

Merkur Slots, 247 The Heathway, Dagenham, RM9 5BG

Local Area Risk Assessment

Trading Name:	Merkur Slots
Premise	247 The Heathway, Dagenham, RM9 5BG
Local Authority:	Barking and Dagenham Council
Premise Licence No:	New application
Operator Licence No:	000-003256-N-103444-027 (Merkur Slots UK Limited)
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:	Amanda Kiernan – Head of Compliance
Date of Assessment:	25/07/21 and 12/08/21
Review Date:	On opening in conjunction with local staff

Local Area Profile Risk Factors

<p>Local Risk Profile:</p>	<p>Merkur Slots Dagenham is a former Santander Bank located on The Heathway (A1240). The surrounding area is heavily populated with residential properties. There is an alleyway a short distance away that leads to a service road behind the retail outlets and further residential properties. The premise is opposite the entrance to The Heathway, Shopping Centre. The shopping centre has a multi-storey carpark which has residential flats and properties above and behind with communal areas where people congregate. There are a variety of retail and non-retail premises along the Heathway both national and independent, these are predominately fast food outlets, small independent retailers and charity shops. There are four Bookmakers in very close proximity along The Heathway, Betfred, William Hill and Coral are directly opposite on the edge of the shopping centre and there are a high number of pawnbrokers and loan shops within the local area. There are six primary schools including one for learning difficulties within half mile.</p> <p>There are a number of local vulnerable and addiction support services nearby: St Luke's Service, 813 Dagenham Road, RM10 7UP is a free and confidential drug and alcohol service for adults in Barking and Dagenham; WDP Subwize, The Vibe, 195-211 Becontree Ave, RM8 2UT, a free, confidential young people's drug and alcohol service; Look Ahead Housing & Care, 1-11 Vineries Close, RM9 5DA, offering sheltered accommodation to single homeless people; and The Trussell Trust Food Bank, a nationwide support network of food banks providing emergency food and support to people locked in poverty has two Foodbanks located in Dagenham.</p>
<p>Establishments of note:</p>	<p>Dagenham Library, 1 Church Elm Lane, RM10 9QS, Citizens Advice, 339 Heathway, RM9 5AF. The Library is opposite the premise on the edge of the shopping centre adjacent to residential properties, approx. 1 minute walk away. Lord Denman public house is located a short distance away on The Heathway, the pub offers Game Nights (sports) and Music events on a regular basis and trades until midnight on Fridays and Saturdays (11pm other days). The underground train station (District Line) is located approx. 5 minutes' walk away. There is an Adult Gaming Centre opposite the station, @gamingfun.</p>
<p>Adjoining premises:</p>	<p>Paddy Power, 243-245 Heathway, RM9 5AN and Gadcet, 249 Heathway, RM9 5AN</p>
<p>Crime statistics:</p>	<p>This postcode is classified as a high crime area. 189 crimes were recorded in June 2021 within half a mile of the centre of RM9 5BG, the majority were - Violence and sexual offences (49), Anti-social behaviour (47). (<i>streetcheck.uk</i>) In the year ending December 2020, the crime rate in Barking & Dagenham was 90.53/1000 which was lower than the average crime rate across similar areas such as Newham, Birmingham and Leicester. In the quarter ending December 2020, crime rates were down in Barking & Dagenham, down in the Metropolitan Police force area compared with the corresponding quarter in 2019.</p>
<p>Population:</p>	<p>The UK population as a whole is 44% male, in this area the split is 49% male, 51% female the majority of the population are in the age group 30-44 years, 41% are married and 37% are single. 34% have no GCSE or equivalent qualification and 18% have a degree or similar. 46.6% are employed as semi-skilled and unskilled manual workers; those on state benefit/unemployed, & lowest grade workers. (<i>streetcheck.uk</i>)</p>
<p>Culture:</p>	<p>Heathway, Dagenham can be considered more ethnically diverse than the UK average. As whole, the UK population claims itself as approximately 86% white, with residents of this area being 67% so, 20% of the population are Black African and 4.7% of mixed ethnicity. The majority 71.7% were born in England and are Christian. (<i>streetcheck.uk</i>)</p>
<p>Unemployment:</p>	<p>74.4% of the area are economically active compared to 79.1% in GB. 67.3% are in employment, 7.9% unemployed. Of the economically inactive 29% are students, 36% look after the home/family and 26% are long term sick. 12% of households are workless. (<i>nomisweb.co.uk</i>)</p>
<p>Deprivation:</p>	<p>On the index of multiple deprivation the area of Barking and Dagenham has an average score of 32.77 it is in the 30-40% most deprived areas in England. The area has a deprivation scores of 31 for barriers to housing, 30 for health, 32 for employment, 29 for crime, 32 for education, 32 for children and young people and 15 for living environment. (<i>lbbd.emu-analytics.net</i>)</p>
<p>Local Police:</p>	<p>Heathway, Dagenham, RM9 5BG is within the River policing neighbourhood, under the Metropolitan Police Service force area. Dagenham Police Station, 561 Rainham Road, RM10 7TU.</p> <p>The local police have raised a number of concerns and apparent significant problems with existing gambling premises relating to street drinking, ASB, drug dealing and violence.</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 London Borough of Barking & Dagenham Council local authority Statement of Gambling Licensing Policy (Section four, Premise Licences) and Dagenham Council Borough Profile 2011 for River Ward.

