



Licensing committee

Date: **Thursday, 05 March 2020**
Time: **16:30**
Venue: **Mancroft room, City Hall, St Peters Street, Norwich, NR2 1NH**

Committee members:

Councillors:

Stutely (chair)
Fulton-McAlister (E) (vice chair)
Ackroyd
Brociek-Coulton
Giles
Grahame
Huntley
Maxwell
McCartney-Gray
Oliver
Price
Ryan
Youssef

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Agenda

1 Apologies

To receive apologies for absence.

2 Declarations of interest

(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)

3 Public questions/petitions

To receive questions / petitions from the public.

Please note that all questions must be received by the committee officer detailed on the front of the agenda by **10am on Monday 2 March 2020.**

Petitions must be received by the committee officer detailed on the front of the agenda by **10am on Wednesday 4 March 2020.**

For guidance on submitting public questions or petitions please see appendix 1 of the council's constitution.

4 Minutes

5 - 10

To agree the accuracy of the minutes of the meeting held on 20 January 2020.

5 Gambling Statement of Principles

11 - 88

Purpose: To consider a revised Gambling Statement of Principles under the Gambling Act 2005, for recommendation to Council for adoption as the council's formal policy.

6 Gambling policy updated local area profile

89 - 140

Purpose: To consider a revised Local Area Profile (LAP) written document, which includes licensed premises and Local Area Profile metrics indicating the presence and concentration of groups vulnerable to harm from gambling.

7 Standing item minutes of regulatory subcommittee

141 - 150

To receive the amended minutes of the meeting of regulatory subcommittee held on 13 May 2019 and the minutes of the

meeting held on 10 February 2020.

Exclusion of the public

Consideration of exclusion of the public.

Exempt items:

(During consideration of these items the meeting is not likely to be open to the press and the public.)

To consider whether the press and public should be excluded from the meeting during consideration of an agenda item on the grounds that it involves the likely disclosure of exempt information as specified in Part 1 of Schedule 12 A of the Local Government Act 1972 or it being confidential for the purposes of Section 100A(2) of that Act.

In each case, members are asked to decide whether, in all circumstances, the public interest in maintaining the exemption (and discussing the matter in private) outweighs the public interest in disclosing the information.

Date of publication: **Wednesday, 26 February 2020**



Minutes

Licensing committee

16:30 to 18:30

30 January 2020

Present: Councillors Stutely (chair), Fulton-McAlister (E) (vice chair), Ackroyd, Brociek-Coulton, Giles, Grahame, Huntley, Maxwell, McCartney-Gray, Oliver, Price and Schmierer

Apologies: Councillor Ryan

1. Public questions/ petitions

There were no public questions or petitions received.

2. Declarations of interest

There were no declarations of interest.

3. Minutes

The minutes from 6 June 2019 were attached to the agenda in error and the minutes from 5 September 2019 were circulated at the meeting.

RESOLVED to approve the accuracy of the minutes of the meeting held on 5 September 2019.

4. Amendment to standard conditions for licences to drive hackney carriage and private hire vehicles

The public protection manager presented the report. Members discussed the suggested amendment to the wording of condition 12 contained in the report and following discussion the following wording was agreed:

12. Cautions, Convictions and Barred Lists

The driver shall within seven days of being notified of any caution or conviction or other penalty imposed on them during the period of their licence inform the licensing department of the Council in writing with details of the caution or conviction or other penalty. This includes all motoring offences and driving licence endorsements. The driver shall also inform the licensing department of the Council in writing of inclusion in any list barring or restricting the driver from

working with adults or children within seven days of notification, with details of the bar or restriction. The driver must ensure that their notification has been received by the licensing department of the Council.

Members also noted on page four of the green book, agenda page 18, under the first set of bullet points, the last bullet point listed protected characteristics and that this should include pregnancy and maternity and marriage and civil partnership.

It was further noted on the page of contents that The Town Police Clauses Act was 1847 and not 1947.

RESOLVED to:

- (1) amend condition 12 of the 'The Green Book' as above;
- (2) expand the list of protected characteristic listed on page 4 to include pregnancy and maternity and marriage and civil partnership; and
- (3) correct the year of The Town Police Clauses Act to 1847.

5. Statement of Licensing Policy for Sex Establishments

The public protection manager presented the report. It was noted that a number of amendments to the Statement of Licensing Policy for Sex Establishments had been circulated to members since the agenda was published. This was on the advice of the monitoring officer in order that the policy should take account of the Equality Act 2010 legislation.

Members discussed how it would work if an applicant in an area where a cap was set wanted to renew their application. The public protection manager advised that if there were three licences in an area where the policy proposed there should be two the aim would be to defer hearing that application until all three could be heard together. In response to a member question he confirmed that there would be no presumption that an application would be refused if the number of establishments in an area were already at the maximum the policy referenced. He emphasized that whilst a cap on establishments could be set that each application would be heard on its own merits and it was entirely possible that this resulted in a higher number of establishments in an area than the policy had determined was desirable.

Members discussed establishments in the Price of Wales Road area and how applications within this area would be processed. Councillor Price proposed that any applications received from within this area should be deferred and determined on the same day. The public protection manager advised the authority could be open to challenge if a new application was received and any applicant made to wait for their application to be determined. Members discussed the proposal, the idea was put to the vote and fell with three voting in favour and nine against.

Members discussed the inspection regime for establishments and the wording within the policy which referred to how often inspections would be conducted. The public protection manager advised there was no particular regime in place for inspecting establishments, inspections tended to take place on an ad hoc basis and in conjunction

with the police. Notice was not always provided to establishments, if licensing officers were attending with the police who were conducting a particular operation then notification may have been provided to establishments. The environmental health and public protection manager said that the basis for inspections was intelligence led rather than there being a set program.

