

LOCAL GAMBLING RISK ASSESSMENT

Premises: Macau Casino Slots, 131-135 Kilburn High Road, London, NW6 7HS

Operator: Golden Slots (Southern) Limited

Operating Licence: 043695-N-323074-012

Prepared by: Debbie Bollard

Date: 16/4/2026

Requirement to Comply

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

Social responsibility code provision 10.1.1

1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy.

2. Licensees must review (and update as necessary) their local risk assessments.

- a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;**
- b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;**
- c. when applying for a variation of a premises licence; and**
- d. in any case, undertake a local risk assessment when applying for a new premises licence.**

Ordinary code provision 10.1.2

1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

Premises

The premises are located on the ground floor of a 4 storey building at the intersection of Kilburn High Road, Victoria Road and Quex Road and sit across the road from a Merkur Slots. The site which will offer Bingo will be open between the hours 08:00-23:00 Monday – Friday and 09:00-23:00 weekends and public holidays. It is restricted to persons age 18+ and will be staffed by at least 2 members of staff on site at all times and 24/7 CCTV of the play space and entrance/exit to the building. Kilburn High Road is a busy high street offering the usual selection of retail, and takeaways with residential and office space above. Directly opposite on Victoria Road is a MacDonalDs open 0500-0445 daily, the rest of Victoria Road is residential flats and houses many divided into apartments. Opposite on the corner of Quex Road is Popeyes open 0800-0100 daily, Quex Road has some retail but is mainly residential flats and apartments. Residential accommodation sits behind both sides of Kilburn High Road.

The premises is located within the London Borough of Brent. The Council's Statement of Gambling Policy requires operators to assess local risks, particularly in relation to deprivation, crime, and proximity to vulnerable groups. While Brent does not designate formal Gambling Vulnerability Zones in the same way as some boroughs, the area of Wembley Central is recognised as a high footfall urban environment with indicators of deprivation and crime that require enhanced safeguarding measures. This assessment has been prepared in line with the London Borough of Brent's Statement of Gambling Policy, with particular regard to the protection of vulnerable persons, local deprivation indicators and cumulative impact considerations

Demographics

Kilburn has a population of 28,618 (ONS) in 13,207 households, many living alone and/or in flats and apartments. It has a multi-ethnic community with less than half the population being white and a higher-than-average percentage speaking English other than as a first language. Household deprivation in all dimensions is above the national average. Unemployment is higher than average, but general health is good

The relatively high levels of deprivation and economic inactivity in the area are recognised risk factors for gambling-related harm.

The operator has taken this into account by implementing:

- Safer gambling policies
- Staff training to identify vulnerable customers
- Access to support services and self-exclusion schemes

The area has a highly diverse population with a range of languages and cultural backgrounds.

To ensure accessibility and protection:

- Staff are trained in inclusive communication
- Customers are signposted to support services
- Multilingual support resources are made available where appropriate

Kilburn West

Population

2024

16,444
people

58,620,101 people in England

Source: ONS - Mid-year estimates

Small area: Output area

Number of households

2021

7,648
households

23,436,085 households in England

Source: ONS - Census 2021

Small area: Output area

Household composition

2021

Kilburn West | (England)

One person household **38.8%** (30.1%)

Single family household **49.1%** (63.0%)

Other household types **12.1%** (6.9%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Household deprivation

2021

Kilburn West | (England)

Household is not deprived in any dimension **42.9%** (48.4%)

Household is deprived in one dimension **34.6%** (33.5%)

Household is deprived in two dimensions **16.1%** (14.2%)

Household is deprived in three dimensions **5.9%** (3.7%)

Household is deprived in four dimensions **0.5%** (0.2%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Ethnic group

2021

Kilburn West | (England)

Asian, Asian British or Asian Welsh **12.9%** (9.6%)

Black, Black British, Black Welsh, Caribbean or African **24.6%** (4.2%)

Mixed or Multiple ethnic groups **7.2%** (3.0%)

White **44.8%** (81.0%)

Other ethnic group **10.5%** (2.2%)

% of all people

Source: ONS - Census 2021

Small area: Output area

General health

2021

Kilburn West | (England)

Very good health **55.1%** (48.5%)

