



Review of Gambling Policy Statement 2009 & Criteria for the Casino Licence Application - Stage 2 - Organisation Consultation

Luton Borough Council is the **Licensing Authority** for issuing gambling premises licences within Luton under The Gambling Act 2005. The Act requires the Council to consult local organisations / interested parties on the Statement of Gambling Policy every three years. The Council would also like to take this opportunity to consult your organisation on the proposed criteria for the new casino licence application- stage 2 .

This questionnaire is in relation to **licensed gambling premises in Luton only**.

As local organisation operating in Luton, your views are important to help us understand issues and concerns you may have in relation to licensed gambling premises around Luton. Your feedback will also help define the criteria the Council will use to assess applications for the new casino licence - stage 2 of the process.

Therefore, we would appreciate it if you could spend a few minutes to complete and return this questionnaire in the pre-paid envelope provided by **Wednesday 4th November 2009**

Alternatively, you can complete and return this questionnaire on-line by visiting www.luton.gov.uk/currentconsultations

****Please be assured that all responses will be treated in strict confidence and no individual will be identified in the reporting of the results.***

If you would like further information about this consultation, please contact Licensing Services on 01582 546040 or e-mail lbcerlicensing@luton.gov.uk

If you need this in large print, on tape or in **Polski** বাংলা গুজরাती धिनाघी अरु 01582
546040 

General principles to the Statement of Gambling Policy

In carrying out its licensing functions, the Council will have regard to the Gambling Act 2005, the statutory guidance, and the Council's Statement of Gambling Policy. It will also carry out its functions with a view to promoting the licensing objectives.

Q1 Does your organisation work with any of the following licensed gambling premises?

Please ✓ all that apply

- | | |
|---------------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> <i>Adult Entertainment Centre</i> | <input type="checkbox"/> <i>Family Entertainment Centre</i> |
| <input type="checkbox"/> <i>Alcohol Licensed Premises</i> | <input type="checkbox"/> <i>Social / Members Club</i> |
| <input type="checkbox"/> <i>Betting/Bookermakers premises</i> | <input type="checkbox"/> <i>None of the above</i> |
| <input type="checkbox"/> <i>Bingo premises</i> | <input type="checkbox"/> <i>Other</i> |
| <input type="checkbox"/> <i>Casino</i> | |

Other, please specify

Q2 What is the nature of this work? Please explain

Q3 From the list below, which gambling premises does your organisation feel attract the most problems within Luton? Please ✓ all that apply

- | | |
|---------------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> <i>Adult Entertainment Centre</i> | <input type="checkbox"/> <i>Family Entertainment Centre</i> |
| <input type="checkbox"/> <i>Alcohol Licensed Premises</i> | <input type="checkbox"/> <i>Social / Members Club</i> |
| <input type="checkbox"/> <i>Betting/Bookermakers Premises</i> | <input type="checkbox"/> <i>None of the above</i> |
| <input type="checkbox"/> <i>Bingo premises</i> | <input type="checkbox"/> <i>Other</i> |
| <input type="checkbox"/> <i>Casino</i> | |

Other, please specify

Q4 Are these issues / concerns to do with the premises: Please ✓ all that apply

- | | |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> <i>Size e.g. too large</i> | <input type="checkbox"/> <i>Potential impact of the premises e.g. number of customers visiting, routes taken by visitors etc</i> |
| <input type="checkbox"/> <i>Nature of the premises</i> | <input type="checkbox"/> <i>None of the above</i> |
| <input type="checkbox"/> <i>Distance of the premises from your home</i> | <input type="checkbox"/> <i>Other</i> |

Other, please specify

Q5 Is your organisation aware of the Council's role as the Licensing Authority when issuing premises licences for gambling? *Please ✓ one box only*

- Yes
 No
 Don't know / not sure

Q6 Would you like further information sent to you? *Please ✓ one box only*

- Yes - go to Q25 and provide your contact
 No

Licensing Objectives

It is the duty of the Council to carry out its licensing functions under The Gambling Act 2005 with a view to promoting the following licensing objectives:

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

Q7 From the list below, which areas most concern your organisation in relation to licensed gambling premises: *Please ✓ all that apply*

- | | |
|------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Criminal damage to property | <input type="checkbox"/> Violent / aggressive behaviour |
| <input type="checkbox"/> Drunken behaviour | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Loitering | <input type="checkbox"/> Don't know / not sure |
| <input type="checkbox"/> Theft | |

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

Licensing authorities are required to bring any matters of concern regarding the delivery of gambling in a fair and open manner to the attention of the Gambling Commission, so that the suitability of the operator can be considered.

It is a requirement that gambling premises operate in a fair and open manner.

