

**Application for a premises licence: Vault Casino, 574 High Road, HA0
2AA (REF: 37927)
Proposed Conditions**

1. The premises shall operate and maintain a digital colour CCTV system. The CCTV system shall be in operation and recording at all times whilst the premises are open for authorised activities and whilst customers are present. All recordings shall be kept for 31 days. The CCTV system shall also display the correct date and time on any recordings.
2. The CCTV system shall capture clear images of every person entering or leaving the premises with further CCTV cameras covering the publicly accessible areas stipulated on the premises plan, including the immediate frontage on High Road, Wembley. A monitor shall also be installed inside the premises, positioned above the front entrance door, displaying live CCTV images of customers entering and exiting the premises.
3. CCTV footage shall be made available for immediate viewing upon request by the Police and any authorised Officers from Brent Council by a member of staff who is conversant with the operation of the CCTV system. CCTV footage shall also be provided to the Police and any authorised Officers from Brent Council, in a readily accessible format on removable media or via digital transfer within 24 hours of request.
4. Notices stating that CCTV is in operation shall be clearly and prominently displayed.
5. A 'Think 25', or any other similarly recognised age verification policy, shall be operated at the premises, whereby the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, or a proof of age card bearing the PASS hologram. Notices advising customers of the age verification policy shall be conspicuously displayed within the premises.
6. A physical or electronic refusals log shall be kept at the premises which records all age verification challenges made by staff to customers. The log shall record the date/time of the challenge, a description of the customer, the name of the member of staff who made the challenge, and any other relevant observations. The refusals log shall be made available for inspection upon request by an authorised officer of Brent Council or the Police.
7. Independent third-party test purchasing shall be carried out at the premises at least twice per year to assess compliance with the prohibition on under-18s entering the premises and using gaming machines. The results of such test purchasing shall be made available for inspection upon request by an authorised officer of Brent Council or the Police.
8. There shall be a minimum of two members of staff on duty at all times whilst the premises are open for authorised activities and whilst customers are

present, one of whom shall be SIA licensed between the hours of 23:00 and 07:00.

9. Staff shall continuously monitor customer activity when they are in the premises.
10. A policy shall be implemented to ban any customer who engages in crime, disorder, or anti-social behaviour within the premises or in the immediate vicinity of the premises. A record of all banned customers shall be maintained and shall be made available for inspection upon request by an authorised officer of Brent Council or the Police
11. No open alcoholic drinks shall be permitted on any publicly accessible area defined on the premises plan.
12. Staff shall refuse the use of any gambling machines to customers who appear to be under the influence of alcohol or drugs, and such customers shall be asked to leave the premises. Any such incidents shall be recorded in the incident log.
13. All seating within the premises shall be secured to the floor or suitably weighted to prevent lifting.
14. An intruder alarm system and a panic button behind the counter shall be installed and maintained.
15. Customer toilets shall be checked hourly for evidence of drug taking, and a record of the time of the check and the staff member undertaking it shall be maintained.
16. GamCare, self-exclusion, or any other relevant information relating to responsible gambling and problem gambling shall be prominently displayed within the premises and made readily available to customers.
17. All Category B gaming machines on the premises shall display safer gambling messages and be programmed to provide reality check to customers.
18. Staff training shall be undertaken by all members of staff involved in authorised activities. All staff shall also undergo refresher training at least once every 12 months, with all training recorded. Training shall include the following topics, although this list is not exhaustive:
 - a. customers who are, or may be, at risk of harm from gambling, and how to interact with them appropriately.
 - b. self-exclusion.
 - c. customer disputes
 - d. any other potential issues identified within the local area risk assessment, or other relevant operating procedures and policies set by the operator.
 - e. the three licensing objectives and premises licence conditions.

Training records shall include the date and time of the training, the name of the staff member trained, and the training topic covered. Staff training records shall be made available for inspection upon request by the Police or authorised officers of Brent Council.

19. All reasonable steps shall be taken to prevent customers from consuming alcohol directly outside the premises. Any customer found consuming alcohol outside the premises shall be banned from the premises in accordance with the premises' banning policy. A notice shall also be prominently displayed and visible from the exterior of the premises stating that the consumption of alcohol outside the premises is not permitted and that customers who do so will be banned.
20. An up-to-date incident log shall be maintained, which shall record the following:
 - a. any incidents of crime and disorder.
 - b. any incidents where a customer is ejected or asked to leave the premises.
 - c. any incidents where a customer is barred from the premises.
 - d. any complaints received.
 - e. any faults in the CCTV system.
 - f. any visit by a relevant authority or emergency service.

Any entries into the incident log shall be made as soon as reasonably practicable following any such incident and shall include the date and time of the incident, the nature of the incident, a description of the persons involved, the action taken, and the name of the person responsible for the management of the premises at the time of the incident. The incident log shall be made available for inspection upon request by an authorised officer of Brent Council or the Police.