn brokers Cash Convertors, Cash Generator and Cash It.
Adjoining premises:	Merkur Slots Walsall is located next to Crunch Munch off license and Baguette Heaven Sandwich shop.
Crime statistics:	Merkur Slots Bradford Street, Walsall, WS1 1PB is within the St Matthew's policing neighbourhood, under the West Midlands Police force area. There were 230 total crimes recorded in June 2020 by West Midlands Police within half a mile of the Merkur Slots Walsall postcode. 40 of those crimes were related to anti-social behaviour, 91 to violence and sexual crimes, 20 to burglary, 13 to criminal damage and arson, 7 to robbery, 14 to shoplifting, 2 to drugs, 16 to public order, 2 to drugs and 23 to other crimes. Statistics published by police.uk show crimes recorded between June 2017 and July 2018 a total of 1835 crimes. 279 incidents related to anti-social behaviour, 343 to shoplifting, 48 to drugs, 548 to violent crime and 56 to robbery.
Population:	Merkur Slots Bradford Street, is in St Matthews Ward which has a population of 17000P with a density of 28.1 people per hectare (similar with borough average of 27.3). Men outnumber women in this area. Dominating age groups are 25-29, 30-44 and 20-24. Number of children, underage young people and those in retirement age is relatively small. There is a large concentration of residents that are single - 67% of the resident population compared with 35% national average (Census 2011). This is common in built-up areas, with good entertainment facilities and younger population. Percentage of residents with no qualifications in this area is smaller than average - 13.4% - UK average is 22.9%.
Culture:	The ward population is broken down as 67.8% white British, 22.4% Asian, 3.9% black. The area has higher than average percentage of Asian residents (UK average is 6.9%) a community which has been established for many generations here. This area is classed as Urban cultural mix. 36.1% residents in Walsall Bradford Street are Christian. 47.6% stated that they do not have religious beliefs, 3.8% residents are Muslim, 1.4% are Buddhist and 1.9% are Hindu. 75.7 % of residents here were born in England and 10.4 % are from other European Union countries. 10.9% residents are from outside of Europe and 0.95% are born in Wales.
Unemployment:	69.7% of working age people in St Matthew's ward were economically active. This was much lower than the Walsall value of 74.0% and the national value of 76.8%. The largest occupation group in the ward was Professional (18.4%) followed Elementary Occupations (13.3%). Of working age ward residents, 19.8% had no formal qualifications. Walsall's value was 24.3%, and 15.0% nationally. (2011, claimant count 2019).
Deprivation:	Based on the rank of its average score, Walsall is now the 25th most deprived local authority district (out of 317). This puts it within 8% of the most deprived areas in England. Deprivation level has increased since 2015 when it was at 11% and in all previous releases of the indices over the past 15 years. However, this does not necessarily mean that Walsall is more or less deprived than it was previously in absolute terms, nor does it describe how the number of people experiencing deprivation has changed - what it does show is that the borough is now relatively more deprived when compared with other local authorities. The Walsall area performs very poorly on income deprivation, ranking 16th for average score and 11th based on the proportion of highly deprived neighbourhoods in the borough. Employment deprivation is also an issue, with an average score rank of 38. However, the borough performs the worst on the education, skills and training deprivation, with an average score that ranks it as the 11th most deprived local authority in England.
Local Police:	West Midlands Police, 1 Station St, Bloxwich, WS3 2PD.

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 account Walsall Metropolitan Borough Council local authority Statement of Gambling Principles Part B sec 2, Bingo Centres Part B sec 5 and Walsall, St Matthews Ward Profile 2019.

