

Local Gambling Risk Assessment

Premises Address	9 Walm Lane, London NW2 5SJ
Premises licence No.	
Operating Licence No.	000-036646-N-318600-006
Local Authority:	London Borough of Brent
Company details: (Name & Address)	Future Leisure Limited [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
Name of Assessor:	Gavin Tresidder
Date of assessment	20/04/2018
Next Review (6mths)	

Locality/Premises

Licensing Objective	Risks	Control Measures	Comments on review
<p>1.1 Protecting children and other vulnerable persons from being harmed or exploited by gambling</p>	<p>LOCALITY Awareness of schools: St Mary Magdalen's Junior School, Linacre Road NW2 5BB. Anson Primary School Anson Road, NW2 4AB. Gladstone Park Primary School, Sherrick Green Road, NW10 1LB. (Outside ½ Mile Radius – Queens Park Community School, Aylestone Avenue, NW6 7BQ. Brondesbury College, 8 Brondesbury Park, NW6 7BT. Marylebone Boys School, 60 Christchurch Avenue, NW6 7BH) (Infant & Nursery – Convent of Jesus & Mary RC Infant School, 21 Park Avenue, NW2 5AN) Other: 247 London Hostel, 30 Chatsworth Road, NW2 4BS. Abbots Hotel 283-285 Willesden Lane, NW2 5JA. (Outside ½ Mile Radius – Pound Lodge, 115 Pound Lane, NW10 2HU. Brent North Community Health Team, 15 Brondesbury Road, North Maida Vale, NW6 6BX. Cricklewood Homeless Project 60 Ashford Road, NW2 6TU. Willesden Centre for</p>	<ul style="list-style-type: none"> • Minimum 2 members of staff on duty • Staff to 'patrol' – supervising the whole of the premises • Implementation of the BACTA Toolkit policies including 'Think 25' • Training of staff with 6 monthly refreshers • Review self-excluded data to ensure continued exclusion • Monitoring customer behaviour and commencing interaction when required • Mystery shopper tests by BACTA • CCTV coverage of all public areas, office, frontage and rear door with recording device and ability for management to review remotely online • Posters and 'Stay in Control' leaflets (NB near ATM, toilets as well as in the main trading area) • Photo equipment available for self-exclusions • Ensure a stock of leaflets (stay in control and self-exclusion) through weekly checks of stock • Contact/sharing information with AGC operators within ½ mile (co-ordinated through BACTA) • Premises laid out to avoid blindspots • Ensure entrance readily visible from throughout the premises • Signage & window display not to attract under 18s • Machines to be properly labelled 	

	<p>Health, Harlesden Road, NW10 3RY.</p> <p>PREMISES</p> <ul style="list-style-type: none"> • Layout to be considered • Consider 'blindspots' • Visibility of the entrance • Signage • Presentation of premises (signage/window display) <p>CUSTOMERS</p> <ul style="list-style-type: none"> • U18s entering • Problem Gambling • Providing Information • Administering self-exclusion • Signage 		
	<p>LOCALITY</p> <p>Assess threats</p> <p>PREMISES</p> <p>Layout to be considered</p> <ul style="list-style-type: none"> • Consider 'blindspots' • Visibility of the entrance 	<p>• CCTV coverage of all public areas, office, frontage and rear door with recording device and ability for management to review remotely online</p> <p>• Timer locked safe</p> <p>• Intruder alarm installed and regularly serviced</p> <p>• Panic Button linked to Police</p> <p>• Roller shutters on the exterior when closed</p> <p>• Toughened/laminated glass to front window</p> <p>• Machine door opening keys only available to management</p> <p>• Maintain contact with Police</p> <p>• Log visits by Police, Local Authority and Gambling Commission officers</p>	<p>1.2 Preventing from Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</p>

		<p>CUSTOMERS Customer behaviour</p> <p>STAFF</p> <ul style="list-style-type: none"> • Personal protection • Security • Staff behaviour 	<ul style="list-style-type: none"> • Review unusual patterns of play (as per PoCA), 'non-regular' players and consider exclusion/reporting • Exclude badly behaved customers • Maintain contact with local traders and Police • Limited staff floats 	
<p>1.3 Ensuring that gambling is conducted in a fair and open way</p>	<p>PREMISES</p> <ul style="list-style-type: none"> • Promotions • Advertising <p>EQUIPMENT</p> <ul style="list-style-type: none"> • Information clear? • Maintenance • Compliance 		<ul style="list-style-type: none"> • Machines only obtained from licensed suppliers • Implementation of the BACTA Toolkit policies • Training of staff with 6 monthly refreshers • Review advertising material and promotions for compliance with LCCP • Machines to be maintained/serviced regularly • Machines to be turned off should a fault occur • Procedure for making refunds • Details of machine operation and winning combinations to be clearly shown on machines • Customer Complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd 	

	CUSTOMERS <ul style="list-style-type: none"> • Treatment of customers • Complaints 	party as required	
Action Plan			
	OBJECTIVES	THIS REVIEW DATE	Action Required for review
2.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	On opening	Actioned Date Completed

2.2	Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	On opening	
2.3	Ensuring that gambling is conducted in a fair and open way	On opening	

Assessment Review			
Next review (max. 6 mths)			
Person responsible for premises and		Signature	Date

implementation			
Anna Zielkiewicz	Compliance Officer	<i>A. Zielkiewicz</i>	20/04/2018
Gavin Tresidder	Director	<i>G. Tresidder</i>	20/04/2018