Environmental Factors

In preparing this assessment Merkur Slots 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 footfall. We have set out below our position on risk in this area:

Licensing Objectives	Local Risks	Control Measures
Protecting children and other vulnerable people from being harmed or exploited by gambling	<p>Unemployment: 74.4% of the area are economically active compared to 79.1% in GB. 67.3% are in employment, 7.9% unemployed. Of the economically inactive 29% are students, 36% look after the home/family and 26% are long term sick. 12% of households are workless. (nomisweb.co.uk)</p> <p>Deprivation: On the index of multiple deprivation, the area of Barking and Dagenham has an average score of 32.77 it is in the 30-40% most deprived areas in England. The area has a deprivation scores of 31 for barriers to housing, 30 for health, 32 for employment, 29 for crime, 32 for education, 32 for children and young people and 15 for living environment. (lbbd.emu-analytics.net)</p> <p>Schools and Education Trinity School, Heathway, RM10 7SJ Thomas Arnold Primary School, Rowdowns Rd, RM9 6NH Five Elms Primary School, 294 Wood Ln, RM9 5TB Parsloes Primary School, Spurling Rd, RM9 5RH St Peter's RC Primary School, Goresbrook Rd, RM9 6UU Madrasah, 23 Goresbrook Rd, RM9 6UX A B C Pre School, St Peters Church Hall, Goresbrook Road RM9 6UR Valence Primary, 143 Halbutt St, RM9 5AH Chestnut Nursery School, 202A Halbutt St, RM9 5AA Hopewell School, Harmony House, Baden Powell Ct, RM9 6XN Saint Joseph's Catholic, 48 Connor Rd, RM9 5UL</p>	<p>Age Verification <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 Merkur Slots 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. Think 25 advertising is prominently displayed throughout the premise.</p> <p>Merkur Slots Dagenham 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> <p>Age verification test purchasing, and mystery shopper visits are frequently carried out by 3rd party companies - Check Policy and Store Checker. Age verification tests</p>