Environmental Factors

In preparing this assessment Praesepe 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 have an effect on football. We have set out below our position on risk in this area:

Licensing Objectives	Local Risks	Control Measures
Protecting children and other vulnerable people from being harmed or exploited by gambling	<p>Unemployment</p> <p>69.7% of working age people in St Matthew's ward were economically active. This was much lower than the Walsall value of 74.0% and the national value of 76.8% (2011)*.</p> <p>The largest occupation group in the ward was Professional (18.4%) followed Elementary Occupations (13.3%) (2011, claimant count 2019). Of working age ward residents, 19.8% had no formal qualifications. Walsall's value was 24.3%, and 15.0% nationally (2011, claimant count 2019).</p> <p>Deprivation</p> <p>Based on the rank of its average score, Walsall is now the 25th most deprived local authority district (out of 317). This puts it within 8% of the most deprived areas in England. Deprivation level has increased since 2015 when it was at 11% and in all previous releases of the indices over the past 15 years. However, this does not necessarily mean that Walsall is more or less deprived than it was previously in absolute terms, nor does it describe how the number of people experiencing deprivation has changed – what it does show is that the borough is now relatively more deprived when compared with other local authorities. Merkur Slots Walsall area performs very poorly on income deprivation, ranking 16th for average score and 11th based on the proportion of highly deprived neighbourhoods in the borough. Employment deprivation is also an issue, with an average score rank of 38. However, the borough performs</p>	<p>Age Verification</p> <p><i>Ensuring Under 18's do not have access to licensed premises</i></p> <p>All Merkur Slots venues are strictly adult only (over 18's only).</p> <p>Gambling is an age restricted product and Praesepe operates a 'Think 25' policy.</p> <p>Age verification is embedded in training platforms and responsible gambling policies.</p> <p>Over 18's notices are displayed on the entrance.</p> <p>Think 25 advertising is prominently displayed throughout the premise.</p> <p>Merkur Slots Walsall Premise frontage will be of a style which obscures the interior with no advertising depicting images that may appeal to children.</p> <p>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).</p> <p>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.</p>

<p>the worst on the education, skills and training deprivation domain, with an average score that ranks it as the 11th most deprived local authority in England.</p> <p>Schools and Education</p> <p>Second Chances School, 33 Lower Hall Ln, WS1 1RR</p> <p>Independent Learning Centre, Mounthraith House 1st floor, WS1 3NQ</p> <p>Blue Coat Church of England Aided Infant and Junior School, Hanch Place, WS1 3AF</p> <p>Walsall College, Wisemore Campus, WS2 8ES</p> <p>Birchills Church of England Primary Community School, Farrington St, WS2 8NF</p> <p>Caldmore Community Primary School, Carless St, WS1 3HR</p> <p>St Patrick's Catholic Primary School, Butts Rd, WS4 2AH</p> <p>Queen Mary's High School, Upper Forster St, WS4 2AE</p> <p>Mayfield Preparatory School, Sutton Rd, WS1 2PD</p> <p>Chuckery Primary School, Lincoln Rd, WS1 2DZ</p> <p>Hydesville Tower School, 25 Broadway North, WS1 2QG</p> <p>Palfrey Infant School, Beskott St, WS1 4HY</p> <p>College of Art & Technology, 71 Green Lane, WS2 8HX</p> <p>Abu Bakr Girls School, 154-160 Wednesbury Rd, Palfrey, WS1 4JJ</p> <p>Emmanuel School, 36 Wolverhampton Rd, WS2 8PR</p> <p>Palfrey Junior School, Milton St, WS1 4LA</p> <p>Croft Academy, Croft St, WS2 8JE</p> <p>St Mary's The Mount Catholic School, Jesson Rd, WS1 3AY</p> <p>Whitehall Nursery and Infant School, West Bromwich Rd, WS1 3HS</p> <p>Queen Mary's Grammar School, Sutton Rd, WS1 2PG</p> <p>Mary Elliot School, Brewer St, WS2 8BA</p> <p>Palfrey Girls School, 72 Queen Mary's St, WS1 4AB</p> <p>Community Centres and Youth Centres</p> <p>Black Womens Centre, 17 Wednesbury Rd, WS1 3RU</p> <p>Hi's N Lows, 1 Darwall St, WS1 1DA</p> <p>Affro Caribbean Community Association, 36 Wolverhampton Rd, WS2 8PR</p> <p>Leckie Senior Citizen Club, Arboretum Rd, WS1 2QH</p> <p>St Matthew's Centre, St Matthew's Cl, WS1 3DG</p> <p>New Life Resource Centre, 15A Fairground Way, WS1 4NU</p> <p>Caldmore Community Garden Centre, 12 Charles St, WS1 3RH</p> <p>Nasz Dom Community Hub, Sun St, WS1 4AL</p> <p>Palfrey Community Association, Milton St, WS1 4LA</p> <p>Pleck Youth Centre, 283 Wednesbury Rd, WS2 9QJ</p> <p>Army Reserve Centre, Sutton Rd, WS1 2PA</p>	<p>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 20% higher than the Industry average, all venues receive 3 or 4 random test visits per year.