

I, **Richard Bradley** in the firm of Messrs, Poppleston Allen, Solicitors of 37 Stoney Street, The Lace Market, Nottingham, NG1 1LS refer to the following:-

1. Letter to Gloucester City Council dated **22nd April 2021**
2. Application Form
3. Notice of Application
4. A copy of licensing plan, drawing number NGT/GL/03
5. Copy of layout plan, for illustrative purposes
6. Local Area Risk Assessment
7. Copy of Working Together document
8. Copy of Operational Standards

I FURTHER CERTIFY that I have served documents 1 - 5 upon the following:-

1. Licensing Authority, Gloucester City Council, Herbert Warehouse, The Docks, Gloucester, GL1 2EQ

I FURTHER CERTIFY that I have served a true copy of documents 1 & 3 upon the following:-

2. Gloucestershire Constabulary, Licensing Unit, Police Headquarters, No 1 Waterwells, Waterwells Business Park, Quedgeley, GL2 2AN
3. HM Revenue & Customs, Business, Tax and Customs, HM Revenue and Customs, BX9 1GL
4. Gloucestershire Fire & Rescue Service, Fire Service HQ, Waterwells Drive, Quedgeley, Gloucester, GL2 2AX
5. The Gambling Commission, 4th Floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP
6. Gloucestershire ACPC, Gloucestershire Safeguarding Children Board, Room 128, 1st Floor, Block 4, Gloucestershire County Council, Shire Hall, Westgate Street, GL1 2TG
7. Local Planning Authority, Gloucester City Council, Herbert Warehouse, The Docks, Gloucester, GL1 2EQ
8. Environmental Health Team – community.wellbeing@gloucester.gov.uk

I effected service by sending the said documents to the licensing department by email and the other authorities by first class post addressed to them on 22nd April 2021.

SIGNED..

DATED..... 22 / 4 / 21

22 April 2021

Licensing Authority
Gloucester City Council
Community Wellbeing Team
Shire Hall, Westgate Street
Gloucester
GL1 2TG

RXB/RXB/P56586-728
Doc Ref: 2147864700

r.bradley@popall.co.uk

0115 948 7424

Dear Sirs

Merkur Slots, 5 Northgate Street, Gloucester
Bingo Premises Licence

We act for Merkur Slots UK Limited (formerly Cashino Gaming Limited) and are instructed to submit an application for a Bingo Premises Licence for the above premises.

We therefore enclose:-

1. Application form
2. Notice of Application
3. Copy licensing plan of the proposed premises
4. Copy Layout plan for illustrative purposes only
5. Local Area Risk Assessment
6. Certificate of Service
7. Copy of our client's Working Together document
8. Copy of our client's Operational Standards document

We have arranged for the notice to be displayed on the premises from the **23rd April 2021** and published within an appropriate local newspaper within 10 working days of **23rd April 2021**.

We have dated the notices for the application commencing on the **23rd April 2021** and the last date for representations will therefore be the **20th May 2021**.

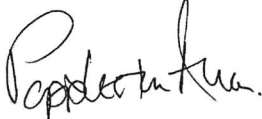
We have arranged payment of the application fee (£2450) to be made by BACS transfer on the **23rd April**.

We confirm we have served notice of the application to the Responsible Authorities as specified in Section 157 of the Gambling Act 2005.

If you have any queries regarding our client's proposals or require anything further in support of the application, please contact Richard Bradley on the above number so we can discuss the details with you.

We should be grateful if you would acknowledge safe receipt of this letter and the relevant enclosures.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Poppleston Allen', written in a cursive style.

Poppleston Allen

Encs

**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 Large Casino Small Casino
Bingo Adult Gaming Centre Family Entertainment Centre
Betting (Track) Betting (Other)

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: **Merkur Slots UK Limited**

[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.]

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):

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):

**5 Northgate Street
Gloucester**

Postcode: **GL1 2AH**

12. Telephone number at premises (if known):

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.

14(a) Are the premises situated in more than one licensing authority area?

No *[delete as appropriate]*

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** [delete as appropriate] [Where the relevant kind of premises licence is not subject to any default conditions, the answer to this question will be 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**

| | Start | Finish | Details of any seasonal variation |
|-------|-------|--------|-----------------------------------|
| 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):
(dd/mm/yyyy)

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** [delete as appropriate]

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 [delete as appropriate]

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

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 include the provision of bingo tablets and Bingo Plus and Bingo Express terminals. Substantive facilities for non-remote bingo will be made available in accordance with legislative provisions.

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 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 Operational 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 supplied in support of the application, which provides an overview of the licensee's proposed operation.

Part 6 – Declarations and Checklist (Please tick)

I confirm that, to the best of my knowledge, the information contained in this application is true. I 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.

I 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
- I understand that if the above requirements are not complied with the application may be rejected
- I 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: 22.04.21

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:

Richard Bradley

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted:

0115 948 7424

24. Postal address for correspondence associated with this application:

Richard Bradley

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:

r.bradley@popall.co.uk

NOTICE OF APPLICATION FOR A PREMISES LICENCE

This notice is issued in accordance with regulations made under section 160 of the Gambling Act 2005

Notice is hereby given that **Merkur Slots UK Limited**
of the following address - **Seebeck House, 1A Seebeck Place, Knowlhill, Milton Keynes**
Postcode **MK5 8FR**

the number of whose operating licence is **003266-N-103444**

who applied for an operating licence on **N/A**

has made an application for a Bingo Premises Licence

The application relates to the following premises

**Merkur Slots
5 Northgate Street
Gloucester
GL1 2AH**

The application for a premises licence has been made to the following licensing authority:

**Gloucester City Council, Community Wellbeing Team, Shire Hall, Westgate Street,
Gloucester, GL1 2TG**

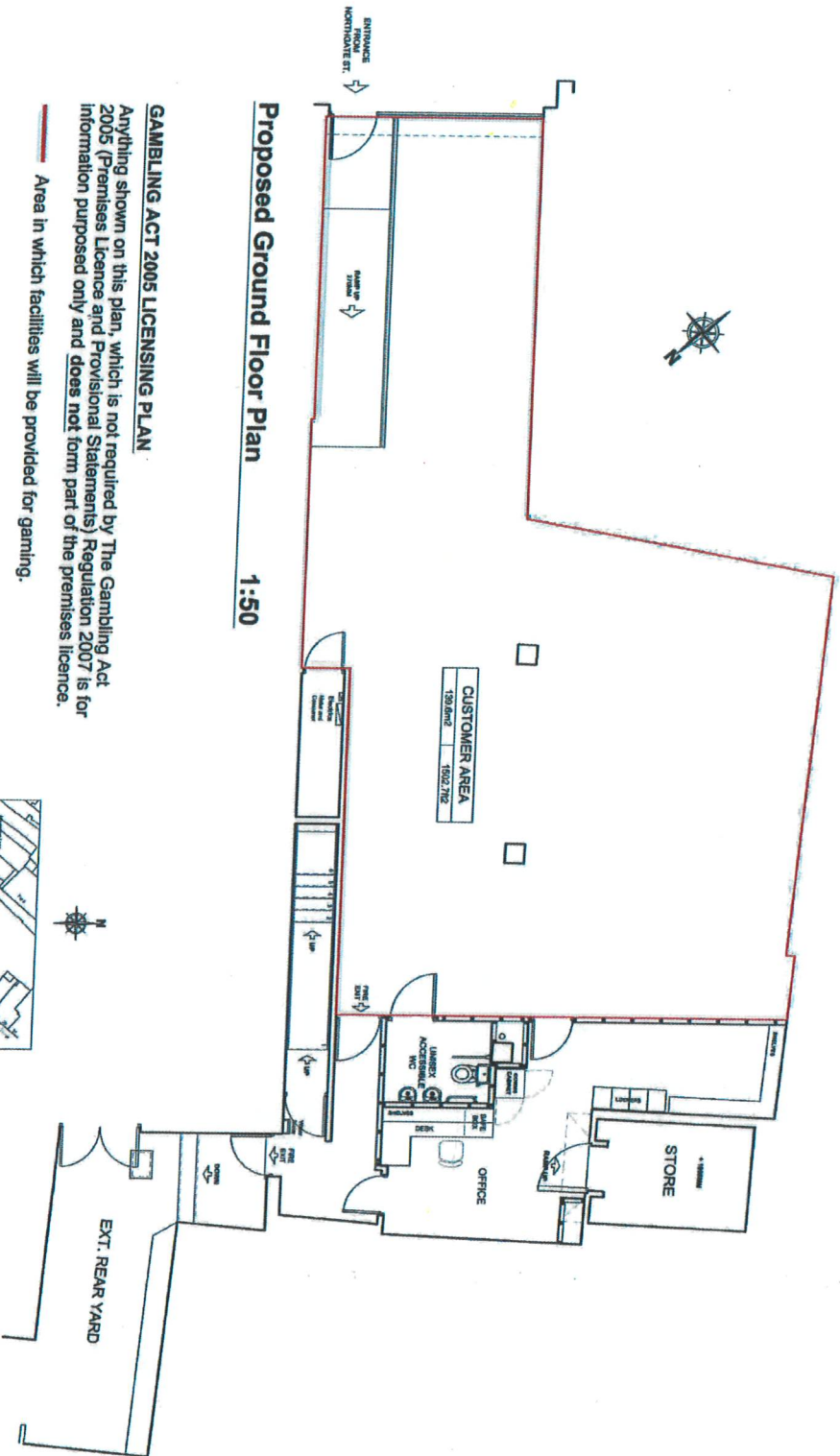
Website: www.gloucester.gov.uk

Information about the application is available from the licensing authority, including the arrangements for viewing the details of the application.

The following person connected with the applicant is able to give further information about the application:

**Richard Bradley
0115 948 7424
Popleston Allen
37 Stoney Street
The Lace Market
Nottingham
NG1 1LS**

Any representations under section 161 of the Gambling Act 2005 must be made no later than the following date 20th May 2021

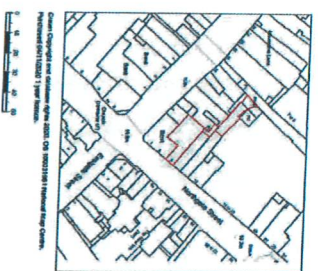


Proposed Ground Floor Plan 1:50

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 is for information purposed only and does not form part of the premises licence.

Area in which facilities will be provided for gaming.



Location Plan 1:1250

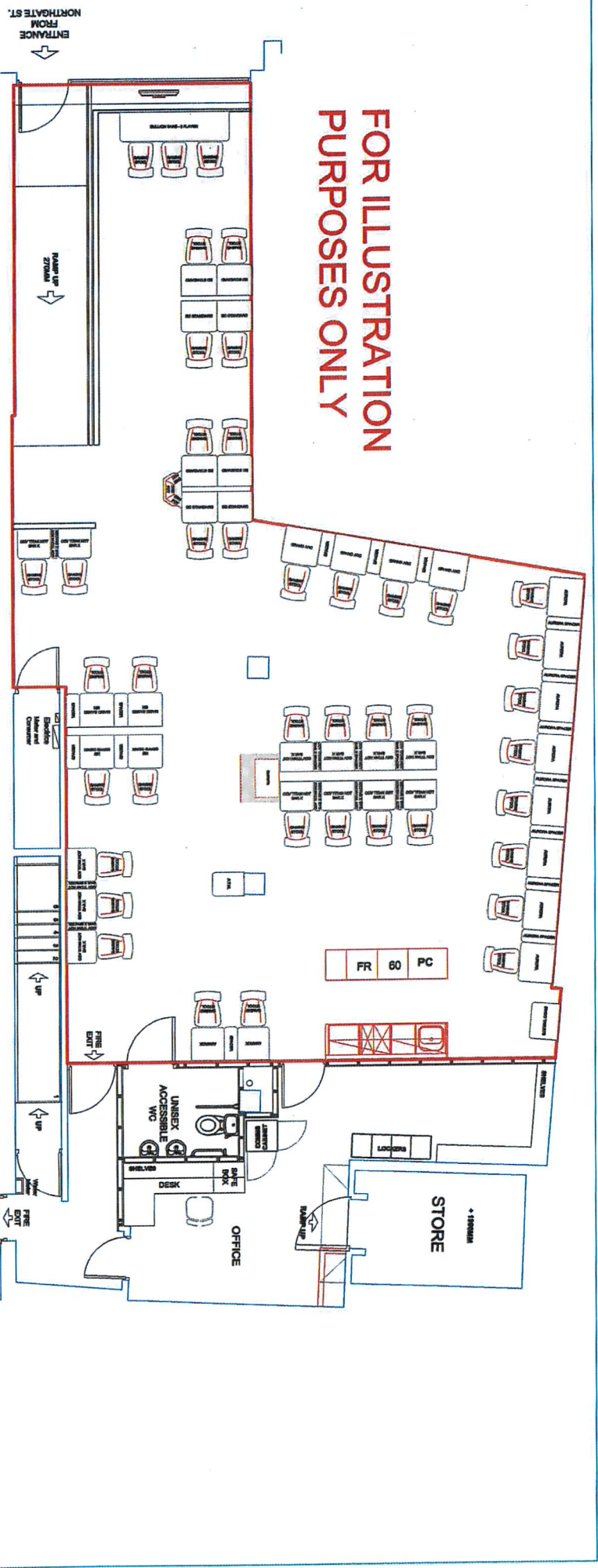
MERKUR SLOTS

5 NORTHGATE STREET
GLOUCESTER
GL1 2AH

LICENCE PLAN

| | | | |
|---|------------|------------|-----------|
| DATE | 31/01/2021 | SCALE | 1:50 @ A1 |
| DRAWN BY | NGT/GL/03 | CHECKED BY | B |
| <small>30, Abchurch Lane, Exeter, Devon, EX1 1AB, UK. Tel: 01392 431345</small> | | | |

FOR ILLUSTRATION PURPOSES ONLY



Proposed Ground Floor Plan 1:75

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 is for illustrative purposes only and does not form part of the premises licence.

— Area in which facilities for gaming will be made available

CUSTOMER AREA
139.6m² 1602.7m²



REVISIONS

| REVISIONS | FIT OUT TYPE |
|-----------|--------------|
| | Merkur Slots |

| | |
|-------------|---|
| PROJECT | Merkur Slots |
| DESCRIPTION | PROPOSED MACHINE PLAN |
| PROJECT | 5 NORTHGATE STREET GLOUCESTER GL1 2AH |

REFERENCE DRAWINGS

| | |
|-------------|------------|
| SCALE | 1:75 |
| DRAWN BY | |
| DATE | 24/03/2021 |
| DRAWING No. | |

REVISION

| | |
|----------|--|
| REVISION | |
|----------|--|



**MERKUR
SLOTS**

CONTRACTOR TO BE ADVISED BY LICENSEE IN CASE ANY CHANGES TO THE CONTRACT THAT IT IS NOT COVERED OR DISCLOSED BY OR TO ANY UNAUTHORISED PERSONS WITHOUT PRIOR CONSENT FROM LICENSEE P.L.C.
THIS DRAWING SHOULD NOT BE SCALE IN THE CONTRACTOR SHOULD CHECK ALL DIMENSIONS ON SITE. ANY DIMENSIONS SHOWN IN THIS DRAWING ARE FOR INFORMATION ONLY.