<p>Marsh Green Primary, South Cl, RM10 9NJ Sydney Russell School, Parsloes Ave, RM9 5QT The Adult College, 241, 247 Parsloes Ave, RM9 5QD</p> <p>Community Centres and Youth Centres nia Huggett Women's Centre, 321-329 Heathway, RM9 5AF Hatfield Community Centre, 71 Hatfield Rd, RM9 6JS Richmond Fellowship, 42-48 Parsloes Ave, RM9 5NU Fanshawe Community Centre, Barmmead Rd, RM9 5DX Woodward Hall, 34 Woodward Rd, RM9 4SJ Dagenham Parish Hall, Exeter Road, RM10 8TR Village Community Hall, 18 Vicarage Rd, RM10 9SD Future, Barking & Dagenham Youth Zone, 201, 225 Porters Ave, RM9 5YX Darul Ummah Goresbrook, 36 Maplestead Rd, RM9 4XR</p> <p>Parks, play grounds and sports/leisure facilities Castle Green Leisure Centre, Gale St, RM9 4UN Dagenham Park Leisure Centre, School Rd, RM10 9QH Heathway Gardens, Dagenham Ave, RM9 6LD Goresbrook Park, Dagenham Ave, RM9 6LD Heathway Cenotaph War Memorial, Church Elm Lane, RM10 9QS Old Dagenham Park Ornamental Garden, Vicarage Road, RM10 9SD Heath Park, Rusholme Ave, RM10 7ND Old Dagenham Park, Ballards Road, RM10 9AR Parsloes Park, 333 Ivyhouse Road, RM9 5SA King George's Playing Field Play Area, Baddow Close, RM10 9PS Oval Road North Play Area, Oval Rd N, RM10 9EP Pondfield Park Play Area, Reede Rd, RM10 8EH Dagenham Library, 1 Church Elm Lane, RM10 9QS</p> <p>Vulnerable and addiction support services St Luke's Service, 813 Dagenham Road, RM10 7UP <i>CGL St Luke's Service is a free and confidential drug and alcohol service for adults in Barking and Dagenham. We provide open access support and treatment for people with alcohol and drug problems. The service aims to help you identify the impact that drugs and/or alcohol may be having on your life and to develop the motivation and confidence to make positive changes.</i> WDP Subwise, The Vibe, 195-211 Becontree Ave, RM8 2UT <i>Subwise is a free, friendly and confidential young people's drug and alcohol service. We work with young people under the age of 21 (with transitional age group of 21-24) who live in Barking and Dagenham or attend schools and colleges in the borough.</i></p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Results of age verification checks and third-party results are shared with the Gambling Commission.</p> <p>Proof of Age scheme in place with application forms available in the venue.</p> <p>The children and young person's 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.</p> <p>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</p> <p>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.</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>
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<p>Citizens Advice, 339 Heathway, RM9 5AF Dagenham Ummah Welfare Trust, 5 Hewett Rd, RM8 2XT</p> <p>Homeless shelters and food banks Look Ahead Housing & Care, 1-11 Vineries Close, RM9 5DA <i>An organisation offering sheltered accommodation to single homeless people that have a local connection to Barking and Dagenham.</i> The Trussell Trust Food Bank, <i>A nationwide support network of food banks providing emergency food and support to people locked in poverty that campaigns for change to end the need for food banks in the UK.</i> has Foodbanks located in Dagenham: RCCG House of Faith Connections, 104 New Road, Dagenham, RM9 6PE The Old Dagenham Methodist Church, Rainham Road South, Dagenham East, RM10 8YB</p> <p>Pawnbrokers and Loan Shops CeX, Unit 6, The Mall, Heathway, RM10 8RE Gadget, 249 Heathway, RM9 5AN Cash Convertors, 287a The, Heathway, RM9 5AQ H&T Pawnbrokers, 299 Heathway, RM9 5AQ D T & T Money Transfer, 222A Heathway, RM10 8QS Access Financial Services, 296 Heathway, RM10 8LU Simply Gold, 307 Heathway, RM9 5AQ</p> <p>Medical Centres, Care Homes and Mental Health facilities Heathway Medical Centre, Broad Street Resource Centre, Morland Rd, RM10 9HU The Medical Centre, 92 Hedgemans Rd, RM9 6HT Fanshawe Health Centre, 57 Halbutt St, RM9 5AR Becontree Medical Centre, 641-645 Becontree Ave, RM8 3HP Broad Street Resource Centre, Morland Rd, RM10 9HU Church Elm Lane Health Centre, 169 Church Elm Ln, RM10 9RR Oxlow Lane Clinic, 281 Oxlow Ln, RM10 7YU Halbutt Street Surgery, 2 Halbutt St, RM9 5AS Venkat Health Centre, 370 Parsloes Ave, RM9 5QP Queen's Hospital, Rom Valley Way, RM7 0AG</p> <p>Gambling premises William Hill, 220 Heathway, RM10 8QS Betfred, 125 Broad St, RM10 9HP @GamingFun, 250 Heathway, RM10 8QS Coral, 251, 253 Heathway, RM9 5AN Paddy Power, 243-245 Heathway, RM9 5AN</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 Mercur 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> <p>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.</p>