</p> <p>Test purchase fails are reviewed within 48 hours by the Area Manager, this involves reviewing CCTV footage of the incident and implementing appropriate training or where necessary disciplinary action.</p> <p>All age verification checks are recorded on the IHL SMART Tablet AV App, this data is collated centrally and regularly reviewed by an independent team of compliance auditors.</p> <p>Results of age verification checks and third-party results are shared with the Gambling Commission.</p> <p>Proof of Age scheme in place with application forms available in the venue.</p> <p>Vulnerability</p> <p>Training and guidance are given to Merkur Slots staff on vulnerability (the inability or limited ability of people to control their actions). This includes addictive gambling, mental health, alcohol, or drugs issues.</p> <p>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).</p> <p>All staff complete on boarding and 6 monthly refresher training which includes Safeguarding Children and Vulnerable People and Customer Interaction.</p> <p>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.</p> <p>Customer Interaction</p> <p>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).</p> <p>Staff are provided with the training to enable them to provide guidance on safer and responsible gambling.</p>
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<p>Parks, play grounds and sports/leisure facilities Walsall Arboretum Park & Garden, Broadway N, WS1 2QB Walsall Gala Swimming & Fitness Centre, Tower St, WS1 1DH</p> <p>Vulnerable and addiction support services The Glebe Homeless & Addiction Support Centre, Wednesbury Rd, WS1 3RU</p> <p>YMCA Black Country Group Charity, 5 Green Ln, WS2 8HE Nacro Walsall Centre Charity (change life support centre), 24-26 Broadway N, WS1 2 AJ Bridle Court Jobcentre, 1-5 Hatherton Rd, WS1 1XR Bayard House Jobcentre, 134-138- Litchfield Rd, WS1 1SP Ariella Health Centre (Job centre), 48 Bridge St, WS1 1JZ Seasons Rehabilitation Centre, Lysways St, WS1 3AQ Walsall Family Health Service Authority, Old Square Shopping Centre, WAS1 1JY Walsall Sexual Health, Manor Hospital, Pleck Rd, WS2 9ES</p> <p>Homeless shelters and food banks Supporting Homeless Organisation, Wilbraham Rd, WS2 9PT and 1 Ida Rd, WS2 9SR Samaritans of Walsall and District, Bott Ln, WS1 2QJ</p> <p>Pawnbrokers and Loan Shops H&T Pawnbrokers, 8 The Bridge, WS1 1LR Cash It Ltd, 5 Bradford St, WS1 1NX Cash Converters, 84 Bradford St, WS1 1NU Cash Generator, 18 Bradford St, WS1 1PB</p> <p>Medical Centres, Care Homes and Mental Health facilities The Manor Medical Practice, Sai health Centre, 1 Forest St, WS2 9PL Walsall Manor Hospital, Moat Rd, WS2 9SP Walsall Family Planning Clinic and Sexual Health, Pleck Rd, WS2 9ES The Wharf Family Practice, 145a Pleck Rd, WS2 9ES Palfrey Health Centre, 151 Wednesbury Rd, WS1 4QJ The Limes Medical Centre, 5 Birmingham Rd, WS1 2LX Litchfield St Surgery, 19 Litchfield St, WS1 1UG Saddlers Health Centre, 133 Hatherton St, WS1 1YB Dr A Alex, Walsall Walk-in Health Centre, Market Sq, WS1 1OZ Walsall Urgent Care (Community Site), Saddlers Shopping Centre, Bridgeman St, WS1 1YT My Pillar Limited Care Services, 77 Bridge St, WS1 1JQ</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Player Protection <i>To identify signs associated with problem gambling and people who may be at risk of gambling related harm</i> <i>Failure to provide information to customers on responsible gambling</i> <i>Failure to maintain and administer the self-exclusion process, including breaches and reinstatement reviews</i></p> <p>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.</p> <p>'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.</p> <p>Playright App available for customers to self-manage their play and spend and can send alerts to Merkur Slots Walsall if the customer enters at a time, they have chosen not to play which instigates an interaction with the customer.</p> <p>Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling</p> <p>Socially Responsible messaging is implemented on all digital B3 and Cat C machines.</p> <p>All machines display Gamble Responsibly stickers with helpline contact details.</p> <p>Senior Management are members of the Bingo Association Executive and Socially Responsible Committees and BACTA Divisional and Socially Responsible Committees</p>