THE LICENSING OBJECTIVES UNDER THE GAMBLING ACT 2005

- 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 persons from being harmed or exploited by gambling

Objective 1 - Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

- Merkur Slots UK Limited is aware that it must notify the Gambling Commission should we suspect that offences under the Gambling Act 2005 are being committed.
- Merkur Slots UK Limited complies with the Commission's advice on the Proceeds of Crime Act 2002.
- Merkur Slots UK Limited has completed its own Business Anti-money laundering risk assessment, local area risk assessments and implements anti-money laundering policies and procedures.
- If we suspect anyone of using our premises for the furtherance of criminal activity (for instance drug dealing, using counterfeit money, selling suspected stolen property and criminal damage) we will contact the police immediately, report to our Head of Compliance and record the instance in the AML and Incidents modules of the electronic Smart Tablet system.
- All Merkur Slots UK Limited premises operate digital CCTV and customer areas are supervised.
- Merkur Slots operates a group-wide Security Alert system where incidents are shared instantly with all licenced premises. We have an internal Fraud Measures Team that respond to and investigate incidents. As a BACTA member, we receive nationwide Security Alerts, which are circulated via the Security Alert system to all licenced premises.
- All Merkur Slots premises provide a static alarm system which is also supported by Staff Guard, a nationwide security company that offers 24hr support via a monitoring centre with fully trained operatives who advise on difficult situations and escalate appropriately.
- Merkur Slots UK Limited has an extensive security, audit and money laundering team monitoring employees and customer activity.
- All Merkur Slots employees complete six-monthly refresher training which covers this licencing objective; anti-money laundering policies and procedures; and guidance on the Proceeds of Crime Act 2002.
- Merkur Slots operate a robust late night working policy, which is fully supported by a full-time Night Manager.

- Merkur Slots does not operate a single-manning policy between 8pm and close, however, should an emergency occur a 'locked door' and 'keep in touch' policy is implemented.

Objective 2 - Ensuring that gambling is conducted in a fair and open way.

- Our gaming rules are prominently displayed in each of our licensed premises.
- Our employees have a full understanding of machine gaming rules.
- We encourage customer-facing employees to use positive discretion to resolve customer issues at a local level, where possible.
- Our Customer Complaints procedure is displayed prominently in every venue. Where customer disputes cannot be resolved satisfactorily, we refer all potential disputes to our appointed Alternate Dispute Resolution provider (IBAS).
- All venue managers attend our National Training Centre for a thorough induction programme prior to taking on responsibility of their own venue and team.
- All licensed premises employees receive induction and six-monthly refresher training during the course of their employment to ensure that potential issues can be addressed at the earliest opportunity.

Objective 3 - Protecting children and other vulnerable persons from being harmed or exploited by gambling

- All our licensed premises are strictly adult only and we provide appropriate notification on entry, on all marketing material and throughout our premises.
- We operate a Think 25 policy as standard and all employees are trained to request a photographic form of identity if they suspect that a customer is under age. All challenges are recorded on our Smart Tablet system under Age Verification Checks and Check Policy are our third-party independent partner for compliance testing.
- All licensed premise employees receive induction and six-monthly refresher training during the course of their employment on social responsibility and safeguarding children and vulnerable people, with a particular focus on the prevention of harm.
- We prominently display information throughout our licensed premises on responsible gambling and provide details of organisations that can provide support and guidance such as BeGambleAware.
- Playright is installed in all licensed premises - this is a self-help App available to customers to enable them to manage spend and play time.
- Socially Responsible messaging is implemented on B3 and Category C digital machines.
- All licensed premise employees are trained to identify potential at risk customers and conduct effective interactions. Customer interactions are recorded on the Interactions module on the electronic Smart Tablet and reviewed centrally by the Compliance team.
- We implement a self-exclusion policy throughout our licensed premises and operate a Smart Tablet system for recording self-exclusions, reinstatements and breaches. We are also members of the Bingo Association Multi-Operator Self-exclusion Scheme.

- The layout of our premises is designed to facilitate customer supervision by employees.
- We provide an annual donation in support of research, education and treatment of problem gambling.

All three licensing objectives are embedded at all levels within the organisation via training both on-line and face to face, during Operational meetings, Business Bulletin communications, Compliance/Audit visits and annual conferences.

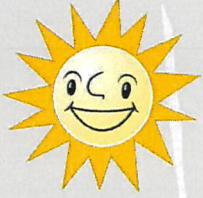
WORKING TOGETHER

MERKUR SLOTS



Accredited by the Global Gambling Guidance Group

THE MERKUR FAMILY



PART OF THE GAUSELMANN GROUP

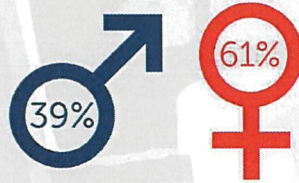
A Strong Partner For More Than 60 Years



**MERKUR
CASINO**

Merkur Casino UK, formerly Praesepe, is a subsidiary of the family run Gauselmann Group who are based in Espelkamp (Germany). Over the last 60 years the group has grown to operate more than 700 venues across Europe under the Merkur Brand. Millions of enthusiastic guests at home and abroad know our logo. The laughing MERKUR Sun is a guarantor for the best entertainment.

Merkur Casino UK employs over 1,600 people (61% Female) over 3 Bingo Clubs, over 180 High Street gaming centres and 3 Family Entertainment Centres under two main brands.



61% of employees are female
39% of employees are male



**MERKUR
SLOTS**

Merkur Slots is the main UK brand. All Merkur Cashino and Cashino Gaming venues will be rebranded into this new name over time. Our venues represent the very best in terms of exciting 'slot gaming' entertainment through delivering to our customers the latest in venue product and atmosphere. These venues are known for their highly trained teams and first class face to face service.



**MERKUR
BINGO**

Merkur Bingo clubs, formerly Beacon Bingo, are very important to our customers in their local communities. Our teams strive to deliver not just great service but a Bingo experience which focusses on ambience, safety and fun in a modern environment. The flagship venue at Cricklewood, in North London, is the largest in Europe.

HIGH STREET BINGO



Bingo Terminals



What is it?

Bingo is one of the UK's favourite pastimes and Praesepe is one of the UK's largest operators of licensed bingo and arcade premises. Our High Street Bingo Venues:

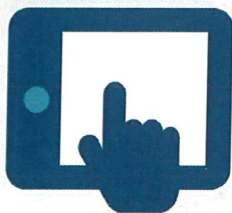
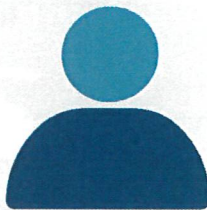


Offer more local, convenient locations to play Bingo rather than travelling to larger clubs.



Our customers can attend and play bingo at any time with the numbers auto-called.

Our teams remain with the customers on the venue floor rather than behind a counter.



The market on the high street has evolved with venues now providing Electronic Bingo Tablets.



Bingo is available for play from 9am until midnight.

Our Bingo terminals offer B3, Cat C and Cat D products with an average stake of between 30-40p stake.





RESPONSIBILITY IS THE FOUNDATION OF OUR BUSINESS

Think 25 Messaging



Players in Venue



We Are Not A Problem

Being a responsible operator is high priority across the Gauselmann group and in the UK, Merkur Casino is always looking at ways to adhere to the three licensing objectives as technology and customer behaviour changes.

GAMBLING COMMISSION

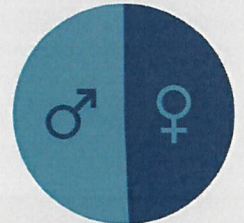
Merkur Casino is regulated by the Gambling Commission and Licensing Authorities



We do not sell or serve alcohol in our venues. We provide complimentary refreshments, teas and coffees, to customers. Our staff will not allow anyone into the premises who appears to be intoxicated.