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<p>'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.</p> <p>Playright App available for customers to self-manage their play and spend and can send alerts to Merkur Slots Dagenham if the customer enters at a time, they have chosen not to play which instigates an interaction with the customer.</p> <p>Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling</p> <p>Socially Responsible messaging is implemented on all digital B3 and Cat C machines.</p> <p>All machines display Gamble Responsibly stickers with helpline contact details.</p> <p>Senior Management are members of the Bingo Association Executive and Socially Responsible Committees and BACTA Divisional 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.</p> <p>Deprivation</p> <p>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</p> <p>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.</p> <p>Homelessness</p> <p>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.</p> <p>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.</p> <p>Staff are trained how to manage situations with homeless people seeking refuge.</p> <p>A line of contact will be created with local high-risk premises, homeless shelters, foodbanks to provide social responsibility information.</p>	<p>Coral, 24 Goresbrook Rd, RM9 6UR Hollywood Bowl, Cook Rd, RM9 6UQ Mecca, Dagenham Leisure Park, Cook Road, RM9 6UQ</p> <p>Residential Areas</p> <p>Residential areas surround The Heathway which are mainly terraced and semi-detached ex local authority housing. Around 43% are owned and 31% rented from the council. 64% are occupied by 1-4 people. (streetcheck.uk)</p> <p>Bus stops and other Transport links</p> <p>Dagenham Heathway, Underground Station, RM10 8QS Bus Stops along The Heathway</p> <p>Locally Identified Premises</p> <p>Citizens Advice, 339 Heathway, RM9 5AF Dagenham Library, 1 Church Elm Lane, RM10 9QS, Citizens Advice, 339 Heathway, RM9 5AF</p> <p>Public Houses and Alcohol Licensed Prem</p> <p>The Lord Denman, 270-272 Heathway, RM10 8QS Chequers Corner, 2 New Rd, RM9 6YS Premier Inn, Chequers Corner, 2 New Rd, RM10 6YS The Balti Cottage, 18-20 Goresbrook Rd, RM9 6UR Royal Bengal, 7 Parsloes Ave, RM9 5PA</p>
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<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: This postcode is classified as a high crime area. 189 crimes were recorded in June 2021 within half a mile of the centre of RM9 5BG, the majority were - Violence and sexual offences (49), Anti-social behaviour (47). (streetcheck.uk) In the year ending December 2020, the crime rate in Barking & Dagenham was 90.53/1000 which was lower than the average crime rate across similar areas such as Newham, Birmingham and Leicester. In the quarter ending December 2020, crime rates were down in Barking & Dagenham, down in the Metropolitan Police force area compared with the corresponding quarter in 2019. (<i>police.uk</i>)</p> <p>Local Police: Heathway, Dagenham, RM9 5BG is within the River policing neighbourhood, under the Metropolitan Police Service force area. Dagenham Police Station, 561 Rainham Rd S, RM10 7TU The local police have raised a number of concerns and apparent significant problems with existing gambling premises relating to street drinking, ASB, drug dealing and violence.</p> <p>Public Houses and Alcohol Licensed Premise The Lord Denman, 270-272 Heathway, RM10 8QS Chequers Corner, 2 New Rd, RM9 6YS Premier Inn, Chequers Corner, 2 New Rd, RM10 6YS The Balti Cottage, 18-20 Goresbrook Rd, RM9 6UR Royal Bengal, 7 Parsloes Ave, RM9 5PA</p> <p>Pawnbrokers and Loan Shops CeX, Unit 6, The Mall, Heathway, RM10 8RE Gadcet, 249 Heathway, RM9 5AN Cash Convertors, 287a The, Heathway, RM9 5AQ H&T Pawnbrokers, 299 Heathway, RM9 5AQ D T & T Money Transfer, 222A Heathway, RM10 8QS Access Financial Services, 296 Heathway, RM10 8LU Simply Gold, 307 Heathway, RM9 5AQ</p> <p>Gambling premises William Hill, 220 Heathway, RM10 8QS Betfred, 125 Broad St, RM10 9HP Gaming Fun, 250 Heathway, RM10 8QS Coral, 251, 253 Heathway, RM9 5AN Paddy Power, 243-245 Heathway, RM9 5AN Coral, 24 Goresbrook Rd, RM9 6UR</p>	<p>Premise Security and violence in the workplace <i>Poor security control measures which may increase vulnerability to crime</i> <i>Failure to protect employee and customers from harm during the hours of late-night opening</i></p> <p>Merkur Slots Dagenham is subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed.</p> <p>Merkur Slots Dagenham 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 staff when working in the service area. Ability to review CCTV remotely and provide footage to relevant parties when required.</p> <p>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.</p> <p>General Crime and Disorder <i>To identify aggressive customers to prevent crime and disorder</i> <i>Awareness of local crime issues in the local area</i></p> <p>We have reviewed the Police.UK hot-spot mapping for Welwyn Dagenham West 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 Hertfordshire Police over reducing our involvement in any incident.</p> <p>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.</p> <p>All incidents are recorded on the IHL SMART Tablet Incident App inc. crime reference number where applicable.</p> <p>Staff are trained on how to deal with aggressive customers and situations which may also require police assistance.</p> <p>The company operate an internal security alert system and are registered with trade associations for crime bulletins (Bingo Association and BACTA).</p>
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<p>Hollywood Bowl, Cook Rd, RM9 6UQ Mecca, Dagenham Leisure Park, Cook Road, RM9 6UQ</p> <p>Residential Areas (impacted by Anti-Social Behaviour) The area around The Heathway is residential terraced and semi-detached housing a large number of the recorded anti-social crimes in June 2021 were in the Church Elm Road and Broad Street residential areas.</p>	<p>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.</p> <p>Merkur Slots Dagenham 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.</p> <p>Anti-social behaviour outside the premise 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.</p> <p>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.</p> <p>Incidents of anti-social behaviour are recorded on the IHL SMART Tablet Incident App.</p> <p>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.</p> <p>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.</p> <p>Money Laundering <i>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.</i></p> <p>Merkur Slots has a designated Anti Money Laundering Officer (AMLO) and AML polices with clear escalation and reporting processes.</p> <p>There are 4 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</p>
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<p>association of are suspected. Any suspicious activities are reported to the nominated officer who will report to NCA where appropriate.</p> <p>IHL SMART Tablet AML App is used to record AML incidents with emails alerts sent directly to the AMLO.</p> <p>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.</p> <p>Anti-fraud analysis on MARS (machine data capture system) identifies suspicious gaming activity.</p> <p>Adequate staff will always be maintained and subject to regular review and risk assessment.</p> <p>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.</p> <p>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.</p> <p>Any period of single-staffing is managed by the lone-working policy, locked door policy, remote monitoring of CCTV and keeping in touch policy.</p> <p>Merkur Slots Dagenham 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.</p> <p>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.</p> <p>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.</p>		
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<p>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.</p> <p>Venue and machine keys are secured in a time delay safe accessible only by Duty Management.</p> <p>The premise and staff will be protected by a Staffguard security system, Maglock and intruder alarms will be installed.</p> <p>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.</p> <p>Alcohol and Drugs 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. '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 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>	
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Ensuring that gambling is conducted in a fair and open way