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	<p>Hilton Road Retirement Home, 30 Broadway, WS1 2AU Harmony care Homes, 91 Highgate Rd, WS1 3JA Angel Court Care Home, Manor Rd Precinct, WS2 8RF Crossway Residential Care Home, 66 Highgate Rd, WS1 3JE Dorothy Pattison Hospital, Mental Health Clinic, Alumwell Cl, WS2 9XH The Pebble Practice, 5 Birmingham Rd, WS1 2LT Arboretum Counseling, Psychiatrist, Buchanan Rd, WS4 2EN Sycamore House Medical Centre, 111 Birmingham Rd, WS1 2NL</p> <p>Gambling premises Admiral Casino, 2a Bradford Place, 3a Bradford St, WS1 1NX Playland, 2a, Bradford Place, 3a Bradford St, WS1 1NX Paddy Power, 85 Bradford St, WS1 1NU Ladbroke's, 40 Station St, WS2 9JT Betfred, 9, The Bridge, WS1 1LR Buzz Bingo Hall, Jerome Retail Park, WS1 3QB Grosvenor Casino, Bentley Mill Way, WS2 0LE</p> <p>Residential Areas The St Matthews ward has a high proportion of socially rented (35.80%) properties compared to borough (24.1%).</p> <p>Bus stops and other Transport links Walsall Train Station served by London Midlands Trains , 0.1 mile away; Bus stops- Saddlers Centre (Stop Q, S, R) WS1 1PL; Newport St (Stop X, W, V) WS1 1PB; Dudley St, WS1 3NQ; Queen St, WS2 9NP; Walsall Bus and Coach Station, WS1 1NR.</p> <p>Locally Identified Premises Clive Mark Schoolware, Park Shopping Centre, WS1 1NP The New Art Gallery Walsall, WS2 8LG The Light Cinema, 62 Wolverhampton St, WS2 8DD</p> <p>Public Houses and Alcohol Licensed Premises The Starting Gate, Newport St, WS1 1RZ Clubs R Us, Bradford Place, WS1 1PL The Red Lion, Park St, WS1 1LY The Brewery Stores and The Vaults, High St, WS1 1QR Hogshead, Leicester St, WS1 1PT The Green Dragon Inn, High St, WS1 1QW The Varsity, Darwall St, WS1 1DA The Old Court House, Lichfield St, WS1 1SX Revolution Vodka Bar, Bridge St, WS1 1JQ</p>	<p>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.</p> <p>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</p> <p>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 implemented in different areas.</p> <p>Homelessness 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.</p> <p>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.</p> <p>Staff are trained how to manage situations with homeless people seeking refuge.</p> <p>A line of contact will be created with local high-risk premises, homeless shelters, foodbanks to provide social responsibility information.</p>
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Wharf 10 Café Bar, 10 Wolverhampton St, WS2 8LR
 Milligans Café Bar, Lichfield St, WS1 1SL
 The Prince, Stafford St, WS2 8DF
 Balloons Wine Bar, Ablewell St, WS1 2EU
 The Oak, 336 Green Ln, WS2 8HH
 The Katz, Lower Rushall St, WS1 2AA
 Cuckoo and Bell, 19 Stafford St, WS2 8DG
 The Builders Arm, 3 Albert St, WS2 8EX
 The Dog & Partridge Inn, Sandwell St, WS1 3EB
 The New Inn, Blue Lane West, WS2 8NU
 The New Birchills, 15 Birchills St, WS2 8NF
 The Tannery, Burrowes St, WS2 8NX
 Fitters Arms, 20 Hatherton St, WS4 2LA
 Forge Hammer Inn, Rollingmill St, WS2 9EQ
 The Crown Inn, Long Acre St, WS2 8HP
 The Golden Lion, Birchills St, WS2 8NG
 Tap & Spile, 5 John St, WS2 8AF
 White Lion Inn, Sandwell St, WS1 3EQ
 The Orange Tree, 20 Wolverhampton Rd, WS2 8PR
 Butts Bar, Butts St, WS4 2BJ
 The Duke of York, Lumley Rd, WS1 2HL
 Hatherton Arms, Lichfield St, WS4 2BY
 Seven Star Inn, Stafford St, WS2 8DX
 The Rose & Crown, Old Birchills, WS2 8QH
 Raffles Club, Wednesbury Rd, WS2 9QN
 The White Horse, Green Ln, WS2 8JG
 Horse & Jockey, Bloxwich Rd, WS2 8BU
 Flan O'Briens, 100 Abwell St, WS1 2EU
 The Wheatsheaf, 4 Birmingham Rd, WS1 2NA
 Waterfront, Wolverhampton Rd, WS2 8DH
 The Cambridge Pub, 3 Cambridge St, WS1 4BZ
 St Matthew's Hall, Wetherspoon, Lichfield St, WS1 1SX
 The Watering Trough, 90 Abwell St, WS1 2EU
 Toby Carvery, The Broadway, WS1 2QA
 The Spring Cottage, Hotshill Ln, WS1 2HZ
 The Victoria, 23 Lower Rushall St, WS1 2AA
 Suede Bar & Night Club, Unit 5, Bridge House, 47-55 Bridge St, WS1 1JQ
 Retro, 29 Bradford St, WS1 1PN
 Colliseum, 17 Newport St, WS1 1RZ
 Manhattan's, 133 Lichfield St, WS1 1SL
 Religion, 42-46 Bridge St, WS1 8HR
 Polski Klub, 2 Bradford St, WS1 1PL
 R3tro, 27 Midland Rd, WS1 3QQ

	Equator, 132 Lichfield St, WS1 1SL	
Preventing gambling being a source of crime or disorder, being associated with crime and disorder or being used to support crime	<p>Crime statistics</p> <p>Merkur Slots Bradford Street, Walsall, WS1 1PB is within the St Matthew's policing neighbourhood, under the West Midlands Police force area. There were 230 total crimes recorded in June 2020 by West Midlands Police within half a mile of the Merkur Slots Walsall postcode. 40 of those crimes were related to anti-social behaviour, 91 to violence and sexual crimes, 20 to burglary, 13 to criminal damage and arson, 7 to robbery, 14 to shoplifting, 2 to drugs, 16 to public order, 2 to drugs and 23 to other crimes.</p> <p>Statistics published by police.uk show crimes recorded between June 2017 and July 2018 a total of 1835 crimes. 279 incidents related to anti-social behaviour, 343 to shoplifting, 48 to drugs, 548 to violent crime and 56 to robbery.</p> <p>Local Police</p> <p>West Midlands Police, 1 Station St, Bloxwich, WS3 2PD.