

## Consultation questions

**What is the name of your organisation?** Newcastle-under-Lyme Borough Council

**Is the organisation headquartered in Great Britain?** (Yes / No / I don't know)

**Which of the following best represents your organisation's sector?** (remote gambling industry, land-based gambling industry, both remote and land-based gambling industry, gambling-related sector (e.g. advertising, sport, or broadcasting), government/regulator, lived experience peer support charity, academic/research, treatment provision, other, I don't know)

**How many employees does the organisation you are responding on behalf of have globally?** (1-9 / 10-19 / 20-49 / 50- 99 / 100 - 250 / 250 - 499 employees / 500+ employees / I don't know)

**Are you happy for government to attribute responses to your organisation in a published response to this consultation?** (Yes / No)

**Is any of the information you have provided confidential, commercially sensitive or otherwise unsuitable for publication (including in anonymised)? If so, please indicate what.** N/A

### Chapter 1: Casino measures

**Q1.a. Do you agree with the proposed gaming machine entitlements based on the sliding scale for (i) gambling space; (ii) table gaming space (iii) non-gambling area; and (iv) machine-to-table ratio?** (Mandatory response)

[Yes / No / I don't know]

**Q1.b. Please explain your answer. If you selected 'No', please provide an alternative proposal for gaming machine entitlements if you have one.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q2.a. If you are an operator, do you intend to take up these new entitlements?** (Mandatory response)

[Yes / No / I don't know / Not applicable]

**Q2.b. [Shown if Yes is selected] Do you intend to site the maximum number of machines available to you?** (Mandatory response)

[Yes / No / I don't know] N/A

**Q2.c. Please explain your answer.** (Optional response)

N/A

**Q3.a. If you are an operator with more than one premises licence at the same location, do you intend to take up these new entitlements for each licence?** (Mandatory response)

[Yes / No / I don't know / **Not applicable**]

**Q3.b. Please explain your answer.** (Optional response)

**N/A**

**Q4.a Do you perceive there to be any issue with allowing multiple casino licences in the same physical location if gaming machine entitlements are increased as proposed?** (Mandatory response)

[Yes / No / **I don't know**]

**Q4.b. Please explain your answer, including any suggested changes to the regulatory framework where applicable.** (Optional response)

**The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.**

**Q5.a. How do you expect the measures allowing more gaming machines in 1968 Act casinos that meet certain size requirements to affect the demand for gaming machines in casinos?** (Mandatory response)

[Large increase in demand / Small Increase in demand / No change in demand / Small decrease in demand / Large decrease in demand / **I don't know**]

**Q5.b. Please explain your answer.** (Optional response)

**The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.**

**Q6.a. How do you expect the measures allowing more gaming machines in 1968 Act casinos to impact the provision of other product offerings within casinos e.g. table gaming?** (Mandatory response)

[Large increase in the provision of other product offerings / Small increase in the provision of other product offerings / No change in provision of other product offerings / Small decrease in the provision of other product offerings / Large decrease in the provision of other product offerings / **I don't know**]

**Q6.b. Please explain your answer.** (Optional response)

**The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.**

**Q7.a. The government is proposing to operate two regimes for 1968 Act casinos whereby they can either operate under the existing rules with no increase to their gaming machine allowance or they can take up their new gaming machine entitlements under the new rules. Do you agree with this proposal?** (Mandatory response)

[Yes / No / **I don't know**]

**Q7.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q8. Please provide any views or any other information on the adequacy of player protections for those using gaming machines in casinos. Please include any examples of best practice if possible.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q9.a Should the government introduce a 5:1 machine to table ratio for all casinos except those 1968 Act casinos that remain on the existing licensing regime?** (Mandatory response)

[Yes / No / I don't know]

**Q9.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q10. Please share any evidence or information that is relevant to the proposed amendment to the definition of gaming tables since the government stated its intention to make this change in 2018.** (Optional response)