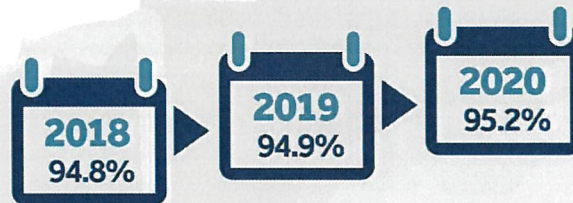
We are immensely proud of the fact that we have never had a licence revoked or even reviewed. Incidents are extremely rare. We simply do not generate noise and anti-social behaviour.



Our venues operate a Think 25 policy whereby any persons who look under 25 have to produce a form of photo ID.



Our venues appeal to all ages with our membership gender database split of 52 % Male / 48% Female



Our venues have 3 external age tests per year with a compliance rate of over 94% for the last 3 years, compared to other leisure and gambling sectors that sit around 80%.

SOCIAL RESPONSIBILITY MEASURES IN PLACE



In Venue

Operationally we have a number of measures in place to protect our customers. Throughout the business Merkur Casino also has a number of socially responsible gambling tools, and management and training initiatives that include:



All staff complete on-boarding and six-monthly refresher training on "The Essentials of Compliance and Social Responsibility" and "Safeguarding Children and Vulnerable People".



Dedicated Learning & Development Team and National training centres.

IHL SMART tablet in every venue for the recording of customer interactions, self-exclusions, incidents and alerts.

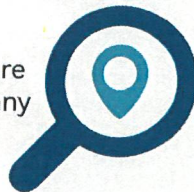


All data is centrally reviewed and evaluated by an independent Audit/Compliance team.



Six monthly compliance audits to help identify training needs in venue.

Local Area Risk Assessments are updated annually to identify any changes in the local area.



PlayRight app installed in all venues that is a self-help tool for customers to manage their gambling.

Compliance



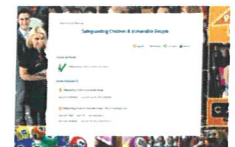
Training Centre



PlayRight App



Online Training



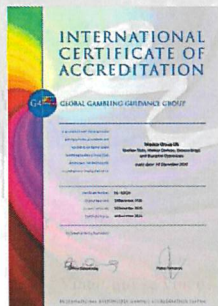


SOCIAL RESPONSIBILITY MEASURES IN PLACE

Machine Messaging



Customer Interaction Training



All Levels

We provide an annual assurance statement to the Gambling Commission. This officially details the Board's commitment to the company values, purpose and culture and the accountability placed on delivery of the licensing objectives.



The statement contains information on how we operate effective governance, regulatory risk management, compliance controls, social responsibility and safer gambling initiatives.



It is also an opportunity to set out any initiatives relating to significant changes being introduced to improve control systems, risk-management, governance and safer gambling. Our recent commitments include: Socially Responsible Machine Messaging; Customer Set Your Limits; SMART Alert application to report criminal activity; opening our Second National Training Centre; Think 25 messaging and Customer Interaction Training.



Merkur Casino UK received the international certificate of accreditation from the Global Gambling Guidance Group (G4). Our Merkur 360 programme showcases how we are continually improving our social responsibility commitments throughout all levels of the business.

Merkur Casino UK also engages with the Bingo Association, Bacta and Gambling Business Group bodies.



- Senior Manager representation Divisional meetings.
- Operations Director is the Chair for division 3 representing Adult Gaming Centres.
- Member of the National Council.
- Head of Compliance is Vice Chair of the Social Responsibility Committee.



- Operations Director and Head of Compliance are Directors.
- Head of Compliance is a member of the Social Responsibility Committee.

BENEFITS TO THE HIGH STREET



Benefits for your High Street include:



Over 90% of new Merkur Slots venues occupy former vacant units.



Investment from £100,000 to £250,000 in long-standing vacant venues.



Linked trips with other shops helping to support other businesses.



Local jobs for between 6 and 12 people depending on the hours of operation.



Increased footfall to the High Street.



We provide an important natural surveillance on the high street, particularly late into the evenings.

COMMUNITY & CHARITY

Merkur Initiative

Supporting Local Charities and Good Causes

Amongst other charities, some of your donations have helped:



Merkur Casino UK has raised in excess of
£1.2 million for good causes since 2005

Please contact us

For press enquiries:
email martha@sourcemc.co.uk
phone +44 (0) 7796 614137

Merkur Casino UK
Seebeck House
1A Seebeck Place
Knowlhill
Milton Keynes
MK5 8FR

phone 01908 351200
email info@merkur-casino.com



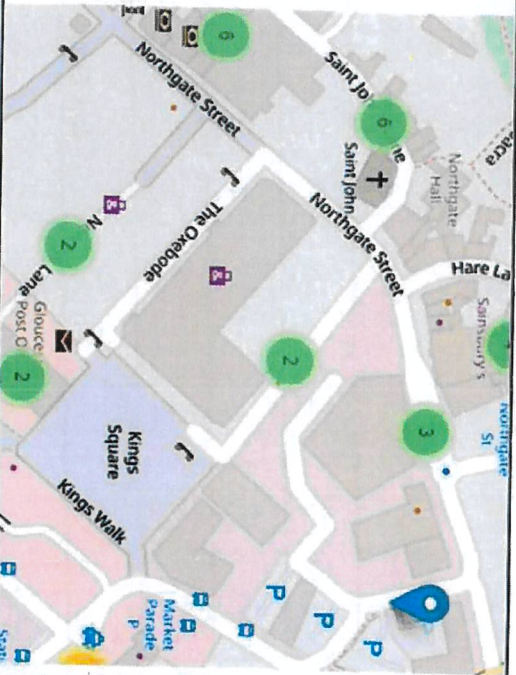
Merkur Slots, 5 Northgate Street, Gloucester, GL1 2AH

Local Area Risk Assessment

| | |
|------------------------------------|---|
| Trading Name: | Merkur Slots |
| Premise | 5 Northgate Street, Gloucester, GL1 2AH |
| Local Authority: | Gloucester City Council |
| Premise Licence No: | New application |
| Operator Licence No: | 000-003266-N-103444-024 (Merkur Slots UK) |
| Company Details: | Merkur Slots UK, 1a Seebeck House, Seebeck Place, Knowlhill, Milton Keynes MK5 8FR Premise Licence Holder: Merkur Slots UK Limited |
| Name and Title of Assessor: | Gill Clulow – Senior Compliance Auditor |
| Date of Assessment: | 30.3.2021 |
| Review Date: | On opening in conjunction with local staff |