</p> <p>Public Houses and Alcohol Licensed Premises</p> <p>The Starting Gate, Newport St, WS1 1RZ</p> <p>Clubs R Us, Bradford Place, WS1 1PL</p> <p>The Red Lion, Park St, WS1 1LY</p> <p>The Brewery Stores and The Vaults, High St, WS1 1QR</p> <p>Hogshead, Leicester St, WS1 1PT</p> <p>The Green Dragon Inn, High St, WS1 1QW</p> <p>The Varsity, Darwall St, WS1 1DA</p> <p>The Old Court House, Lichfield St, WS1 1SX</p> <p>Revolution Vodka Bar, Bridge St, WS1 1JQ</p> <p>Wharf 10 Café Bar, 10 Wolverhampton St, WS2 8LR</p> <p>Milligans Café Bar, Lichfield St, WS1 1SL</p> <p>The Prince, Stafford St, WS2 8DF</p> <p>Balloons Wine Bar, Ablewell St, WS1 2EU</p> <p>The Oak, 336 Green Ln, WS2 8HH</p> <p>The Katz, Lower Rushall St, WS1 2AA</p> <p>Cuckoo and Bell, 19 Stafford St, WS2 8DG</p> <p>The Builders Arm, 3 Albert St, WS2 8EX</p> <p>The Dog & Partridge Inn, Sandwell St, WS1 3EB</p> <p>The New Inn, Blue Lane West, WS2 8NU</p> <p>The New Birchills, 15 Birchills St, WS2 8NF</p> <p>The Tannery, Burrowes St, WS2 8NX</p>	<p>Premise Security and violence in the workplace</p> <p><i>Poor security control measures which may increase vulnerability to crime</i></p> <p><i>Failure to protect employee and customers from harm during the hours of late-night opening</i></p> <p>Merkur Slots Walsall is subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed.</p> <p>Merkur Slots Walsall 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.</p> <p>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.</p> <p>General Crime and Disorder</p> <p><i>To identify aggressive customers to prevent crime and disorder</i></p> <p><i>Awareness of local crime issues in the local area</i></p> <p>We have reviewed the Police UK hot-spot mapping for Swale - Chalkwell 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 Kent Police over reducing our involvement in any incident.</p> <p>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.</p> <p>All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable.</p> <p>Staff are trained on how to deal with aggressive customers and situations which may also require police assistance.</p>

<p> Filters Arms, 20 Hatherton St, WS4 2LA Forge Hammer Inn, Rollingmill St, WS2 9EQ The Crown Inn, Long Acre St, WS2 8HP The Golden Lion, Birchills St, WS2 8NG Tap & Spile, 5 John St, WS2 8AF White Lion Inn, Sandwell St, WS1 3EQ The Orange Tree, 20 Wolverhampton Rd, WS2 8PR Butts Bar, Butts St, WS4 2BJ The Duke of York, Lumley Rd, WS1 2HL Hatherton Arms, Lichfield st, WS4 2BY Seven Star Inn, Stafford St, WS2 8DX The Rose & Crown, Old Birchills, WS2 8QH Raffles Club, Wednesbury Rd, WS2 9QN The White Horse, Green Ln, WS2 8JG Horse & Jockey, Bloxwich Rd, WS2 8BU Flan O'Briens, 100 Abwell St, WS1 2EU The Wheatsheaf, 4 Birmingham Rd, WS1 2NA Waterfront, Wolverhampton Rd, WS2 8DH The Cambridge Pub, 3 Cambridge St, WS1 4BZ St Matthew's Hall, Wetherspoon, Lichfield St, WS1 1SX The Watering Trough, 90 Abwell St, WS1 2EU Toby Carvery, The Broadway, WS1 2QA The Spring Cottage, Hotshill Ln, WS1 2HZ The Victoria, 23 Lower Rushall St, WS1 2AA Suede Bar & Night Club, Unit 5, Bridge House, 47-55 Bridge St, WS1 1JQ Retro, 29 Bradford St, WS1 1PN Colliseum, 17 Newport St, WS1 1RZ Manhattan's, 133 Lichfield St, WS1 1SL Religion, 42-46 Bridge St, WS1 8HR Polski Klub, 2 Bradford St, WS1 1PL R3tro, 27 Midland Rd, WS1 3QQ Equator, 132 Lichfield St, WS1 1SL </p> <p> Pawnbrokers and Loan Shops H&T Pawnbrokers, 8 The Bridge, WS1 1LR Cash It Ltd, 5 Bradford St, WS1 1NX Cash Converters, 84 Bradford St, WS1 1NU Cash Generator, 18 Bradford St, WS1 1PB </p> <p> Gambling premises Admiral Casino, 2a Bradford Place, 3a Bradford St, WS1 1NX </p>	<p> The company operate an internal security alert system and are registered with trade associations for crime bulletins (Bingo Association and BACTA). </p> <p> 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. </p> <p> Merkur Slots Walsall 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. </p> <p> 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. </p> <p> 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. </p> <p> Incidents of anti-social behaviour are recorded on the IHL SMART Tablet Incident App. </p> <p> 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. </p> <p> 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. </p> <p> Money Laundering <i>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.</i> </p> <p> Merkur Slots has a designated Anti Money Laundering Officer (AMLO) and AML policies with clear escalation and reporting processes. </p>