Good health **29.5%** (33.7%)

Fair health **10.4%** (12.7%)

Bad health **3.6%** (4.0%)

Very bad health **1.3%** (1.2%)

% of all people

Source: ONS - Census 2021

Small area: Output area

Embedded area profile

English

2021

Kilburn West (England)

Main language is English (English or Welsh in Wales) **75.3%** (90.8%)

Can speak English very well **12.1%** (4.0%)

Can speak English well **8.5%** (3.3%)

Cannot speak English well **3.5%** (1.6%)

Cannot speak English **0.6%** (0.3%)

% of people aged three years and over

Source: ONS - Census 2021

Small area: Output area

Accommodation type

2021

Kilburn West (England)

Whole house or bungalow **11.6%** (77.4%)

Flat, maisonette or apartment **88.2%** (22.2%)

A caravan or other mobile or temporary structure **0.1%** (0.4%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Economic activity status

2021

Kilburn West (England)

Economically active: In employment **62.1%** (57.4%)

Economically active: Unemployed **6.7%** (3.5%)

Economically inactive **31.2%** (39.1%)

% of people aged 16 years and over

Source: ONS - Census 2021

Small area: Output area

Kilburn East

Population

2024

12,174
people

58,620,101 people in England

Source: ONS - Mid-year estimates

Small area: Output area

Number of households

2021

5,559
households

23,436,085 households in England

Source: ONS - Census 2021

Small area: Output area

Household composition

2021

Kilburn East (England)

One person household **41.8%** (30.1%)

Single family household **46.9%** (63.0%)

Other household types **11.4%** (6.9%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Household deprivation

2021

Kilburn East (England)

Household is not deprived in any dimension **35.0%** (48.4%)

Household is deprived in one dimension **35.5%** (33.5%)

Household is deprived in two dimensions **20.4%** (14.2%)

Household is deprived in three dimensions **7.9%** (3.7%)

Household is deprived in four dimensions **1.3%** (0.2%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Ethnic group

2021

Kilburn East (England)

Asian, Asian British or Asian Welsh **16.5%** (9.6%)

Black, Black British, Black Welsh, Caribbean or African **15.2%** (4.2%)

Mixed or Multiple ethnic groups **6.6%** (3.0%)

White **49.6%** (81.0%)

Other ethnic group **12.1%** (2.2%)

% of all people

Source: ONS - Census 2021

Small area: Output area

General health

2021

Kilburn East (England)

Very good health **51.2%** (48.5%)

Good health **30.2%** (33.7%)

Fair health **12.1%** (12.7%)

Bad health **4.9%** (4.0%)

Very bad health **1.6%** (1.2%)

% of all people

Source: ONS - Census 2021

Small area: Output area

Proficiency in English

2021

Kilburn East (England)

Main language is English (English or Welsh in Wales) **73.0%** (90.8%)

Can speak English very well **13.1%** (4.0%)

Can speak English well **9.1%** (3.3%)

Cannot speak English well **4.2%** (1.6%)

Cannot speak English **0.7%** (0.3%)

% of people aged three years and over

Source: ONS - Census 2021

Small area: Output area

Accommodation type

2021

Kilburn East (England)

Whole house or bungalow **5.7%** (77.4%)

Flat, maisonette or apartment **94.1%** (22.2%)

A caravan or other mobile or temporary structure **0.2%** (0.4%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Economic activity status

2021

Kilburn East (England)

Economically active: In employment **56.0%** (57.4%)

Economically active: Unemployed **5.9%** (3.5%)

Economically inactive **38.1%** (39.1%)