Local Area Profile Risk Factors

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| <p>Local Risk Profile:</p> | <p>Merkur Slots Gloucester, a former Yorkshire Bank is located on Northgate Street a pedestrianised road within Shopping area in Gloucester city centre. The street has a mix of retail and non-retail outlets including banks, coffee shops and take aways. . Merkur Slots would always seek to support any local initiatives such as 'Gloucester City Safe' which operates locally - Gloucester City Safe is a not for profit Business Crime Reduction Partnership (BCRP) formed by members of the Business Community with the sole intention of facilitating the reduction of crime, disorder and anti-social behaviour.</p> |
| <p>Establishments of note:</p> | <p>Blackfriars Student Accommodation, Ladybelllegate St, GL1 2HN, Gloucester Crown Court, Longsmith St, GL1 2TS,</p> |
| <p>Adjoining premises:</p> | <p>Merkur Slots is situated between HSBC Bank and Hallmark Cards, adjacent to which are 2 empty units.</p> |
| <p>Crime statistics:</p> | <p>Merkur Slots Gloucester is situated within the Gloucester City Centre policing neighbourhood, under the Gloucestershire Constabulary force area. In the year ending September 2020, the crime rate in Gloucester was about the same as the average crime rate across similar areas and higher than other areas in Gloucestershire. In February 2021 there were 353 crimes within a half mile. Anti social behavior (174), Violence and sexual offences (80), none of these were actually recorded on Northgate Street which had 3 recorded crimes . (streetcheckuk)</p> |
| <p>Population:</p> | <p>Northgate Street, Gloucester area has a population of 1101 usual residents. The age profile is varied, having a considerably higher proportion of young people and working-age people than the rest of the County. Dominating age groups are 30-44, 20-29. The proportion of people aged 65+ exceeds the national figure. As age increases the proportion of residents reporting a limiting long-term health problem increases – 16.7% according to the 2011 Census. This area has a large concentration of residents that are single - 57% of the resident population. On average, around 35% of census respondents were single. Education and qualification levels of local population do not show significant deviation from national figures. (streetcheck uk, GCC population Profile 2020)</p> |
| <p>Culture:</p> | <p>In Gloucester 84% of residents are White British. An additional 4.6% of the population is White. A total of 3.5% of inhabitants are South Asian, 2.8% are Black British or Black, 1.3% are Chinese or Other Asian, over 3% are Mixed Race, while 0.3% identify as another ethnicity. (worldpopulation review)</p> |
| <p>Unemployment:</p> | <p>Unemployment rate in Gloucester City stands at 2.3% (Oct 2019), which above the average for Gloucestershire at 1.7% which remains below the SW average. As of May-July 2018, the ONS recorded the UK's unemployment rate at 4%. The unemployment rate of GL1 2AH was recorded as being 7.6% , which is higher than the UK average.18.2% are classed as being students in full-time education. The remaining 74.2% of people in GL1 2AH are in work. The City's key employment sectors are public sector, finance and business services, manufacturing, care and distribution, retail and wholesale. The majority of business units are small employers with almost 70% of businesses in Gloucester employing fewer than four employees in 2010. Key employment opportunities in the City are the City Centre, Kingsway and Waterwells Business Park in the south and Gloucester Business Park on the outskirts of Gloucester in the east. (postcodearea.uk)</p> |



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| Deprivation: | <p>Northgate Street, Gloucester is within Westgate ward and Gloucester local authority district. In the latest Index of Multiple Deprivation in 2019, this area has been ranked amongst 10% most deprived neighbourhoods in the country, the same as in 2015. The indices of deprivation which received the lowest ranking include: Employment, Health Deprivation and Disability, Crime and Income deprivation. There has been noticeable improvement within the Living Environment Deprivation Domain in the past 4 years. Currently, this area is within 40% most deprived neighbourhoods in the country and, in 2015, it was ranked amongst 10% most deprived. Housing and other services have become more accessible to local resident since 2015.</p> |
| Local Police: | <p>Merkur Slots Gloucester is situated within the Gloucester City Centre policing neighbourhood, under the Gloucestershire Constabulary force area. Local police station is Gloucester Police Station, Bearland, GL1 2JP. In October 2020 local Police were contacted regarding the application and have not yet responded.</p> |

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 consideration Gloucester City Council local authority Statement of Gambling Principles, reference Part B, section 5 Bingo Premises and Gloucester City Council Borough Profile 2011.

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 influence football. We have set out below our position on risk in this area:

| Licensing Objectives | Local Risks | Control Measures |
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| Protecting children and other vulnerable people from being harmed or exploited by gambling | <p>Unemployment</p> <p>Unemployment rate in Gloucester City stands at 2.3% (Oct 2019), which above the average for Gloucestershire 1.7% which remains below the SW average. As of May-July 2018, the ONS recorded the UK's unemployment rate at 4%. The unemployment rate of GL1 2AH was recorded as being 7.6%, which is higher than the UK average. 18.2% are classed as being students in full-time education. The remaining 74.2% of people in GL1 2AH are in work.</p> <p>The City's key employment sectors are public sector, finance and business services, manufacturing, care and distribution, retail and wholesale. The majority of business units are small employers with almost 70% of businesses in Gloucester employing fewer than four employees in 2010. Key employment opportunities in the City are the City Centre, Kingsway and Waterwells Business Park in the south and Gloucester Business Park on the outskirts of Gloucester in the east. (postcodearea.uk)</p> <p>Deprivation</p> <p>Northgate Street, Gloucester is within Westgate ward and Gloucester local authority district. In the latest Index of Multiple Deprivation in 2019, this area has been ranked amongst 10% most deprived neighbourhoods in the country, the same as in 2015. The indices of deprivation which received lowest ranking include: Employment, Health Deprivation and Disability, Crime and Income deprivation. There has been noticeable improvement within the Living Environment</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 Gloucester 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> |

Deprivation Domain in the past 4 years. Currently, this area is within 40% most deprived neighbourhoods in the country and, in 2015, it was ranked amongst 10% most deprived. Also housing and other services have become more accessible to local resident since 2015.

Schools and Education

- Kingsholm C of E Primary School, Guinea St, GL1 3BN
- The King's School, 29 Pitt St, GL1 2BH
- Gloucester Cathedral Education Centre, 2 St Mary's St, GL1 2QR
- Edward Jenner School, 44 The Elms, London Rd, GL1 3NZ
- Michael Clifton Singing Tuition Music School, 1 St John's Ln, GL1 2AT
- Gloucestershire Academy of Music, 31 Barbican Rd, GL1 2IF
- Bedford Street School, 2 Russell St, GL1 1NE
- The Secret Garden Children's Day Nursery School, Annadale House, 105 Eastgate St, GL1 1PY
- Al-Ashraf Secondary School for Girls, Off Sinope St, Widdon St, GL1 4AW
- Gloucestershire Islamic Academy, 27 Napier St, GL1 4AS
- Widdon Primary School, Sinope St, GL1 4AW
- Al-Ashraf Primary School and Nursery, Stratton Rd, GL1 4HB
- St James C Of E Junior School, Upton St, GL1 4JU
- St Paul's Church of England Primary School Gloucester, New St, GL1 5BD

Community Centres and Youth Centres

- Barton Community and Resource Centre, 26 Widdon St, GL1 4AQ
- Ghousia Community Centre, 14 Charles St, GL1 4AG
- St Peters Social Centre, 1 Black Dog Way, GL1 3AF
- St John's Church Hall, St John's Ln, GL1 2AT
- Gloucestershire Arts & Crafts Centre, 47 Westgate St, GL1 2HG
- Gloucester Guildhall Live Music Venue, 23 Eastgate St, GL1 1NS
- Montpellier Community Hall, 11F, Montpellier
- St. James Parish Room, 5 Upton St, GL1 4JT
- Youth Support Team, 48 London Rd, GL1 3NZ
- Young Gloucestershire, Dock Office, The, Commercial Rd, GL1 2EB
- Gloucestershire Academy of Music, 31 Barbican Rd, GL1 2IF

Parks, play grounds and sports/leisure facilities

- Gloucester Park, Trier Way, GL1 1LB
- Gloucester Park Play Area, Trier Way, GL1 1LB
- Friends of Elmbridge Play Area, 5 Barnwood Rd, GL2 0RU
- GL1 Leisure Centre, Bruton Way, GL1 1DT
- The Warehouse Climbing & Caving Centre, Parliament St, GL1 1HY

Vulnerable and addiction support services

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.

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.

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.

Results of age verification checks and third-party results are shared with the Gambling Commission.

Proof of Age scheme in place with application forms available in the venue.