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	<p>Playland, 2a, Bradford Place, 3a Bradford St, WS1 1NX Paddy Power, 85 Bradford St, WS1 1NU Ladbroke's, 40 Station St, WS2 9JT Betfred, 9, The Bridge, WS1 1LR Buzz Bingo Hall, Jerome Retail Park, WS1 3QB Grosvenor Casino, Bentley Mill Way, WS2 0LE</p> <p>Residential Areas (impacted by Anti-Social Behaviour)</p> <p>Walsall where Merkur Slots is located in mixed residential and non-residential part of town. Statistics shows that in the Merkur Slots Walsall area, on 150 total of housing types, 66 are in residence in Commercial Building and 75 are purpose-build flats. The most common recorded business types are shops and advertising rights. The area containing Bradford Street, Walsall contains a higher than average level of rented housing (excluding social housing) - 65% of household spaces. This contrasts with the national average of just over 16%. Housing occupancy is predominantly single person. Area here is classed as Urban with Major Conurbation. There were 230 total crimes recorded in June 2020 by West Midlands Police within half a mile from where Merkur Slots Walsall is located. Only 40 of those crimes were related to anti-social behaviour. Most of them happened near or by bus/coach station, near Caldmore Green Street, near parking area, near Hart St and Charles St and Ridgewood Close Street area.</p>	<p>There are 2 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.</p> <p>IHL SMART Tablet AML App is used to record AML incidents with emails alerts sent directly to the AMLO.</p> <p>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.</p> <p>Anti-fraud analysis on MARS (machine data capture system) identifies suspicious gaming activity.</p> <p>Adequate staff will always be maintained and subject to regular review and risk assessment.</p> <p>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.</p> <p>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.</p> <p>Any period of single-staffing is managed by the lone-working policy, locked door policy, remote monitoring of CCTV and keeping in touch policy.</p> <p>Merkur Slots Walsall 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.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p> <p>Venue and machine keys are secured in a time delay safe accessible only by Duty Management.</p> <p>The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed.</p> <p>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.</p> <p>Alcohol and Drugs</p> <p>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.</p> <p>'No Alcohol Allowed' signage on the door.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Maglock systems will be deployed during times of public houses closing.</p> <p>Money Lending</p> <p>Money lending is not tolerated within our premises.</p> <p>Suspensions of organised money lending by illegal money lenders are escalated to the audit compliance team and onwards to local authority money lending teams.</p>

Ensuring that gambling is conducted in a fair and open way		<p>Bingo/Gaming Machine and Supervision</p> <p>The premise 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).</p> <p>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 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. Tablet systems now account for most of the bingo play in venues of all sizes.</p> <p>Customer Complaints</p> <p><i>Failure to prevent customers complaints and disputes regarding gambling within our premises. Failure to resolve customer's complaints and disputes regarding our gambling premises.</i></p> <p>Merkur Slots operate a clear customer complaints policy both within venues and via a customer complaints link on the website. Complaints management policy in place for written, telephone and complaints received via the 'customer complaints' link on company website.</p> <p>The Company Code of Practice and Complaints and Disputes Policy will be displayed on the Customer Information Board at the entrance with leaflets available within the premise - ADR provider is IBAS.</p> <p>Complaints portal used to collate and manage responses.</p> <p>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.</p> <p>Marketing</p> <p>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).</p> <p>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.</p> <p>All marketing campaigns are reviewed for appropriateness before being launched. No advertising is used that depicts images that may appeal to children.</p>
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		Ethnicity and Local Area Demographic
Other	<p>Places of worship and Religious Buildings</p> <p>Syeda Fatima Zahra Centre, Mosque, 15 Birchills St, WS2 8NF</p> <p>Walsall Centre Mosque, Birchills St, WS2 8NF</p> <p>The Karimia Institute Mosque, Stafford St, WS2 8ED</p> <p>Baitul Mugeet Mosque, 22 Vicarage Pl, WS1 3NA</p> <p>Central Mosque Committee and Community Centre, 39 Selborne St, WS1 2JN</p> <p>Faizan e Attar Walsall UK Mosque, 28 Glebe St, WS1 3NX</p> <p>Jalalia Sunni Jami Masjid & Islamic Education Centre, WS1 3RG</p> <p>Aisha Mosque, 4 Rutter St, WS1 4HJ</p> <p>Bangladesh Islamic Centre, Mosque, 74 Wednesbury Rd, WS1 3RR</p> <p>Masjid Al- Farouq Mosque, 4 Milton St, WS1 4JS</p> <p>Masjid Abu Bakr Mosque, 156-160 Wednesbury Rd, WS1 4JJ</p> <p>Masjid Hamza Mosque, WS2 8AH</p> <p>St Patrick S C Church, Blue Ln East, WS2 8HN</p> <p>Green Lane Baptist Church, Burrowes St, WS2 8NX</p> <p>7 days Adventist Church, North Street, WS2 8AU</p> <p>St John's Church, Vicarage Ter, WS2 9HB</p> <p>Walsall Wood Methodist Church, 1 Litchfield Rd, WS4 2HT</p> <p>St Peter's CofE Church, 22 Bloxwich Rd, WS2 8DB</p> <p>Reedswood Methodist Church, Edward St, WS2 8RT</p> <p>The Rock Christian Church, Litchfield House, WS1 1TJ</p> <p>Bethel United Church of Christ, Caldmore Rd, WS1 3NQ</p> <p>St Mary's The Mount R C Church, WS1 3NF</p> <p>Walsall Independent Evangelical Church, Bath St, WS1 3DB</p> <p>The Crescent Baptist Church, 25 The Crescent, WS1 2BX</p> <p>New Testament Church of God-Family Worship Centre, Chuckery Rd, WS1 2DT</p>	<p>Ethnicity and Local Area Demographic</p> <p>Merkur Slots does not discriminate on the ground of ethnic or social demographic.