Bingo/Gaming Machine and Supervision

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).

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.

Customer Complaints

Failure to prevent customers complaints and disputes regarding gambling within our premises. Failure to resolve customer's complaints and disputes regarding our gambling premises.

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.

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.

Complaint's 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.

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).

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.

All marketing campaigns are reviewed for appropriateness before being launched. No advertising is used that depicts images that may appeal to children.

Other	<p>Places of worship and Religious Buildings Dagenham Jamme Masjid, Barnmead Rd, RM9 5DX Salvation of God Ministry Cherubim and Seraphim Church, 114 Heathway, RM10 9NX The Redeemed Christian Church of God, 284A Heathway, RM10 8QS RCCG - Open Heavens Sanctuary, 228a Heathway, RM10 8PE Church Elm Court, 26 Church Elm Ln, Barking, RM10 9QS Cherubim And Seraphim Church, 73 Arnold Rd, RM9 6AQ St Peter's RC Church, 52 Goresbrook Rd, RM9 6UR Saint Martin's Church, RM9 6XA The Apostolic Movement Church, 121 Broad St, RM10 9HP Osborne Square Church, 76A Osborne Square, RM9 5BA St Georges C Of E Church, 86 Rogers Rd, RM10 8JX Dagenham Baptist Church, 70 Chaplin Rd, RM9 6EP Dagenham Community Church, 21 Charlotte Rd, RM10 8TD Holy Family Catholic Church, The Presbytery, Oxlow Ln, RM9 5XJ Becontree Church, 330 Hedgemans Rd, RM9 6BX Dagenham Aishah Islamic Centre, 1 Selinas Ln, RM8 1QH Madina Foundation Dagenham East, 539 Rainham Rd S, RM10 7XJ Beacon Tree Masjid, 798 Green Ln, RM8 1YT</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> <p>Merkur Slots have attained Responsible Gambling Accreditation from the G4 Global Gambling Guidance Group.</p> <p>Merkur Slots 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.</p> <p>There are two National Training Centres and a dedicated Learning and Development Team.</p> <p>Bingo Association, Gamcare Accredited training completed by members of management.</p> <p>All staff complete on boarding and 6 monthly refresher training: The Essentials of Compliance, Safeguarding Children and Vulnerable People Age Verification and Customer Interaction.</p> <p>Staff are aware of the importance of social responsibility, trained to advise customers of gambling responsibly and identifying potential problem gamblers.</p> <p>Compliance and Social Responsibility Folder and Player Protection Framework containing policies and procedures is available to all staff. Venue Mangers review compliance logs monthly, Area Managers Bi monthly and Compliance Auditors twice yearly.</p>
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		<p>COVID 19 All staff receive training on COVID-19 guidelines.</p> <p>Control measures clearly displayed at the entrance, temperature checks prior to entry and hand sanitisers available on entrance and throughout premise.</p> <p>Masks made available to customers.</p> <p>Appropriate social distancing signage throughout the gaming area and maximum capacity limits enforced.</p> <p>COVID-19 Daily Check, B3 Ratio Check and Customer Track and Trace will be recorded on the IHL SMART Tablet.</p>
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Merkur Slots Dagenham Premise Layout

	<p>Merkur Slots is a ground floor premise located on The Heathway area of the Dagenham Town Centre.</p>
<p>Premise frontage:</p>	<p>Merkur Slots Dagenham will be a property 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>Counter Position:</p>	<p>Merkur Slots Dagenham 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 Dagenham or 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 Dagenham 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 Dagenham 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

Merkur Slots is accredited by the G4 Global Gambling Guidance Group for Responsible Gambling.

I am an IIA Qualified Internal Risk and Corporate Governance Auditor with over 25 years' experience working in risk based customer facing environments within various industries. The last 9 years I have been working solely in the Gambling Industry (Amanda Kiernan, Head of Compliance).