Q8 Are the rules and advice on gambling / gaming machines clear to understand?
Please ✓ one box only

- Yes
 No
 Don't know / not sure

If no, please explain

Q9 Does your organisation feel there is adequate information, support and guidance on gambling issues available at the licensed gambling premises for visitors? *Please*

✓ one box only

Yes

No

If no, please explain

Q10 Does your organisation feel licensed gambling premises around Luton have effective measures in place to control gambling at the premises? *Please ✓ one box only*

Yes

No

Don't know / not sure

Q11 If no, is this in relation to a particular type(s) of licensed gambling premises? *Please ✓ all that apply*

Adult Entertainment Centre

Alcohol Licensed Premises

Betting/Bookermakers premises

Bingo premises

Casino

Family Entertainment Centre

Social / Members Club

Other

Other, please specify

Q12 Overall, do you feel that gambling at licensed premises within Luton is conducted in a fair and open manner? *Please ✓ one box only*

Yes

No

Don't know / not sure

If no, briefly explain how can this be improved

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

Q13 From the following list, which measures does your organisation feel are most important to have in place at licensed gambling premises to protect children and vulnerable adults from gambling: *Please ✓ all that apply*

- CCTV
- Clear notices / signage of designated areas
- Door supervisors
- Information leaflets/numbers for helpline organisations (e.g. Gamcare)
- Measures to deal with suspected truant school children on premises
- Physical separation of gambling and family entertainment areas
- Proof of age schemes for persons entering the casino and gambling area
- Specific opening times
- Staff training
- Supervision of entrances to casino and gaming areas
- Other

Other, please specify

Q14 Which of the following licensed gambling premises does your organisation feel have appropriate measures in place to ensure under 18 year olds do not have access to the premises? *Please ✓ all that apply*

- | | |
|--------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Adult Entertainment Centre | <input type="checkbox"/> Family Entertainment Centre |
| <input type="checkbox"/> Alcohol Licensed Premises | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Betting/Bookermakers premises | <input type="checkbox"/> Don't know / not sure |
| <input type="checkbox"/> Bingo premises | <input type="checkbox"/> Other |
| <input type="checkbox"/> Casino | |

Other, please specify

Q15 When issuing licences for gambling premises, does your organisation feel the Council do enough to ensure the licensee will take measures to: *Please ✓ all that apply*

- Keep gambling crime free
- Make sure gambling is fair and open
- Protect children and vulnerable adults

Review of a premises licence

The Council's Statement of Gambling Policy issued in 2006 permits interested parties (including both businesses and residents) in Luton to make an application to review a premises licence on the grounds of a breach of:

1. Any relevant Code of Practice
2. The Guidance by the Gambling Commission
3. Licensing Objectives

Q16 Is your organisation aware of this? *Please ✓ one box only*

- Yes
 No
 Don't know/not sure

Q17 Does your organisation know how to apply for a gambling premises licence review?
Please ✓ one box only

- Yes
 No
 Don't know/not sure

Q18 Would your organisation like further information sent to you about this? *Please ✓ one box only*

- Yes - go to Q25 and provide your contact details
 No

Split Premises Licence

Luton Borough Council intends to amend its Gambling Policy to address matters relating to splitting premises. For example - dividing a premises into individual areas for various uses, in accordance with the Licensing Objectives.

Q19 Does your organisation have any concerns for a premises to be split in this way?
Please explain

Q20 Are there any matters, other than the questions asked, that you feel should be addressed in the Statement of Gambling Policy? *Please explain*

Determining the criteria for Casino Application - Stage 2

There is a statutory duty to consult with interested parties and responsible authorities on the criteria that Luton Borough Council will use for the selection of suitable operator of the new casino licence premises for Luton.

When the prospective operators' applications come to the second stage of the process, we will want to assess their application against the criteria that will best reflect local issues, concerns, priorities and benefit Luton.

Q21 Which of the following should be included as part of the assessment criteria when choosing an appropriate operator for the casino? *Please ✓ one box per row*

	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Don't know/not sure</i>
The protection of children & vulnerable adults from potential harm from gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proposals for contributions/investments into local projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proposals setting out economic benefit to Luton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design of the proposed development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of the development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of other (non casino) facilities offered as part of/alongside the development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The employment & regeneration potentials of different proposals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills base <i>e.g</i> mixture of levels & skills of staff employed within any development, pay, terms of contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training for new staff, provision of training available for local staff to development key skills & to allow them to progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partnerships with local communities <i>e.g.</i> support for local voluntary groups, contributions to projects for problem gambling etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 In relation to the casino, do you feel it is important for the potential operator to address the following in their application for the casino licence? *Please ✓ one box per row*