N/A

**Q11.a. Do you agree with the proposed (i) minimum gambling area; (ii) table gaming area; and (iii) non-gambling area requirements for 1968 Act casinos under the new regime?** (Mandatory response)

[Yes / No / I don't know]

**Q11.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q11.c. Should the minimum table gaming area for Small 2005 Act casinos be reduced to 250sqm?** (Mandatory response)

[Yes / No / I don't know]

**Q11.d. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q12.a. Should access to a greater number of gaming machines require compliance with each of the three size requirements outlined above?** (Mandatory response)

[Yes / No / I don't know]

**Q12.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q13.a. Which approach do you think should be taken in relation to the maximum gambling area for 1968 Act casinos?** (Mandatory response)

[All 1968 Act casinos must have a gambling area less than 1,500sqm / All 1968 Act casinos must have a gambling area less than 1,500sqm, with an exemption for 1968 Act casinos that are currently open and have a gambling area of 1500sqm or more / No maximum gambling area at all for 1968 Act casinos / Other / I don't know ]

**Q13.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q14.a. Should separate table gaming areas of 12.5% or more only be allowed to count towards the total table gaming area for 1968 Act casinos under the new regime?** (Mandatory response)

[Yes / No / I don't know]

**Q14.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q15.a. Under current regulations, the following areas can be used to calculate the non-gambling area in a 2005 Act and 1968 Act casino:**

- Facilities for gambling cannot be provided in the non-gambling area.
- Lobby areas and toilet facilities may be taken into account but the non-gambling area shall not consist exclusively of lobby areas and toilet facilities.
- Each separate area comprising the non-gambling area, other than the lobby areas and toilet facilities, must contain recreational facilities that are available for use by customers on the premises.
- Any non-gambling area may consist of one or more areas within the premises

**Do you agree that this should remain the same under the new regime?** (Mandatory response)

[Yes / No / I don't know]

**Q15.b. Please explain your answer, including an alternative solution for how to calculate non-gambling areas where applicable.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q16.a. Should all 1968 Act casinos be permitted to offer sports betting, regardless of size?** (Mandatory response)

[Yes / No / I don't know]

**Q16.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q17.a. Do you agree with the proposed entitlements for Self-Service Betting Terminals (SSBTs) based on the sliding scale?** (Mandatory response)

[Yes / No / I don't know]

**Q17.b. Please explain your answer, including an alternative proposal for SSBT entitlements where applicable.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q18.a. If you are a casino licence operator, what impact is permitting sports betting expected to have on the Gross Gambling Yield (GGY) of your casino(s)?** (Mandatory response)

[Significant increase / Slight increase / No impact / Slight decrease / Significant decrease / I don't know / Not applicable]

**Q18.b. Please explain your answer.** (Optional response)

N/A

**Q19. If your casino already offers sports betting, what is the GGY from this activity? Please provide an estimate if you do not have an exact figure.** (Optional response)

N/A

**Q20.a. What impact is permitting sports betting expected to have on revenue from non-gambling activities e.g. increased income from sports bars which allow customers to place a bet?** (Mandatory response)

[Increased revenue / No impact / Decreased revenue / I don't know]

**Q20.b. Please explain your answer.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q21. What player protections could be adopted in casinos for those customers participating in sports betting?** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

**Q22.a. Do you agree with the proposal that casino operators will be required to notify licensing authorities and the Gambling Commission if they decide to take-up their entitlement to additional gaming machines under the new regime?** (Mandatory response)

[Yes / No / I don't know]

**Q22.b. Please explain your answer.** (Optional response)

N/A

**Q23.a. Should the operating and premises licence fees that apply to 2005 Act casinos also apply to 1968 Act casinos that increase their gaming machine entitlements?** (Mandatory response)

[Yes / No / I don't know]

**Q23.b. Please explain your answer.** (Optional response)

N/A

**Q24. Please upload any further evidence or any other information that should be considered as part of this consultation relating to casino measures.** (Optional response)

The LA do not have any casinos within the Borough and as such have no experience in relation to the issues being considered around them.