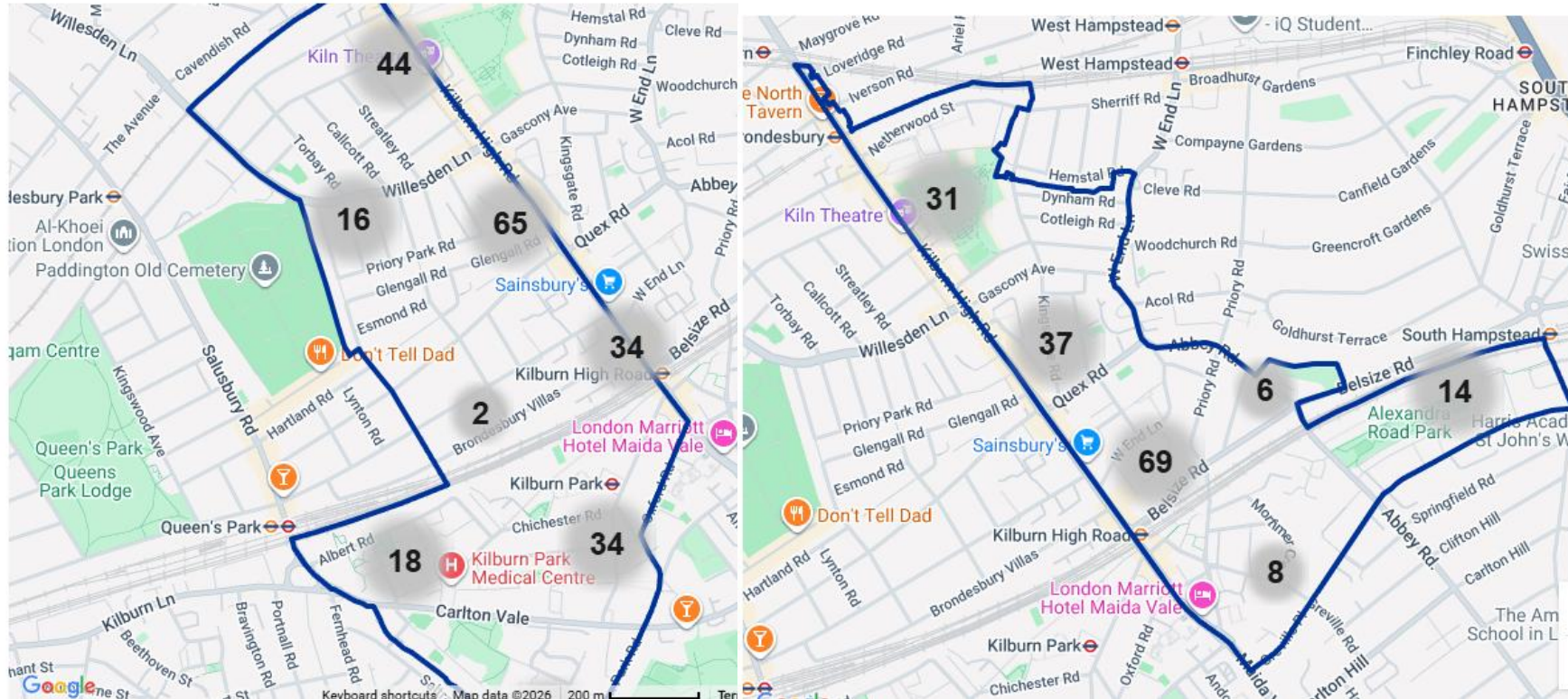
% of people aged 16 years and over

Source: ONS - Census 2021

Small area: Output area

Crime

The nearest police station is Kentish Town (3.5 miles) at 10-12A Holmes Road NW5 3AE open Monday – Friday 1000-2200 and weekends 0900-1900



The most common crimes in Kilburn are violence and sexual offences, with 915 offences during 2026, giving a crime rate of 38. This is 2.8% lower than 2025's figure of 941 offences and a difference of 1.09 from 2025's crime rate of 39. Kilburn's least common crime is other crime, with 29 offences recorded in 2026, an increase of 7% from 2025's figure of 27 crimes.

Brent has a Boroughwide restrictions including

- the consumption of alcohol in public places to cause alarm, distress and harassment
- the use of illegal drugs or psychoactive substances

- public health nuisance including urination, defecation, spitting including paan spitting
- aggressive begging

The level and type of crime recorded in the area is consistent with a busy high street with high footfall and transport connectivity. There is no direct evidence available to the operator to indicate that gambling premises are a primary driver of crime in the area. However, the operator recognises the elevated baseline risk and has implemented measures including staff supervision, CCTV and incident reporting protocols to mitigate potential impacts.