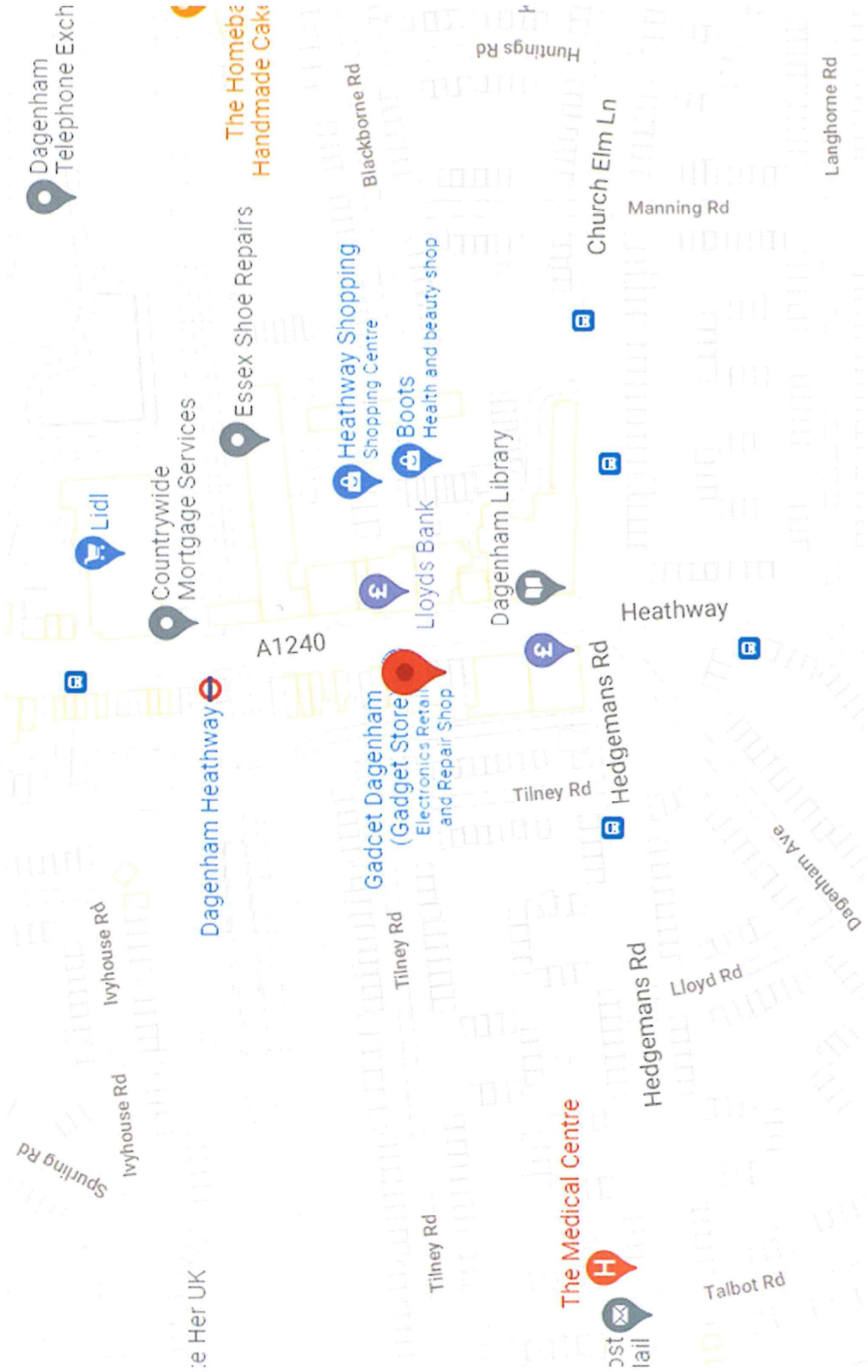
Merkur Slots UK have operated a Bingo licensed premise within the Barking and Dagenham Local Authority, Merkur Slots, 62 East Street, Barking, IG11 8EQ since 2012. This premise has never been subject to a local authority or Gambling Commission review.

This document provides an assessment of risk at premise level relating to the provision of these facilities for gambling. Merkur Slots 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, Merkur Slots 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 behaviour even where particular groups are identified through research at being at greater risk of gambling related harm.

Assessors Name:	Amanda Kiernan
Signature:	
Date:	31/08/21

Merkur Slots, 247 The Heathway, Dagenham, RM9 5BG



Merkur Slots, 247 The Heathway, Dagenham, RM9 5BG – Shop frontage example