	<i>Important</i>	<i>Neither important nor unimportant</i>	<i>Unimportant</i>	<i>Don't know/not sure</i>
A range of leisure & entertainment facilities that would add value to Luton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The proposed location is accessible so it can attract money without adversely affecting the local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify the type of customer they hope to attract & how	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security policy so that the casino will be a safe place to visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policies to tackle problem gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How they propose to protect children & vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proposals on dealing with the increased traffic, noise and other adverse effects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrate a clear commitment to create a wide range of jobs & training opportunities for local people particularly the unemployed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the building is of high quality, accessible for all users and the appearance is pleasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure there is funding for marketing & running the casino to ensure it is a successful business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrate that there are measures in place to monitor the impact of the casino on Luton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for sports/cultural/charitable schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Can you suggest any additions that should be made to the assessment criteria?
Please specify

Q24 Overall, does your organisation have any other comments / suggestions / issues / concerns? *Please explain*

Q25 Please provide following contact details for your organisation:
**The details you provide will be for the use of the Licensing Team only and will NOT be shared with any other departments within the Council)*

Name of organisation	
Postal address.....	
Telephone number	
Email address.....	
Name of person completing the questionnaire	
Post of person completing the questionnaire .	

- Q26** Is your organisation interested in: *Please ✓ all that apply*
- Forming part of the Council's established Licensing Consultative Group*
 - Taking part in consultation events/activities held by the Council*
 - Receiving information on the review of gambling premises licences*

About your organisation

To help us monitor the consultation process and ensure fair access, we would be grateful if you would complete the following questions about your organisation:

- Q27** Are the majority of people managing your organisation - *Please ✓ one box only*
- | | |
|-----------------------------------------------------------------|----------------------------------------|
| <input type="checkbox"/> <i>White</i> | <input type="checkbox"/> <i>Male</i> |
| <input type="checkbox"/> <i>Black or Minority Ethnic Groups</i> | <input type="checkbox"/> <i>Female</i> |
| <input type="checkbox"/> <i>People with disabilities</i> | |

Q28 Does your organisation represent or provide services to any of the following people or communities? Please ✓ all that apply

- | | | |
|--------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Asian or Black | <input type="checkbox"/> Faith groups | <input type="checkbox"/> Women |
| <input type="checkbox"/> Eastern European | <input type="checkbox"/> Travellers | <input type="checkbox"/> Carers |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Homeless people | <input type="checkbox"/> Drug, alcohol or solvent dependent |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Lone parents | <input type="checkbox"/> Environmentally related groups |
| <input type="checkbox"/> Children and/or young people | <input type="checkbox"/> Offenders and ex-offenders | <input type="checkbox"/> All of the above |
| <input type="checkbox"/> Senior citizens (50 and over) | <input type="checkbox"/> Refugees | <input type="checkbox"/> None of the above |
| | <input type="checkbox"/> Unemployed people | <input type="checkbox"/> Other |

Other, please specify

Q29 Which of the following best describes your organisation? Please ✓ all that apply

- | | | |
|-------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Agent | <input type="checkbox"/> Estate Agent | <input type="checkbox"/> Parish Council |
| <input type="checkbox"/> Business Group | <input type="checkbox"/> Government Agency | <input type="checkbox"/> Planning Consultant |
| <input type="checkbox"/> Businesses | <input type="checkbox"/> Government Body | <input type="checkbox"/> Race organisation |
| <input type="checkbox"/> Community Group | <input type="checkbox"/> Health organisation | <input type="checkbox"/> Religious organisation |
| <input type="checkbox"/> Community Partnership | <input type="checkbox"/> Housebuilder | <input type="checkbox"/> Sports organisation |
| <input type="checkbox"/> Councillor, District | <input type="checkbox"/> Housing Association | <input type="checkbox"/> Tenant/Residents Association |
| <input type="checkbox"/> Councillor, Parish | <input type="checkbox"/> Other | <input type="checkbox"/> Town Council |
| <input type="checkbox"/> Developers | <input type="checkbox"/> Internal Consultee | <input type="checkbox"/> Transport organisation |
| <input type="checkbox"/> Disability Organisation | <input type="checkbox"/> Library | <input type="checkbox"/> Utility company |
| <input type="checkbox"/> Education Establishment | <input type="checkbox"/> Local Authority | <input type="checkbox"/> Voluntary organisation |
| <input type="checkbox"/> Emergency Service | <input type="checkbox"/> Local Landowner | <input type="checkbox"/> Women's group |
| <input type="checkbox"/> Environment Group (Local) | <input type="checkbox"/> Local Resident | |
| <input type="checkbox"/> Environment Group (National) | <input type="checkbox"/> Media organisation | |
| | <input type="checkbox"/> Member of the Public | |
| | <input type="checkbox"/> Member of Parliament (MP) | |

Other Please specify

Thank you for your assistance

Please return your completed questionnaire in the pre-paid reply envelope provided by
Wednesday 4th November 2009