Crime Risk Scores

Kilburn • 12 Months Ending January 2026

The typical five-minute walk within Kilburn has a crime risk score of 632. This is based on analysis of 687 nearby areas within Kilburn, with "most" referring to roughly two thirds of the nearby locations.



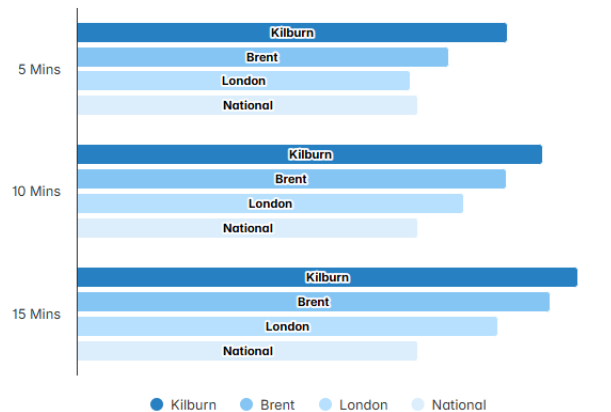
Crime risk scores are on a scale of 1 to 1,000 and consider the severity of the crimes involved, as determined by sentencing guidelines. A score of 1 represents the lowest risk, and 1,000 the highest risk. This approach ensures that - unlike overall crime rate figures - bicycle theft is *not* given the same importance in Kilburn's risk scores as, for example, robbery, or violence & sexual offences.

Within a five-minute walk of the typical location in Kilburn, crime risk scores are typically around 632, while in Brent they are average 546.

Areas within a ten-minute walk typically see crime risk scores of 684 (630 for Brent), and scores within a fifteen-minute walk are most often around 735 (Brent 695).

Typical Crime Risk Scores by Walking Distance

CrimeRate.co.uk



Highest Crime Rates

Kilburn • 12 Months Ending January 2026

Excluding *other crime* and *other theft* because their geographic location is often not relevant, *anti-social behaviour* as its definition is too wide, and *bicycle theft* for its specificity.



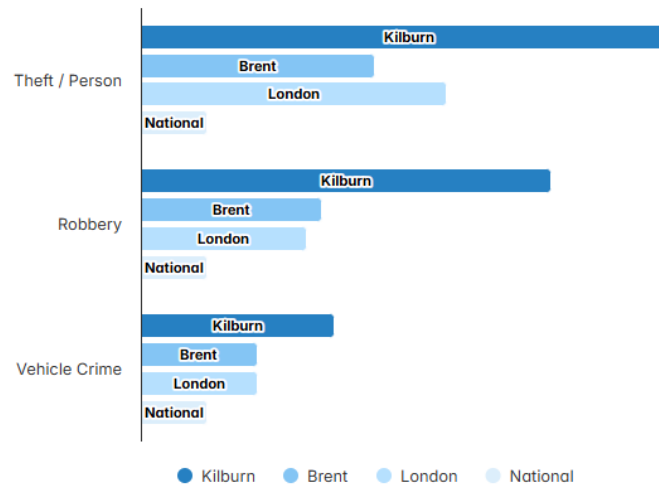
Theft From the Person offences have a crime rate of 13 reports per 1,000 people in Kilburn, which is **8.11** times the national average. This figure is calculated from 321 crime reports logged by Metropolitan Police during the 12-month period ending January 2026.

For the same period, Metropolitan Police recorded 170 reports of Robbery in Kilburn, resulting in a crime rate of 7.09 reports per 1,000, and a CrimeRate Index of **6.22**.

The crime rate for Vehicle Crime is **2.93** times the national average at 13 reports per 1,000. This is from 304 crime reports reported to Metropolitan Police.

