

# LOCAL GAMBLING RISK ASSESSMENT REPORT

## ZENASTAR LIMITED

### Premises

Premises Name:	BET GEORGE AGC
Premises Address:	509 HIGH ROAD WEMBLEY
Premises Postcode:	HA0 2DH
Premises licence number	200
Category of Premises:	AGC

### Company

Operating Company:	ZENASTAR LTD
Operating Licence Number:	000-003022-N-101978-008

### Assessment Writer

Name of Person Writing this Assessment:	MR DAWIT MANYAZ
Position within Company or Name of Authorised Agent:	MANAGER
Date that Original Assessment was Written	N/A

### 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

Updated February 2019

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.

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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.

### Local Area Profile

**The AGC is located at the end part of wembley high road. Wembley central underground station is approx 100 yards away, There are two public bus stops outside the premises, There are a wide range of retail outlets in the close vicinity including banks Licensed betting offices. fast food outlets, computer/mobile telephone shops. There are no public houses, night clubs, schools or colleges in the immediate vicinity.**

**The venue is medium size in the shape of premises with a foot front frontage but with just one door opening on to the pavement.**

**No auxiliary activities or families are offered other than gambling machines of category B3,C and D.**

**There are no known local problems with crime or anti-social behaviour linked to gambling but there is a certain amount of anti-social behaviour such as litter and bulk dustbin bags.**

**Regular police patrols in the area have a positive effect, especially during the weekends and evenings.**

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### Gambling Act 2005

#### – The Licensing Objectives

The Gambling Act 2005 sets out the three licensing objectives (LO), which are:

- (A) Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime;
- (B) Ensuring that gambling is conducted in a fair and open way; and
- (C) Protecting children and other vulnerable people from being harmed or exploited by gambling.

Risk Assessment	LO	Level of Risk	Impact	Control System	Risk Management	Reviewed
Failure to identify attempt to launder money on the premises (e.g. dye stained notes) and to follow correct reporting procedure	(A)	Low	Severe to business Low to customers	Interior Design	Effective monitoring of customers' behaviour by good lines of sight from static staff, and well positioned CCTV.	February 2019
				Physical	Change machines and note acceptors regularly inspected	February 2019
				Systems	Fully compliant with LCCP requirements. Comply with GAMCARES P&P toolkit, in particular the reporting procedure to NCA by way of SAR's	February 2019
Poor security increasing vulnerability to crime	(A)	Low	Severe to business Severe to customers	Physical	Static panic alarms Intruder alarm installed and regularly serviced. Effective CCTV coverage with data stored for 30 days. Time lock safe installed	February 2019
				Exterior Design	Toughened glass windows and door to limit criminal damage. Local authority/police CCTV in close proximity to premises.	February 2019

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Risk Assessment	LO	Level of Risk	Impact	Control System	Risk Management	Reviewed
				Systems	Key storage and authorisation of use policy in place. Regular liaison with local law enforcement agencies. Log maintained should police be called to assist. Partner of Local Shop Watch. Keep abreast of local crime trends Subscribe to BACTA'S crime bulletins.	February 2019
Awareness of heightened local crime in the local area	(A)	Moderate		Systems	In line with national urban levels. No heightened risk. <a href="http://www.police.uk/crimestats.com">www.police.uk/crimestats.com</a> <a href="http://www.gov.uk/government/collections/crime-statistics">www.gov.uk/government/collections/crime-statistics</a>	February 2019
Awareness of student learning facilities(schools colleges) in the local area	(C)	Low		Systems	No schools in immediate vicinity but aware of locations in area. Contact details of Education Welfare Officer kept on premises. Wembley Central Nursery School, Community Hall, 1 Crawford Avenue, Wembley HA0 2HX. Tel: 020 8902 7102.	February 2019
Awareness of residential facilities for the vulnerable in local area	(C)	Low		Systems	No care homes or other residential facilities for the vulnerable in the vicinity <a href="http://www.carehome.co.uk">www.carehome.co.uk</a>	February 2019
Awareness of gambling care agencies in the local area	(C)			Systems	No facilities for problem gambling in the vicinity. <a href="http://www.gamcare.org.uk">www.gamcare.org.uk</a>	February 2019
Customers making complaints about the outcome of gaming	(B)	Moderate	Moderate to business severe to customers	physical systems	Machine maintenance carried out by qualified engineer. Machine turned off immediately should be identified. Machines only acquired from licensed suppliers. Complaints procedure & forms available on premises. Monthly staff training on company policy.	February 2019

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						Registered with ADR Entity - BACTA ADR SERVICE. Complaint with company p&p - BACTA toolkit			February 2019
Failure to provide information to players on responsible gambling	(C)	Low	Severe to business severe to customers	Physical systems	Interior design	Stay in control posters displayed prominently Sufficient quantity of posters. Stay in control leaflets available in racks. Machines labelling displaying national gambling helpines.  Stock control systems in place for leaflets. Ensure adherence with P&P - BACTA toolkit regular audit to ensure systems in paace.			February 2019
Associated with problem gambling or substantial changes in gambling style.	(c)	Moderate	Severe to business severe to customers	Systems	Systems	Player position effectively monitored Player's behaviour closely monitored  Staff trained in customer interaction in line with BACTA'S toolkit. clear policy to record procedure for interaction and level of staff that are authorised to intervene.			February 2019
Failure to properly administer the staff - exclusion process and maintain its effectiveness thereafter including breaches and reinstatements.	(c)	Low	Severe to business severe to customers	Physical	Interior design	CCTV effectively positioned at entrance to enable identification of known excluders  Consideration given to internal layout so as ensure effective monitoring of customers entering the premises and those that might enter to gamble on behalf of a self-excluder.			February 2019
				System	System	All data subject to quarterly review. Ensure that self-exclusion forms are always available for supply.			February 2019

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				Digital camera always available on the premises to take photograph of customers wishing to self-exclude. File of excluders kept and maintained on the premises Company keeping abreast of the development of BACTA'S national sector SE scheme. Compliant with P&P and log in BACTA'S toolkit.	
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Next Review August 2019