## **Chapter 2: Machine allowance for arcades and bingo halls**

**Q25.a. There are 3 options the government is considering related to gaming machine allowance for arcades and bingo halls:**

- **Option 1:** Introduce the 50/50 rule while maintaining current requirements for 'available for use'.
- **Option 2:** Introduce the 50/50 rule with an additional requirement that any gaming machine device types offered in individual premises (whether cabinets, tablets (fixed or hand-held) or in-fill) comprise a minimum of 50 percent Category C and D machines. Also, Category C and D gaming machine device types made available for use must be of similar size and scale to Category B.
- **Option 3:** Remove the 80/20 rule completely, applying no requirements on set gaming machine ratios.

**How, if at all, would the approaches taken in Options 1, 2 and 3 impact the ability of business to meet customer demand for gaming machines? Please answer in comparison to the current 80/20 rule. (Mandatory response)**

[A significant increase in ability to meet demand / A slight increase in ability to meet demand / No impact / A slight decrease in ability to meet demand / A significant decrease in ability to meet demand / I don't know]

**Q25.b. Please explain your answer. (Optional response)**

*It would be different for Option 1, 2 and 3. Options 1 and 3 would likely lead to "A significant increase in ability to meet demand" and option 2 would likely have "A slight increase in ability to meet demand"*

**Q26.a. What impact would options 1, 2 and 3 have on Gross Gambling Yield (GGY) for businesses? (Mandatory response)**

[A large increase in GGY / A small increase in GGY / No impact on GGY / A small decrease in GGY / A large decrease in GGY / I don't know]

**Q26.b. If available, please provide evidence of the potential impact of Options 1, 2 and 3 on the GGY of operators and on the wider gambling sector. (Optional response)**

*N/A*

**Q27.a. There are 3 options the government is considering related to gaming machine allowance for arcades and bingo halls:**

- **Option 1:** Introduce the 50/50 rule while maintaining current requirements for 'available for use'.
- **Option 2:** Introduce the 50/50 rule with an additional requirement that any gaming machine device types offered in individual premises (whether cabinets, tablets (fixed or hand-held) or in-fill) comprise a minimum of 50 percent Category C and D machines. Also, Category C and D gaming machine device types made available for use must be of similar size and scale to Category B.
- **Option 3:** Remove the 80/20 rule completely, applying no requirements on set gaming machine ratios.

**What impact would Options 1, 2 and 3 have on the overall number of Category B machines? (Mandatory response)**

[Significant increase / Small increase / No impact / Small Decrease / Significant Decrease / I don't know]

**Q27.b. What impact would Options 1, 2 and 3 have on the overall number of Category C machines? (Mandatory response)**

[Significant increase / Small increase / No impact / Small Decrease / Significant Decrease / I don't know]

**Q27.c. What impact would Options 1, 2 and 3 have on the overall number of Category D machines?** (Mandatory response)

[Significant increase / Small increase / No impact / Small Decrease / Significant Decrease / I don't know]

**Q27.d. If available, please provide estimates of the potential impact of Options 1, 2 and 3 on the overall number of machines.** (Optional response)

The overall number of machines would likely remain stable but with an increase in the availability of Category B machines and a decrease in Category C and D machines.

**Q27.e. What impact would Options 1, 2 and 3 have on the product mix of Category B, C and D machines? For example, cabinets and terminal devices.** (Optional response)

It would depend on the wording and which option was approved. Option 2 would likely lead to the product mix being similar to currently.

**Q28. Please provide any evidence you have on the potential harm of implementing Options 1, 2 and 3 on customers.** (Optional response)

All options would provide more machines with and greater stakes and therefore the possibility a higher risk of gambling harm.

