Gedney, Oliver

From: Polly Harris-Gorf
Sent: 25 August 2021 15:12
To: _planningadvice
Subject: FW: H16-0789-21 32-33 Hall Place
Attachments: We sent you safe versions of your files; Cashino_Spalding_Operational Management Plan.pdf

6SUP (Operational Management Plan) please see attached and email below.

From: Sam Deegan
Sent: 25 August 2021 15:08
To: Polly Harris-Gorf
Subject: FW: H16-0789-21 32-33 Hall Place

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

This message originated from outside your organization

Hi Polly

I have discussed your questions with my client and they are more than happy to reduce the sought opening hours and seek 7am – midnight, 7 days a week. My client is also happy for the management interventions covered in the attached Operational Management Plan to be conditioned to any forthcoming decision.

We always instruct a noise consultant to produce a noise report for sites where there is a residential use directly above the proposed Adult Gaming Centre. In this instance we did not feel it was necessary given that my client intends to utilise the first floor for staff, however my client is more than happy for one to be carried out here and one could be with you by the end of next week?

I must stress that the proposed use is very quiet. Games are played by individuals on tables and machines, unlike betting shops and casinos there are no large screen showing live sporting events and people play games in large groups. The two below photos (& brochure) submitted in support of the application illustrate the type of environment my client's AGC will provide its customers.

I can also see that some of the objectors fear the proposed use will increase anti-social behaviour and gambling issues. However there is no evidence that these premises contribute to, or cause any issues and there certainly is no link between general articles about problem gambling and my client's operation.





Kind regards

Sam

Samuel Deegan MRTPI
Associate

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HG1 5AW
My working days are Monday, Tuesday, Wednesday and Thursday. On Fridays, please contact harrogate@planningpotentia



www.planningpotential.co.uk

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Merkur Slots, Ground & First Floor 32-33 Hall Place, Spalding, PE11 1SG

OPERATIONAL MANAGEMENT PLAN & SECURITY MEASURES

August 2021

Cashino Gaming Ltd (trading as Merkur Slots) is an experienced and responsible Adult Gaming Centre operator. As with all our premises, we will operate a 'good neighbour' policy and will ensure that all neighbours are respected. We will implement a robust operational management plan and implement robust security measures to ensure that the premises, our customers and our relationship with our neighbours are all well managed.

All staff will be provided with a copy of this Operational Management Plan. All members of the management team will have full training with regards to the management plan. Refresher training will be held with all management members every 6 months.

The Operational Management Plan in the first year will be reviewed on 6 monthly basis in order to react to any changes in our initial trading pattern and then annually thereafter.

General

The premises will be open to customers seven days a week from 07:00am – 00:00 (midnight).

A member of the management team will be on site at all times.

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

A think 25 proof of age scheme shall be operated at the premises where any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry.

Individuals who are deemed to be under the influence of excessive alcohol shall not be allowed to enter the premises.

We will place a notice visible from the exterior of the premises stating that drinking of alcohol directly outside the premises is forbidden and that those who do so will be banned from the premises.

We will only play quite background music in the premises and there will not be any tannoy systems.

The main entrance doors will not be fixed or propped open at any time whilst the premises is trading. The door will incorporate an automatic closer system.

Dispersal Policy

The premises will not attract large crowds of people and there will not be a mass departure of rowdy people at closing time, therefore we do not have formal dispersal policies in place in our premises. It is also unusual for our customers to loiter outside the premises after closing time. However, the following steps will be taken at closing time:

- Staff will alert customers that the premises will be closing 30 minutes before closure.
- Customers will be reminded to respect our neighbours when they leave.
- No waiting outside the premises will be permitted after close. Customers found to be loitering near the building will be politely asked by staff to move on.

- Staff, on request, will provide relevant information to customers who require a taxi or directions to the nearest station or bus stop.

Security Measures

The premises shall install and maintain a comprehensive CCTV system, which shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.

Notices shall be prominently displayed within the premises stating that CCTV is in operation.

An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing Authority or the Police. Details to include:

- all crimes reported to the venue
- all ejections of patrons
- any complaints received concerning crime and disorder
- any incidents of disorder
- all seizures of drugs or offensive weapons
- any visit by a relevant authority or emergency service.
- any attempts by children and young persons to gain access to the premises to gamble
- any Challenge 25 Refusals.

Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV.

The entrance doors will be fitted with a magnetic door locking system. There shall be no pre-planned single staffing at the premises from 20:00 until closing. Should the premises be single staffed after this time, the magnetic door locking system must be in constant use.

The entrance doors will have a concealed maximum security deadlock.

All cash is stored in a cash recycler. There will be no access to cash when the premises is trading and the cash recycler is locked at all other times.