The children and young persons gambling participation survey shows that the number of 11-16 years olds that say they have gambled on fruit machines of whatever kind in an arcade, pub or club is around 2%. Of those around a half to two-thirds do so legally on Category D fruit machines which are located in FECs or holiday parks, where any play will be of short duration (as families will be on a day trip or holiday), in venues which they can only access with their parents, and in premises licensed to offer Category Ds which are as a result tightly-regulated.

We also know from a study by Professor David Forrest and Dr Ian McHale that whilst adolescents at the coast are more likely to participate in gambling activities than those that do not, they are no more likely to be problem gamblers than those that do not live at the coast. This is an important finding. Many people cite early exposure to gambling as a cause of later gambling problems. There is no evidence of a causal link. As David Forrest stated at conference in Toronto in 2012 'marginal gamblers induced to participation by ease of access do not appear prone to problem gambling and more children gambling does not carry through to more children being problem gamblers. Panic about arcades does not appear justified'

<https://www.gamblingcommission.gov.uk/PDF/Young-People-Gambling-Report-2019>

Vulnerability

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.

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| | <p>Drug and Alcohol Recovery Service – Gloucestershire, Imperial Chambers, 41-43, Longsmith St, GL1 2HT The Nelson Trust Women's Centre, 1 Brunswick Square, GL1 1UG The Family Haven, 31 Spa Rd, GL1 1UY Gloucester & District Samaritans, 9 Park End Rd, GL1 5AT</p> <p>Homeless shelters and food banks The Salvation Army Gloucester, 150 Eastgate St, GL1 1QU Gloucester Foodbank, The George Whitfield Centre, 107 Great Western Rd, GL1 3NF Homeless Healthcare Team, The George Whitefield Centre, GL1 3NF English Churches Housing Group, 16 London Rd, GL1 3NE Gloucestershire Nightstop, Morroway House, Station Rd, GL1 1DW Service for Homeless People, The Vaughan Centre, Southgate St, GL1 1XE St Michaels House, 37 St Michael's Square, GL1 1HX</p> <p>Pawnbrokers and Loan Shops Cash Converters, 87-91 Northgate St, GL1 2AD SellBuySave, 74-76 Northgate St, GL1 1SL Baker G A & Son, 5 Southgate St, GL1 1TG The Gloucester Pawnbroking Company, 8 Longsmith St, GL1 2HH The Pawnbroker, Gloucester GL1 1SZ CeX, 34 - 38 Kings Square, GL1 1RX Gloucestershire Credit Union Limited, Central Library, Brunswick Rd, GL1 1HT</p> <p>Medical Centres, Care Homes and Mental Health facilities Gloucestershire Royal Hospital, Great Western Rd, GL1 3NN Gloucester Health Access Centre, Eastgate House, 121-131 Eastgate St, GL1 1PX Gloucester Health Centre, The Park, GL1 1XR Heathville Medical Practice, Horton Rd, GL1 3PX Aspen Medical Centre, Aspen Centre, Horton Rd, GL1 3PX Good Gut-Health, The Annex, 28 Brunswick Square, GL1 1UN Hope House, Gloucester Royal Hospital, Great Western Rd, GL1 3NN Barnwood Medical Practice, Horton Rd, GL1 3PX Gloucestershire Health and Care NHS FT, Pullman Court, Great Western Rd, GL1 3ND Kingsholm Surgery, Alvin St, GL1 3EN Holmleigh Care Homes Ltd, Mill Place One, 90 Bristol Rd, GL1 5SQ Wotton Rise, 140 London Rd, GL1 3PL Homely Care Homes, 99 London Rd, GL1 3HH Holmleigh Care Homes Ltd, 137A Stroud Rd, GL1 5JT</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 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> <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> |
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Foundation House Residential Nursing Home, 14A St Michael's Square, GL1 1HX
 Magdalen House, 98 London Rd, GL1 3PH
 Elmlea, 99 London Rd, GL1 3HH
 Voyage Care Retirement Home, 46 London Rd, GL1 3NZ
 Park View Care Home, Trier Way, GL1 1AN
 Sceats Memorial Home, 1-3 Kenilworth Ave, GL2 0QJ
 12 Alfred Street Residential Care, 12 Alfred St, GL1 4DF
 Redlands Acre Care Home, 35 Tewkesbury Rd, Longford, GL2 9BD
 Nursing Home Ltd, 140 London Rd, GL1 3PL
 The Orders Of St John Care Trust, 22 Denmark Rd, GL1 3HZ
 Chapel House Care Centre, Horton Rd, GL1 3EY
 Fern Croft, 14 Heathville Rd, GL1 3DS
 Bohanam House Nursing Care, 2 Barrwood Rd, GL2 0RX
 Denmark House, 36 Denmark Rd, GL1 3JQ
 The Orders Of St John Care Trust, 22 Denmark Rd, GL1 3HZ

Gambling premises

Be Lucky, Gloucester, 27 Westgate St, GL1 2NW
 Mecca Bingo Gloucester, 54 Eastgate St, GL1 1QN
 Buzz Bingo and The Slots Room Gloucester, Peel Centre, St Ann Way, GL1 5SF
 Coral, 47 Northgate St, GL1 2AU
 Betfred, 9 Westgate St, GL1 2NW
 Betfred, Grosvenor House, 10 Station Rd, GL1 1SZ
 Paddy Power, 11 Southgate St, GL1 1TG
 Ladbrokes, 8, 10 Southgate St, The Docks, GL1 2DH
 Coral, 131-133 Barton St, GL1 4HT

Residential Areas

The area containing Northgate Street, Gloucester consists predominantly of flats (54%) and residences in commercial buildings (25.3%). There is higher than average level of rented housing (excluding social housing) - 62% of household spaces. This contrasts with the national average of just over 16%. 23% of properties are owned (with or without a mortgage). Majority of households are occupied by multiple residents (54%). House prices in Gloucester are the lowest in the County. Although there is still a high demand for rental properties and affordable housing. There have been no house sales reported to the Land Registry in Merkur Slots Gloucester postcode since January 1st 1995.

Bus stops and other Transport links

Gloucester Railway Station, Bruton Way, GL1 1DE

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.
 '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.

Playright App available for customers to self-manage their play and spend and can send alerts to Merkur Slots Gloucester if the customer enters at a time, they have chosen not to play which instigates an interaction with the customer.
 Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling

Socially Responsible messaging is implemented on all digital B3 and Cat C machines.

All machines display Gamble Responsibly stickers with helpline contact details.

Senior Management are members of the Bingo Association Executive and Socially Responsible Committees and Bingo Association Executive and Socially Responsible Committees. 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.

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

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.

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.

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.

Staff are trained how to manage situations with homeless people seeking refuge.