**Q29.a. There are 3 options the government is considering related to gaming machine allowance for arcades and bingo halls:**

- **Option 1:** Introduce the 50/50 rule while maintaining current requirements for 'available for use'.
- **Option 2:** Introduce the 50/50 rule with an additional requirement that any gaming machine device types offered in individual premises (whether cabinets, tablets (fixed or hand-held) or in-fill) comprise a minimum of 50 percent Category C and D machines. Also, Category C and D gaming machine device types made available for use must be of similar size and scale to Category B.
- **Option 3:** Remove the 80/20 rule completely, applying no requirements on set gaming machine ratios.

**What impact would Options 1, 2 and 3 have on the overall number of Category B, C and D gaming machines Please rank these options in order of preference, with 1 being your preferred option.** (Optional response)

1. Option 2;
2. Option 1;
3. Option 3.



**Q29.b. Please explain why this is your preferred option.** (Optional response)

Option 2 is the preferred option as it offers the greatest balance of allowing operators more freedom and flexibility to meet customer demands whilst also retaining/improving the safeguards already in place in relation the number and category of machines 'available for use'.

**Q30.a. Please outline any other proposals relating to machine allowances in arcades and bingo halls that you think that we should consider.** (Optional response)

An amended ratio for machines categories. Currently at 80/20 and proposed at 50/50, there does not appear to any rationale provided as to why 60/40 or 70/30 etc have not been proposed.

**Q30.b. What benefit would this proposal(s) offer in comparison to Options 1, 2 and 3?** (Optional response)

Retention of lower stake machines brings with it a lower risk of gambling harm.

**Q31. Please upload any further evidence or any other information that should be considered in this consultation relating to bingo and arcade gaming machine measures.** (Optional response)

N/A

### **Chapter 3: Cashless payments on gaming machines**

**Q32.a. Should card account verification (such as chip and PIN or Face ID on mobile payment systems) be required if direct cashless payments are permitted on gaming machines?** (Mandatory response)

[Yes / No / I don't know]

**Q32.b. [Shown if Yes is selected] Should card account verification (such as chip and PIN or Face ID on mobile payment systems) be required on each transaction?** (Mandatory response)

[Yes / No / I don't know]

**Q32.c. How often should card account verification be required? For example, after a certain number of transactions or when a customer hits a spend threshold.** (Optional response)

Every transaction

**Q33.a. What should the maximum transaction value be for direct cashless payments on gaming machines?** (Mandatory response)

[£20 / £50 / £100 / No Limit / Other / I don't know]

**Q33.b. [Shown if Other is selected] Please specify what you think the maximum transaction should be (£).** (Optional response)

N/A

**Q34.a. Should the maximum deposit limit for direct cashless payments be the same as those set by the Circumstances of Use Regulations 2007?** (Mandatory response)

[Yes / No / I don't know]

**Q34.b. [Shown if No is selected] What do you think the maximum deposit limit should be for the following machine categories (£)?** (Optional response)

N/A

- i) Category B1 machines
- ii) Category B2 machines?
- iii) Category B3 machines?
- iv) Category B3A machines?
- v) Category B4 machines?
- vi) Category C machines?
- vii) Category D machines?

[Sliding scale]

**Q35.a. Should the maximum committed payment limit for direct cashless payments be the same as those set by Circumstances of Use Regulations 2007?** (Mandatory response)

[Yes / No / I don't know]

**Q35.b. [If No is selected] What do you think the maximum committed payment limit should be for the following machine categories (£)?**

N/A

- i) Category B1 machines?
- ii) Category B2 machines?
- iii) Category B3 machines?
- iv) Category B3A machines?
- v) Category B4 machines?
- vi) Category C machines?
- vii) Category D machines? (Optional response)

[Sliding scale]

**Q36.a. Should there be a minimum transaction time for customers making a cashless transaction on a gaming machine?** (Mandatory response)

[Yes / No / I don't know]