CrimeRate Index Comparisons

CrimeRate.co.uk



Primary Schools:

- Kilburn Grange School (02075040547) >0.1 miles
- St Eugene de Mazenod Primary School (02076244837) 0.2 miles
- St Mary's C of E Primary School (02073726565) 0.2 miles
- Kingsgate Primary School (02076245379) 0.3 miles
- St Augustine's CE Primary School (02073280221) 0.4 miles
- Christ Church Primary School (02076244967) 0.6 miles
- St Mary's Catholic Primary School (02076241830) 0.6 miles
- Salusbury Primary School (02076240311) 0.6 miles
- Kilburn Park School (02076247603) 0.8 miles
- St Luke's Church of England Primary School (02081031780) 0.8 miles
- Islamia Primary School (02073722532) 0.8 miles
- Al-Sadiq & Al-Zahra Schools (02073727706) 0.8 miles
- The Avenue School (02038294690) 0.9 miles
- Kingsgate KS1 Primary School (02079745379) 0.9 miles
- Kingsgate Primary Lower School (02076245379) 1.0 miles
- George Eliot Primary School (02045061530) 1.0 miles
- Wilberforce Primary School – Westminster Borough (02080544100) 1.0 mile
- Emmanuel C of E Primary School (02074317984) 1.1 miles
- West Hampstead Primary School (02074358646) 1.2 miles
- St Mary's School, Hampstead (02074351868) 1.4 miles

Secondary Schools/Universities/Colleges:

- ICPM | London, Kilburn (02073280222) 0.4 miles
- Regenboogschool (07702099734) 0.6 miles
- St Augustine's CE High School (02073283434) 0.6 miles
- St George's School (02073280904) 0.6 miles
- IRIS-School (02073728051) 0.7 miles
- ICPM | London, Queen's Park (02073280222) 0.7 miles
- Alexandra College (02076446850) 0.7 miles

- Capital City College Alexandra centre (02078325000) 0.7 miles
- Islamia Girls School (02073723472) 0.8 miles
- Iqbal House (07828481704) 0.8 miles
- Brondesbury College (02088304522) 0.9 miles
- St Marylebone CE Bridge School (02036934752) 0.9 miles
- Maide Vale School (02045116000) 1.0 miles
- Harris Academy St John's Wood (02077228141) 1.0 miles
- South Hampstead High School (02074352899) 1.1 miles
- City of Westminster College, Maida Vale Campus (02077238826) 1.1 miles
- The Hall School (Senior School) (02077221700) 1.3 miles
- QPCS (02077228141) 1.3 miles
- University College School Senior School (02074352215) 1.3 miles
- Paddington Academy (02074793900) 1.3 miles
- Hampstead School (02077948133) 1.4 miles

Care Homes:

- Hampstead Court Care Home (02038220040) 0.8 miles
- Loveday Abbey Road (02045304990) 0.8 miles
- MHA Lawnfield Court – Retirement Living (02039622016) 1.0 miles
- MHA Lawnfield Court – Residential Dementia Care Home (02038577750) 1.0 miles
- Spring Grove Care Home (02077944455) 1.2 miles
- Beachcroft House Care Home (02081871040) 1.2 miles
- Compton Lodge (02077221280) 1.3 miles
- Juniper House (02072452000) 1.4 miles

Pubs & Bars:

- The Juniper Brasserie & Bar >0.1 miles
- Imperial Restaurant & Bar 0.1 miles
- The Coopers Arms 0.1 miles
- Kilburn Bridge 0.2 miles

- McGlynns Bar (Sports Bar) 0.3 miles
- Sir Collin Campbell 0.3 miles
- The Black Lion Pub & Boutique Guesthouse 0.3 miles
- The Priory Tavern 0.3 miles
- The Old Bell 0.3 miles
- Queens Arms London 0.4 miles
- Prince of Wales 0.4 miles
- The Kilburn Arms 0.5 miles
- Wolfpack Queens Park 0.5 miles
- Brondes Age 0.5 miles
- The North London Tavern 0.5 miles
- Alice House Queen's Park 0.6 miles
- ONE75 – Cocktail Bar and Cicchetti 0.6 miles
- The Gallery 0.6 miles
- The Ivy St John's Wood 1.5 miles
- The Pembroke Castle 1.9 miles

Pawn Shops/Jewellers:

- H&T Pawnbrokers >0.1 miles
- Sazin Jewellery >0.1 miles
- Naval's Jewellers 0.2 miles
- Azad Jewellers 0.2 miles
- H&T Pawnbrokers 0.2 miles
- H&T Pawnbrokers 0.3 miles
- Sam Jewellery 0.3 miles
- Amir Jewellery 0.4 miles
- Cash Converters 0.4 miles
- Sundries Watch & Jewellery Repairs 0.6 miles
- Ishtar Jewellery Ltd 0.7 miles
- Bijoux De Chagall 1.3 miles