</p> <p>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.</p> <p>Merkur Slots takes a holistic approach to customers and is aware that the Equality Act precludes the exclusion of any group for generalised reasons.</p> <p>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.</p> <p>Training & Social Responsibility</p> <p>Merkur Slots take responsible gambling and social responsibility seriously, ensuring all staff are fully trained to carry out their roles in a responsible manner.</p> <p>There are two National Training Centres and a dedicated Learning and Development Team.</p> <p>Bingo Association, Gamcare Accredited training completed by members of management.</p> <p>All staff complete on boarding and 6 monthly refresher training: The Essentials of Compliance, Safeguarding Children and Vulnerable People, Age Verification and Customer Interaction.</p> <p>Staff are aware of the importance of social responsibility, trained to advise customers of gambling responsibly and identifying potential problem gamblers.</p> <p>Compliance and Social Responsibility Folder and Player Protection Framework containing policies and procedures is available to all staff. Venue Managers review compliance logs monthly, Area Managers Bi monthly and Compliance Auditors twice yearly.</p> <p>COVID 19</p> <p>All staff receive training on COVID-19 guidelines.</p> <p>Control measures clearly displayed at the entrance, temperature checks prior to entry and hand sanitisers available on entrance and throughout premise.</p> <p>Masks made available to customers.</p>

		<p>Appropriate social distancing signage throughout the gaming area and maximum capacity limits enforced.</p> <p>COVID-19 Daily Check, B3 Ratio Check and Customer Track and Trace will be recorded on the IHL SMART Tablet.</p>
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Merkur Slots Walsall Premise Layout

Premise level:	Merkur Slots Walsall is a ground floor premises with unused rooms above.
Premise frontage:	Merkur Slots Walsall 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 Practise (CAP) and Broadcast Committee of Advertising Practise (BCAP)
Counter Position:	<p>Merkur Slots Walsall 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.</p> <p>The central service area serves as the main support area for staff to manage the venue without having to leave the floor:</p> <ul style="list-style-type: none"> - 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. - Beverage and snacks are provided from the service area - 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 - The CCTV monitor on the central desk allows staff to view the exterior at all times.
Floor layout:	Merkur Slots Walsall 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:	<p>Merkur Slots Walsall 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).</p> <p>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.</p>
Hidden Areas:	Merkur Slots Walsall 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 the Gaming Industry for 25 years in operations as a venue manager for 4 years and area manager for 20 years before moving to the Audit and Compliance department in 2019, prior to which I was in retail management. During my time in the industry, I have managed venues and areas in many locations from market towns such as Loughborough to large cities like Glasgow and Luton. When I was required to complete a Local Area Risk Assessment for the new Merkur Slots premises on Bradford Street, Walsall I researched the area and then visited the location. I was accompanied on my visit by Chris Mann, Area Manager for Merkur Cashino whose area this venue will fall under. Chris has worked in the industry for 5 years prior to which he was employed in retail at manager and area manager level. He lives in Staffordshire and has always worked in the West Midlands, the closest Merkur Slots venue under his control is Wolverhampton and he is also responsible for Merkur Cashino in central Birmingham - on New Street and Bull Street where he has strived to develop strong teams competent in managing all the challenges presented to them. Teams from neighboring venues will be utilised to train and support the new team in Walsall in addition to pre-opening training from the learning and Development Team.