**Q36.b. [If Yes is selected] What do you think this minimum transaction time should be?** (Optional response)

At least 30 seconds

**Q37.a. Should there be voluntary limits (the ability for customers to set time and monetary thresholds) on gaming machines accepting direct cashless payments?** (Mandatory response)

[Yes / No / I don't know]

**Q37.b. How long do you think the cooling-off period should be if voluntary limits are hit?** (Optional response)

At least 30 seconds

**Q38.a. Should there be mandatory limits (default limits for time and monetary thresholds) on machines accepting direct cashless payments?** (Mandatory response)

[Yes / No / I don't know]

**Q38.b. [Shown if Yes is selected] What should the mandatory limits be?** (Optional response)

- i) Monetary thresholds
- ii) Time thresholds

[Sliding scale]

**Q38.c. [Shown if Yes is selected] How long do you think the cooling-off period should be once mandatory limits are hit?** (Optional response)

At least 30 seconds

**Q39.a. When limits are hit, should that result in a staff alert as well as a customer alert?** (Mandatory response)

[Yes / No / I don't know]

**Q39.b. Please explain your answer.** (Optional response)

A staff alert would aid in the promotion of the objective and reduce the risk of gambling harm

**Q40.a. In your view, is there any specific safer gambling messaging that should be considered within cashless gambling?** (Mandatory response)

[Yes / No / I don't know]

**Q40.b. [Shown if Yes is selected] What messaging would you suggest introducing? Please include any evidence of the potential impact of this messaging.** (Optional response)

The same information contained with Safer Gambling materials and information on self-exclusion

**Q41.a. Should session time be visible at all times to the customer on machines accepting direct cashless payments?** (Mandatory response)

[Yes / No / I don't know]

**Q41.b. Please explain your answer.** (Optional response)

It will help the customer make informed decisions about their gambling

**Q42.a. Should net position be visible at all times to the customer on machines accepting direct cashless payments?** (Mandatory response)

[Yes / No / I don't know]

**Q42.b. Please explain your answer.** (Optional response)

It will help the customer make informed decisions about their gambling

**Q43. Please upload any further evidence or any other information that should be considered in this consultation relating to cashless payment measures.** (Optional response)

N/A

#### **Chapter 4: Introduction of an age limit on 'cash-out' slot-style Category D machines**

**Q44.a. Should the government introduce an age limit on 'cash-out' Category D slot-style machines to 18 and over?** (Mandatory response)

[Yes / No / I don't know]

**Q44.b. Please explain your answer, providing any supporting evidence where available.** (Optional response)

They are a similar machine to many Category A, B and C machines which are only legally played by adults.

**Q45.a. Should 'cash-out' Category D slot-style machines be required to move to age-restricted areas in venues?** (Mandatory response)

[Yes / No / I don't know]

**Q45.b. Please explain your answer, providing any supporting evidence where available.** (Optional response)

To limit the access and availability for children to play

**Q46. What measures, if any, do you think venues should adopt to ensure that no under-18s play on 'cash-out' Category D slot-style machines if the age limit is introduced?**(Optional response)

Separate areas from other Category D machines. Regular monitoring of the area by staff

**Q47.a. Do you think premises should adopt voluntary test purchasing as a way to monitor under-18s activity on Category D 'cash-out' slot-style machines?** (Mandatory response)

[Yes / No / I don't know]

**Q47.b. Please explain your answer, providing any supporting evidence where available.** (Optional response)

It would assist with the promotion of the licensing objective around protecting children (and other vulnerable people) from being harmed or exploited by gambling.

**Q48.a. Should it be a criminal offence for a person to invite, cause or permit children or young persons to play on these machines?** (Mandatory response)

[Yes / No / I don't know]

**Q48.b. Please explain your answer, providing any supporting evidence where available.** (Optional response)

It would assist with the promotion of the licensing objective around protecting children (and other vulnerable people) from being harmed or exploited by gambling.