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| | <p>There are no bus stops in close vicinity.</p> <p>Locally Identified Premises</p> <p>Cineworld Cinema - Gloucester Quays, Gloucester Quays Outlet Centre, Merchants' Rd, GL1 5SH</p> <p>Museum Of Gloucester, Brunswick Rd, GL1 1HP</p> <p>Gloucester Crown Court, Longsmith St, GL1 2TS</p> <p>Blackfriars Priory, Ladybellegate St, GL1 2HN</p> <p>Public Houses and Alcohol Licensed Premise</p> <p>Cross Keys Inn, Cross Keys Ln, GL1 2HQ</p> <p>The Sword Inn Gloucester, 43-45 Westgate St, GL1 2NW</p> <p>The Fountain Inn, 53 Westgate St, GL1 2NW</p> <p>The Old Crown, 81-83 Westgate St, GL1 2PG</p> <p>The Dick Whittington, 100 Westgate St, GL1 2PE</p> <p>Deans Walk Inn, 86 St Catherine St, GL1 2PX</p> <p>Kingsholm Inn, 8 Kingsholm Rd, GL1 3AT</p> <p>The Abbey, 53 Northgate St, GL1 2AJ</p> <p>Imperial Inn, 59 Northgate St, GL1 2AG</p> <p>The Regal - JD Wetherspoon, 33 St Aldate St, GL1 1RP</p> <p>The Chambers, St Aldate St, GL1 1RP</p> <p>The Doctors, 61-63 Eastgate St, GL1 1PN</p> <p>The Gate, 112 Eastgate St, GL1 1QT</p> <p>Baker Street, 230 Southgate St, GL1 2EZ</p> <p>Brewhouse & Kitchen - Gloucester Quays, Unit R1, Gloucester Quays Designer Outlet, St Ann Way, GL1 5SH</p> <p>The Lord High Constable of England, Llanthony Warehouse, Llanthony Road, GL1 2EH</p> <p>The Tall Ship (Wadworth), 134 Southgate St, The Docks, GL1 2EX</p> | <p>A line of contact will be created with local high-risk premises, homeless shelters, foodbanks to provide social responsibility information.</p> |
| <p>Preventing gambling being a source of crime or disorder, being associated with crime and disorder or being used to support crime</p> | <p>Crime statistics</p> <p>Mercur Slots Gloucester is situated within the Gloucester City Centre policing neighbourhood, under the Gloucestershire Constabulary force area. In the year ending September 2020, the crime rate in Gloucester was about the same as the average crime rate across similar areas and higher than other areas in Gloucestershire. In February 2021 there were 353 crimes within a half mile. Anti social behavior (174), Violence and sexual offences (80), none of these were actually recorded on Northgate Street which had 3 recorded crimes. (streetcheckuk)</p> <p>Local Police</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>Mercur Slots Gloucester is subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed.</p> <p>Mercur Slots Gloucester 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</p> |

Merkur Slots Gloucester is situated within the Gloucester City Centre policing neighbourhood, under the Gloucestershire Constabulary force area. Local police station is Gloucester Police Station, Bearland, GL1 2JP.

Public Houses and Alcohol Licensed Premise

- Cross Keys Inn, Cross Keys Ln, GL1 2HQ
- The Sword Inn Gloucester, 43-45 Westgate St, GL1 2NW
- The Fountain Inn, 53 Westgate St, GL1 2NW
- The Old Crown, 81-83 Westgate St, GL1 2PG
- The Dick Whittington, 100 Westgate St, GL1 2PE
- Deans Walk Inn, 86 St Catherine St, GL1 2PX
- Kingsholm Inn, 8 Kingsholm Rd, GL1 3AT
- The Abbey, 53 Northgate St, GL1 2AU
- Imperial Inn, 59 Northgate St, GL1 2AG
- The Regal - JD Wetherspoon, 33 St Aldate St, GL1 1RP
- The Chambers, St Aldate St, GL1 1RP
- The Doctors, 61-63 Eastgate St, GL1 1PN
- The Gate, 112 Eastgate St, GL1 1QT
- Baker Street, 230 Southgate St, GL1 2EZ
- Brewhouse & Kitchen - Gloucester Quays, Unit R1, Gloucester Quays Designer Outlet, St Ann Way, GL1 5SH
- The Lord High Constable of England, Llanthony Warehouse, Llanthony Road, GL1 2EH
- The Tall Ship (Wadworth), 134 Southgate St, The Docks, GL1 2EX

Pawnbrokers and Loan Shops

- Cash Converters, 87-91 Northgate St, GL1 2AD
- SellBuySave, 74-76 Northgate St, GL1 1SL
- Baker G A & Son, 5 Southgate St, GL1 1TG
- The Gloucester Pawnbroking Company, 8 Longsmith St, GL1 2HH
- The Pawnbroker, Gloucester GL1 1SZ
- CeX, 34 - 38 Kings Square, GL1 1RX
- Gloucestershire Credit Union Limited, Central Library, Brunswick Rd, GL1 1HT

Gambling premises

- Be Lucky, Gloucester, 27 Westgate St, GL1 2NW
- Mecca Bingo Gloucester, 54 Eastgate St, GL1 1QN
- Buzz Bingo and The Slots Room Gloucester, Peel Centre, St Ann Way, GL1 5SF
- Coral, 47 Northgate St, GL1 2AU
- Betfred, 9 Westgate St, GL1 2NW
- Betfred, Grosvenor House, 10 Station Rd, GL1 1SZ

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.

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.

General Crime and Disorder

*To identify aggressive customers to prevent crime and disorder
Awareness of local crime issues in the local area*

We have reviewed the Police UK hot-spot mapping for Gloucester City Centre 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 Gloucestershire Police over reducing our involvement in any incident.

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.

All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable.

Staff are trained on how to deal with aggressive customers and situations which may also require police assistance.

The company operate an internal security alert system and are registered with trade associations for crime bulletins (BACTA and Bingo Association).

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.

Merkur Slots Gloucester 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.

Anti-social behaviour outside the premise

Paddy Power, 11 Southgate St, GL1 1TG
Ladbroke, 8, 10 Southgate St, The Docks, GL1 2DH
Coral, 131-133 Barton St, GL1 4HT

Residential Areas (Impacted by Anti Social Behaviour)

The area containing Northgate Street, Gloucester consists predominantly of flats (54%) and residences in commercial buildings (25.3%). There is higher than average level of rented housing (excluding social housing) - 62% of household spaces. This contrasts with the national average of just over 16%. 23% of properties are owned (with or without a mortgage). Majority of households are occupied by multiple residents (54%). House prices in Gloucester are the lowest in the County. Although there is still a high demand for rental properties and affordable housing. There have been no house sales reported to the Land Registry in Merkur Slots Gloucester postcode since January 1st 1995. Anti-social behaviour is most commonly reported crime type in this area. There have been 201 incidents reported only in October 2020 within half a mile from Merkur Slots Gloucester postcode, 2 of which occurred directly on Northgate Street.

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.

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.

Incidents of anti-social behaviour are recorded on the IHL SMART Tablet Incident App.

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.

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.

Money Laundering

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.

Merkur Slots has a designated Anti Money Laundering Officer (AMLO) and AML policies with clear escalation and reporting processes.

There are 7 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.

IHL SMART Tablet AML App is used to record AML incidents with emails alerts sent directly to the AMLO.

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.

Anti-fraud analysis on MARS (machine data capture system) identifies suspicious gaming activity.

Adequate staff will always be maintained and subject to regular review and risk assessment.

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.

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.

Any period of single-staffing is managed by the lone-working policy, locked door policy, remote monitoring of CCTV and keeping in touch policy.

Merkur Slots Gloucester 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.

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.

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.

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.

Venue and machine keys are secured in a time delay safe accessible only by Duty Management.

The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed.

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.

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| | | <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> <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>Ensuring that gambling is conducted in a fair and open way</p> | | |

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| | | <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. 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 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> <p>Ethnicity and Local Area Demographic 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 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> |
| Other | <p>Places of worship and Religious Buildings Pottershouse Church, 16 Northgate St, GL1 1SF St Mary de Crypt Church, Southgate St, GL1 1TP Brunswick Baptist Church, Southgate St, GL1 2DR Mariners Church, The Docks, GL1 2EN Gloucester Church - Seventh-day Adventist Church, 29 Cromwell St, GL1 1RE Ebenezer Gospel Hall, 5 Russell St, GL1 1NE English Churches Housing Group, 16 London Rd, GL1 3NE Members Church of God International, 40B London Rd, GL1 3NU Destiny Temple, 88 Kingsholm Rd, GL1 3AS St Mary's Congregational Church, Gloucester, St Mary's St, GL1, UK St Mary de Lode Church, Gloucester, 1 St Mary's Square, GL1 2TB St Nicholas' Church, Gloucester, St Nicholas' Church, Westgate St, GL1 2PG Gloucester Cathedral, 12 College Green, GL1 2LX Bishop Of Gloucester, 4 Pitt St, GL1 2BQ</p> | |

Methodist Circuit of Gloucestershire, 18 College Green, GL1 2LR

Prasepe have attained Responsible Gambling Accreditation from the G4 Global Gambling Guidance Group.