- Lane’s Jewellery 1.3 miles
- Broadway Jewellers – Pawnbrokers London 1.4 miles
- H&T Pawnbrokers 1.5 miles
- Tiba Jewellery 1.5 miles
- Barkad Jewellery 1.5 miles
- Facets Diamond Jewellers 1.6 miles
- Melika Jewellery 1.6 miles
- Reem Jewellery 1.6 miles
- Yardna Jewellery 1.6 miles
- Bianca Jones Jewellery 1.6 miles
- H&T Pawnbrokers 1.7 miles
- Sutton & Robertsons Pawnbrokers & Jewellers 1.9 miles

Banks & ATMs:

- Halifax >0.1 miles
- Sainsbury’s Bank ATM >0.1 miles
- Lloyds Bank >0.1 miles
- Sainsbury's Bank ATM 0.1 miles
- Sainsbury's Bank ATM 0.1 miles
- Tesco Bank ATM 0.3 miles
- Tesco Bank ATM 0.4 miles
- Sainsbury's Bank ATM 0.5 miles
- Sainsbury's Bank ATM 0.5 miles
- ATM (389 Kilburn High Road) 0.5 miles
- Tesco Bank ATM 0.6 miles
- Euronet ATM 0.6 miles
- ATM (Post Office) 0.6 miles
- ATM (Post Office) 0.7 miles
- Sainsbury’s Bank ATM 0.7 miles
- Cashpoint 0.8 miles

- Tesco Bank ATM 0.8 miles
- Sainsbury's Bank ATM 0.8 miles
- Santander 1.4 miles

Transport:

Trains:

- Brondesbury 0.5 miles
- West Hampstead 0.6 miles
- Queen's Park 0.6 miles
- West Hampstead 0.7 miles
- West Hampstead Thameslink 0.7 miles
- Brondesbury Park 0.8 miles
- Kensal Rise 1.3 miles
- Willesden Green 1.5 miles
- Cricklewood 1.6 miles

Buses:

- Kilburn High Road Station (Stop T) 0.3 miles
- Kilburn High Road Station (Stop U) 0.3 miles
- Priors Terrace (Stop N) 0.4 miles
- Priors Terrace (Stop X) 0.4 miles
- Priors Road South Hampstead (Stop H) 0.4 miles
- Belsize Road South Hampstead (Stop P) 0.4 miles
- Abbey Road South Hampstead (Stop M) 0.5 miles
- Belsize Road South Hampstead (Stop G) 0.5 miles
- Boundary Road South Hampstead (Stop R) 0.6 miles
- Boundary Road South Hampstead (Stop F) 0.6 miles

Religious Sites:

- Quex Road Methodist Church >0.1 miles

- Sacred Heart Church, West Hampstead 0.1 miles
- Rauch City Church – Kilburn 0.1 miles
- Potters House Christian Church Kilburn 0.2 miles
- St Mary with All Souls, Kilburn 0.3 miles
- Kilburn Christian Fellowship (Kilburn Evangelical Free Church) 0.3 miles
- Church at South Hampstead 0.5 miles
- Divine Healing Church of Christ 0.5 miles
- New Life Bible – Presbyterian Church 0.5 miles
- Crosspoint Church London 0.6 miles
- St James’ Church, West Hampstead 0.6 miles
- St Augustine’s Church, Kilburn 0.6 miles
- St Anne with Holy Trinity, Brondesbury 0.8 miles
- West Kilburn Baptist Church 0.8 miles
- Immaculate Heart of Mary R C Church 0.8 miles
- St Mark’s Church, Hamilton Terrace 0.9 miles
- St Cuthbert’s Church, West Hampstead 0.9 miles
- Emmanuel Church, West Hampstead 1.0 miles
- Hampstead Synagogue – West Hampstead 1.0 miles
- Shree Swaminarayan Temple – Willesden 1.1 miles
- Lighthouse London (Holy Trinity, Swiss Cottage) 1.6 miles
- Dissenters’ Chapel 1.7 miles
- Rosslyn Hill Chapel 2.0 miles