**Q49. Please upload any further evidence or any other information that should be considered as part of this consultation relating to an age limit on 'cash-out' Category D slot-style machines.** (Optional response)

N/A

## **Chapter 5: Review of licensing authority fees**

**Q50.a. If you are a local authority/ licensing board, how much funding did you receive in licensed gambling premises fees in the 2022/23 financial year? Expressed in thousands of pounds.** (Optional response)

£11,200

**Q50.b. If you are a local authority/ licensing board, how many premises licence applications did you receive in the 22/23 financial year?** (Optional response)

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**Q50.c. If you are a local authority/ licensing board, how many premises licences were live in your licensing area in the 22/23 financial year?** (Optional response)

**Q51.a. If you are a local authority/ licensing board, do you currently charge the maximum fees as set out in the Gambling Act 2005?** (Optional response)

[Yes / No / I don't know]

**Q51.b. [Shown if No is selected] Please explain why you do not currently charge the maximum fees as set out in the Gambling Act 2005.** (Optional response)

N/A

**Q52.a. How much funding do you estimate is needed for administration and the enforcement of licences annually? Expressed in thousands of pounds.** (Optional response)

£7000-8000

**Q52.b. Please explain your answer, providing any supporting evidence where available.** (Optional response)

All premises require:

- an annual fee letter/invoice to be sent (approx. 15min/each);
- receipting payment, updating records etc (approx 45min/each);
- A compliance visit annually (approx. 2x officers and each visit 2.5hrs, including preparation, travel, attendance and follow up);

Some premises:

- An average new application takes 1x officer 8 hours in correspondence, updating of system, discussion with responsible authorities etc
- Possible enforcement and/or follow up visits to small number of total premises.

If a sub-committee was necessary that would add another officer's time, input from legal officer, further correspondence and setting up of the meeting, attendance at the meeting from at least 1x licensing officer, 1x legal officer, 1x democratic services officer and three elected Members.

**Q53. Are there any functions that local authorities/ licensing boards do not exercise at present, but could if fees were increased (e.g. a more proactive enforcement policy)?** (Optional response)

More proactive enforcement, more proactive engagement with relevant stakeholders in relation to licensed premises

**Q54.a. The government is considering raising maximum licence fees for gambling premises. Should maximum fees be increased, how much should they be increased by?** (Mandatory response)

[10% / 20% / 30% / A different amount / I do not think fees should be increased / I don't know]

**Q54.b. Please explain your answer.** (Optional response)

Due to the small number of licensed premises within the Borough, and the low level of complaints, new applications, amendments to existing licences etc the current annual fees cover our costs. However I am aware that larger local authorities have more licensed premises and the volume, location, density and type of premises will likely lead to extensive costs in relation the administration and enforcement of the regime.

**Q55.a. What do you think are the potential impacts of raising licence fees on licensing authorities?** (Optional response)

It would allow LAs to do more work around the compliance and enforcement of licensed premises, engaging with operators and other relevant stakeholders and ensure an appropriately robust position on who the LA will work towards the promotion of the objectives.

**Q55.b. What do you think are the potential impacts of raising licence fees on gambling companies?** (Optional response)

Minimal as the application and annual fee costs are such a small amount in comparison to their net income across the year.

**Q55.c. What do you think are the potential impacts of raising licence fees on the local area?** (Optional response)

Minimal. All operators in our locality are large national chains and as such it is unlikely that any increase would have a detrimental impact on the local area.

**Q56. Please provide any additional views or evidence on the potential impacts of raising licence fees here.** (Optional response)

N/A

**Q57. Please upload any further evidence or any other information that should be considered in this consultation relating to licensing authority fees.** (Optional response)

N/A

**Q58. The Department for Culture, Media and Sport will have due regard to the public sector equality duty, including considering the impact of these proposals on those who share protected characteristics, as provided by the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.**

N/A

**Q59. Please upload any further supporting evidence that you wish to share.** (Optional response)

N/A