Prasepe work with YGAM (Young Gamers and Gamblers Education Trust) to deliver City and Guilds accredited training on vulnerable and gambling harm to all levels of management.

There are two National Training Centres and a dedicated Learning and Development Team.

Bingo Association, Gamcare Accredited training completed by members of management.

Gamcare Accredited training completed by members of management.

All staff complete on boarding and 6 monthly refresher training: The Essentials of Compliance, Safeguarding Children and Vulnerable People Age Verification and Customer Interaction.

Staff are aware of the importance of social responsibility, trained to advise customers of gambling responsibly and identifying potential problem gamblers.

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.

COVID 19

All staff receive training on COVID-19 guidelines.

Control measures clearly displayed at the entrance, temperature checks prior to entry and hand sanitisers available on entrance and throughout premise.

Masks made available to customers.

Appropriate social distancing signage throughout the gaming area and maximum capacity limits enforced.

COVID-19 Daily Check, B3 Ratio Check and Customer Track and Trace will be recorded on the IHL SMART Tablet.

Merkur Slots Gloucester Premise Layout

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| <p>Premise level:</p> | <p>Merkur Slots Gloucester is a ground floor unit on a pedestrianised street with office space above.</p> |
| <p>Premise frontage:</p> | <p>Merkur Slots Gloucester 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 Practice (CAP) and Broadcast Committee of Advertising Practice (BCAP).</p> <p>Merkur Slots shop front example on page 17</p> |
| <p>Counter Position:</p> | <p>Merkur Slots Gloucester 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. |
| <p>Floor layout:</p> | <p>Merkur Slots Gloucester 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.</p> |
| <p>Machine Positions:</p> | <p>Merkur Slots Gloucester 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> |
| <p>Hidden Areas:</p> | <p>Merkur Slots Gloucester 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.</p> |

Additional Comments

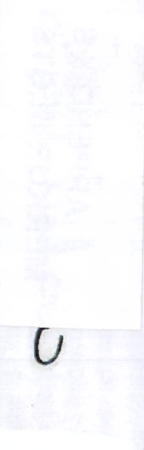
I have worked in the Gaming Industry for 25 years, in operations as a venue manager for 4 years and area manager for 20 years before moving to the Audit and Compliance department in 2019, prior to which I was in retail management. During my time in the industry, I have managed venues and areas in many locations from market towns such as Loughborough to large cities like Glasgow and Luton.

When completing a Local Area Risk Assessment for a new venue the process I would follow were lockdown restrictions were not in place would be to remotely research the area and complete my initial assessment this would then be followed by a physical visit to the location and surrounding area, accompanied by a member of the operations team. Following this visit I would then review and update my initial report. However due to current lockdown restrictions I have not completed a physical visit to the location and my assessment has been completed remotely.

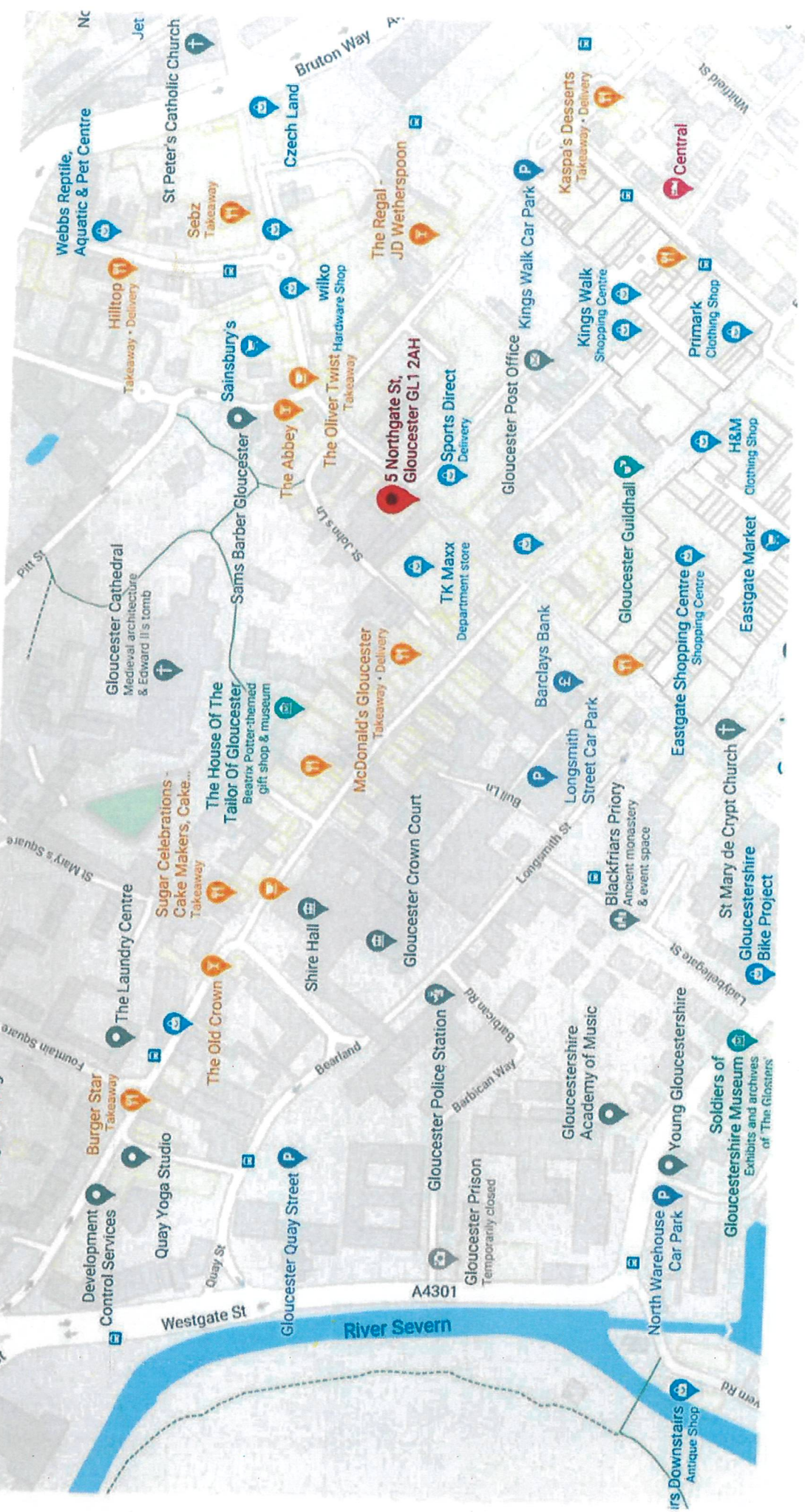
Once lockdown restrictions are eased and retail and hospitality in the area reopen and the town returns to more normal levels of trading a physical visit will be made and any appropriate adjustments made to the Risk Assessment. A review will additionally be carried out once the venue is open and local knowledge of the staff can be amalgamated.

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 several 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 premise's 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 considered 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 behavior even where particular groups are identified through research at being at greater risk of gambling related harm.

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| Assessors Name: | Gill Clulow |
| Signature: |  |
| Date: | 30.3.2021 |

Merkur Slots, 5 Northgate Street, Gloucester, GL1 2AH



Merkur Slots, 5 Northgate Street, Gloucester, GL1 2AH – Shop frontage example