Other Gambling Sites:

- Betfred >0.1 miles
- MERKUR Slots – Kilburn >0.1 miles
- Game Nation >0.1 miles
- Game Nation 0.2 miles
- Ladbrokes 0.2 miles
- Betfred 1.0 miles

- Premium Casino Fun, Casino Hire 1.0 miles
- Ladbrokes 1.1 miles
- Coral 1.3 miles
- Paddy Power 1.3 miles
- Star Sports 1.5 miles
- Royal Casino Slots 1.5 miles
- William Hill 2.0 miles
- William Hill 2.0 miles

Medical Centres:

- Brondesbury Medical Centre 0.3 miles
- Belsize Priory Medical Practice 0.5 miles
- Lonsdale Medical Centre 0.5 miles
- The Abbey Medical Centre 0.6 miles
- Kilburn Park Medical Centre 0.7 miles
- Blessing Medical Centre 0.7 miles
- Third Floor [Lanark] Medical Centre 0.8 miles
- West Hampstead Medical Centre (GP Surgery) 0.8 miles
- Queens Park Health Centre 1.0 miles
- Mapesbury Medical Group GP NHS Doctor 1.0 miles
- St John's Wood Medical Practice 1.3 miles
- Golborne Medical West Ten GPs 1.6 miles
- Willesden Medical Centre 1.9 miles

Vulnerable People:

- Shop From Crisis, Kilburn >0.1 miles
- Kilburn Streets Kitchen 0.1 miles
- Integrated Camden Drug Service 0.1 miles
- UCKG HelpCentre Kilburn 0.2 miles
- Advice for Renters 0.3 miles

- St Mungo's: Chichester Road, Brent 0.5 miles
- Doorstep Homeless Families Project 1.0 miles
- Housing Solutions Service Family Centre 1.1 miles
- St Mungo's Shirland Road 1.4 miles
- Turning Point Acorn Hill 1.6 miles
- Barnet Foyer 1.8 miles
- Steps 2 Recovery 2.0 miles
- Marylebone Project 2.0 miles

Areas of Interest to Children:

- Kilburn Grange Park Children's Play Area 0.4 miles
- Iverson Road Open Space Childrens Play Area 0.8 miles
- Queen's Park Children's Farm 0.8 miles
- Queen's Park 0.8 miles
- Children's Playground 0.8 miles
- Lymington Road Estate Natural Play Area 0.9 miles
- Broadhurst Gardens Childrens Play Area 1.0 miles
- Freud Museum London 1.2 miles
- Primrose Hill Playground 2.0 miles

Risk Interpretation

The presence of schools, community facilities, support services and high footfall areas increases the likelihood of:

- Exposure of children to gambling environments
- Interaction with vulnerable individuals
- Increased risk of anti-social behaviour

These risks are typical of busy high street locations and are not caused by gambling premises themselves. However, they require appropriate mitigation through strong operational controls.

RISKS	LEVEL	IMPACT	RISK MANAGEMENT	DATE REVIEWED
<p>Children entering the site unnoticed or unchallenged particularly after school and during school holidays</p>	<p>Low</p>	<p>Severe to Business Severe to Child</p>	<p>The latest gambling participation survey (2024) reports the most common types of gambling activity that young people participated in were legal such as penny pushers or claw grab machines (20%), 4% played on fruit or slot machines and did not feature age restricted products</p> <p>The site is strictly 18+ and the Operator has a Think 25 policy in place.</p> <p>Staff age verification training is delivered, with staff receiving training on induction and at least annually. Additional/remedial training is given when considered necessary.</p> <p>There is only one entrance/exit from Kilburn High Road which is effectively monitored by staff at all times from the customer service desk.</p> <p>The site frontage is designed to obscure the interior so as not to be attractive to children</p> <p>Over 18s notices are clearly displayed at entrance to the Premises</p> <p>Age verification checks are carried out on anyone who appears to be under the age of 25 and anyone unable to verify their age is asked to leave immediately.</p> <p>States are returned to anyone who has played a machine and unable to verify their age</p> <p>Age test purchasing is undertaken at least annually and the results are reported to Gambling Commission. Any failure will be reviewed by senior management and additional training put in place. Further testing will be arranged asap</p> <p>Clear and prominent premises signage and machine labelling</p>	<p>16/4/2026</p>