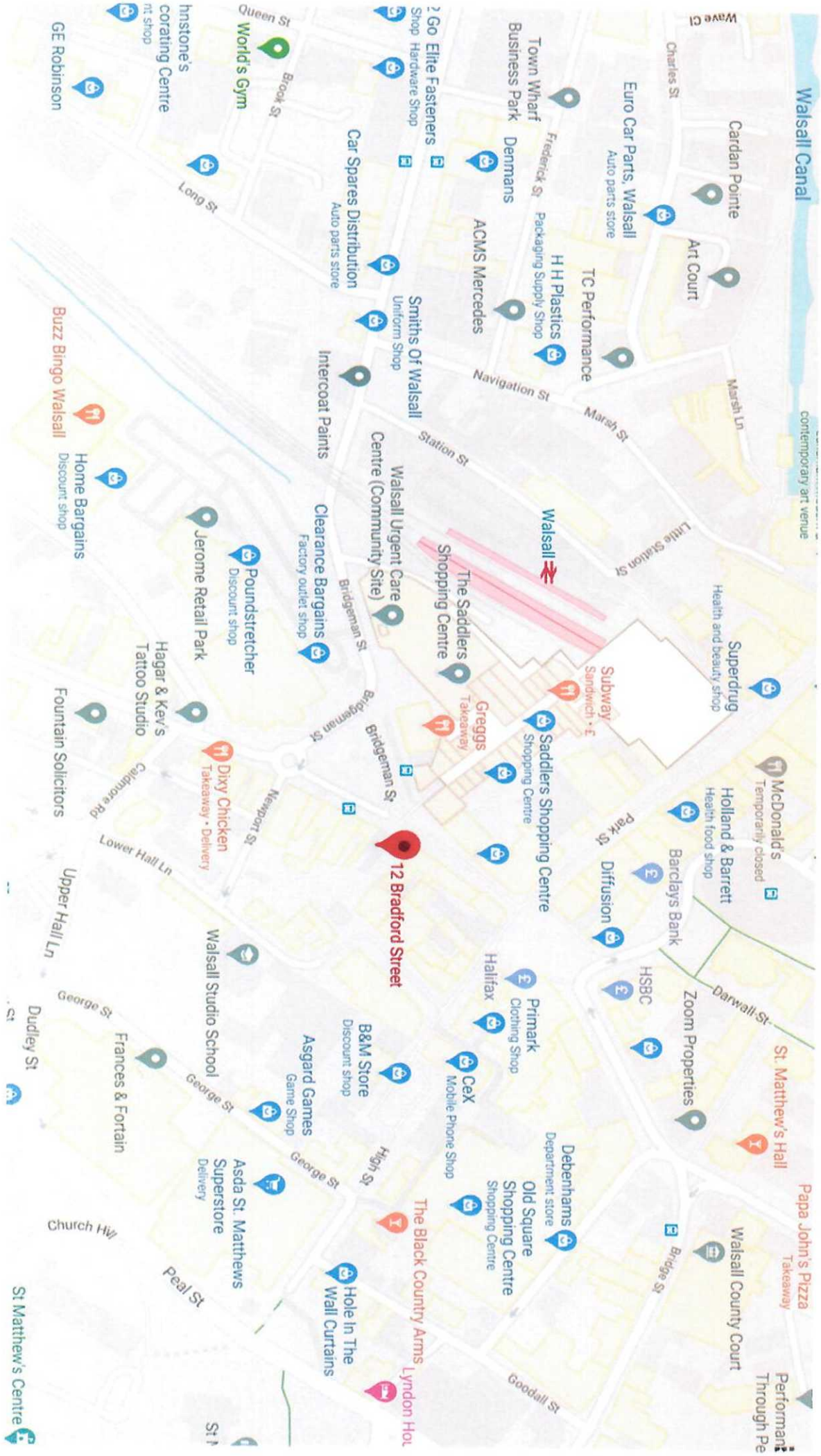
I initially visited and produced this Risk Assessment in September 2020 and due to lockdown restrictions have been unable to revisit, therefore have completed a review of my original assessment remotely prior to its submission. A physical visit will be carried out once restriction permit and prior to opening.

This document provides an assessment of risk at premise level relating to the provision of these facilities for gambling. Praesepe is a national operator and employs a number of 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 premises 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, Praesepe has also taken into account 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:	Gill Clulow
Signature:	
Date:	08.09.2020

Merkur Slots, 12 Bradford Street, Walsall, WS1 1PB



Merkur Slots, 12 Bradford Street, Walsall, WS1 1PB – Shop Front example