<p>Out of control gambling by other vulnerable people and failure to recognise signs associated with problem gambling or substantial changes in gambling behaviour</p>	<p>Low</p>	<p>Moderate to business Severe to Vulnerable people</p>	<p>The Operator has a robust customer interaction policy & procedure</p> <p>Staff receive training on induction and at least annually on how to identify customers who are or may be at risk of harm from gambling and how to interact with them.</p> <p>Customers are offered a number of self-help tools including timers, time outs and self-exclusion.</p> <p>Customer interactions are reviewed and assessed weekly for effectiveness. Where appropriate further and alternative interactions are used if no change in behaviour is seen.</p> <p>Operator led exclusions are used as a last resort where a customer displaying problems refuses to engage in customer interactions and continues to display signs of extreme problem gambling</p> <p>The site is designed to have effective monitoring of all customers at all times</p> <p>The results of all customer interactions are recorded on SmartEXCLUSION tablet and reported to the Gambling Commission</p> <p>Marketing and advertising complies with the LCCPs, the CAP and BCAP standards</p>	<p>16/4/2026</p>
<p>Failure to provide information on responsible gambling to players</p>	<p>Low</p>	<p>Severe to business Severe to customers</p>	<p>The Operator has stay in control posters displayed prominently</p> <p>The Cat B gaming machines display safer gambling messages and are programmed with reality checks</p> <p>Stay in control leaflets are made available in racks & discreet locations</p> <p>Regular audit of poster & leaflets to maintain stock levels</p>	<p>16/4/2026</p>

<p>Failure to properly administer the self-exclusion process & maintain its effectiveness, including breaches & reinstatements</p>	<p>Low</p>	<p>Severe to business Severe to customer</p>	<p>Site layout permits effective monitoring of customers entering premises CCTV at entrance to aid identification of known excluders Use of on-site & SmartEXCLUSION self-exclusion schemes Staff review the self-exclusion data before starting each shift Use of group WhatsApp to notify staff of customers attempting to, or actual breaches of self exclusions</p>	<p>16/4/2026</p>
<p>Failure to deal with customers making complaints about the gaming machines</p>	<p>Moderate</p>	<p>Moderate to business Severe to customers</p>	<p>All gaming machines are sourced from licensed suppliers only All gaming machines are regularly maintained and switched off immediately where the outcome of a gambling fault is identified. Terms and conditions displayed at premises provide details of how to make a complaint Paper copies of complaints procedure and complaints form are available Staff are trained on induction on how to deal with customer disputes, including referrals to IBAS the ADR provider</p>	<p>16/04/2026</p>
<p>Failure to identify attempts by third parties to launder money through the business</p>	<p>Low</p>	<p>Severe to business Low to customers</p>	<p>There are a number of pawn shops identified in the local vicinity Effective monitoring of customers' behaviour by good line of sight from customer service desk and CCTV Staff are regularly trained to identify counterfeit money Change machines & note takers regularly inspected</p>	<p>16/4/2026</p>

			Incidents of concern including money lending are reported through the SmartEXCLUSION system and to the MLRO	
Poor security increasing vulnerability to crime	Low	Severe to business Severe to customers	<p>Liaison with local police teams as appropriate</p> <p>Effective CCTV with data stored for 30 days</p> <p>Toughened glass windows and doors with mag-lock fitted and in operation during quiet hours</p> <p>Safe on site for cash and keys</p> <p>All incidents recorded in incident log and reported to the Gambling Commission</p> <p>Intruder alarm installed and regularly serviced</p>	16/4/2026
-social behaviour outside the premises	Low	Moderate to business Low to customers	<p>The Operator acknowledges its public responsibility to ensure its Premises are not a source that public nuisance and disorder. It will work closely with the police and other local partnerships to reduce the risk of any impact.</p> <p>Staff are trained to monitor the external area around the entrance for any anti-social behaviour and to take appropriate steps to discourage people from congregating outside the premises. Where an incident appears to be escalating the staff with use the mag-lock and engage with local partnerships to minimise the risk</p>	16/4/2026