Members were concerned to ensure that inspections occurred as they considered sex establishments could present a risk to employees in terms of exploitation.

RESOLVED to amend the statement of Licensing Policy for Sex Establishments as follows:

- (1) at the top of report page 10, agenda page 54, to add a bullet point to the list, after Human Rights Act 1998, the Equality Act 2010;
- (2) to add an extra paragraph at report page 10, agenda page 54, before the paragraph starting "Paragraph 12", as follows:

"In taking licensing decisions the Authority will be mindful of the public sector equality duty under the Equality Act 2010. Decisions will be taken with due regard to the need to:

Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by or under the Equality Act 2010.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not."

- (3) at the bottom of page 5 of the report, agenda page 49, to amend the last paragraph as follows:

"In recognising that different parts of the City have different characteristics the Authority has decided that certain areas as follows are or are not an appropriate location for a sex establishment or for more than a limited number of sex establishments but will nevertheless consider each application upon its individual merits."

- (4) at report page 10, agenda page 54, to amend the last paragraph as follows:

"In cases where objections have been received; or if there are concerns regarding the characteristics of the locality; or any other discretionary ground of refusal exists, including that if the application were granted then any maximum number of premises in a relevant locality would be exceeded (as detailed in section 4 of this policy), then the application will be referred to the Licensing Committee for a hearing and determination of the application."

- (5) at report page 13, agenda page 57, to amend the last paragraph as follows:

"The Authority will adopt an intelligence led and risk based approach to its monitoring and inspection regime. In general this will involve carrying out inspections of premises normally once a year unless exceptional circumstances require otherwise. The

Authority also reserves the right to conduct random spot checks from time to time as it sees fit.”

6. Gambling policy: inclusion of a “No Casino” resolution

The environmental health and public protection manager presented the report. Since the last Gambling Policy was approved by Norwich City Council the law changed and Norwich City Council legally could not issue a licence for a large casino within its area. Therefore the “No Casino” resolution within the current policy was defunct.

Members discussed officer’s recommendation to remove the “no casinos” resolution from the Gambling Policy and whilst acknowledging the change in legislation, there was still a desire to show a commitment to no casinos in the area and a desire therefore to keep the resolution.

RESOLVED to acknowledge the legal position as regards the inability of the authority to grant a casino licence but to maintain a “no casino” resolution within the Gambling Policy.

7. Gambling policy: updated local area profile

The environmental health and public protection manager presented the report. Members expressed disappointment that the report did not include a Gambling Statement of Principles and noted that this outstanding piece of work was overdue. Members considered that the updated local area profile was not adequately updated, the data was out of date and more recent data sets were available and should be used.

The environmental health and public protection manager apologised to members of the committee that the data was not up to date and agreed to amend the local area profile and return with it and the Gambling Statement of Principles to the March 2020 meeting of licensing Committee.

The environmental health and public protection manager displayed the new interactive map tool. In response to a member question he advised the tool currently did not list live music venues but it was possible to add new criteria. A member noted that the information contained in the report at pages 115-152 was incorrect and incomplete and the information on page 116 under the heading services for people in financial difficulties included pawnbrokers and cash convertors along with foodbanks which were not what members considered to be services which benefited individuals in financial difficulty. Another member noted that on page 117 under the heading homelessness services these were a list of services which were not solely for homeless individuals. A member also questioned why medical centres were listed as treatment centres as this had a different meaning. It was agreed that the links would be sent to members of the committee and an opportunity provided for feedback.

RESOLVED to ask the environmental health and public protection manager to:

- (1) present an updated and a finalised Gambling Statement of Principles and local area profile to the next meeting of licensing committee in March 2020; and

- (2) send the links to the interactive mapping tool to members of the committee to review the tool.

8. Standing item – Regulatory subcommittee minutes

It was noted that Councillor Stutely was present at the meeting of 10 June 2019 (pm) and was the chair of the meeting.

RESOLVED to receive the minutes of the regulatory subcommittee meetings held on 10 June 2019 (am), 10 June 2019 (pm), 8 July 2019, 16 September 2019, 11 November 2019 and 9 December 2019.

CHAIR

Report to Licensing committee
5 March 2020
Report of Environmental health and public protection manager
Subject Gambling Statement of Principles

Item

5

Purpose

To consider a revised Gambling Statement of Principles under the Gambling Act 2005, for recommendation to Council for adoption as the council's formal policy.

Recommendation

To recommend to Council the adoption of the Gambling Statement of Principles as detailed in Appendix B, as the council's formal policy.

Corporate and service priorities

The report helps to meet the corporate priorities of inclusive economy and people living well.

Financial implications

Publication costs to be met from existing budget.

Ward/s: All wards

Cabinet member: Councillor Maguire – Safe and sustainable city environment

Contact officers

Tony Shearman, Public protection manager

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Background documents

None

Report

Background

1. The Council is the licensing authority for the purposes of the Gambling Act 2005, which requires the Council to prepare a Gambling Statement of Principles that it proposes to apply in exercising its functions under the Act.
2. The Statement of Principles sets out the general approach the Council will take when carrying out its regulatory role under the Act and promoting the three licensing objectives:
 - preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime
 - ensuring that gambling is conducted in a fair and open way
 - protecting children and other vulnerable persons from being harmed or exploited by gambling.
3. The Act specifies that Local Authorities should “aim to permit” gambling, provided it is in accordance with the Code of Practice and guidance issued by the Gambling Commission, reasonably consistent with the licensing objectives and in accordance with the Statement of Principles. The effect of this duty is that Licensing Authorities must approach their functions in a way that seeks to regulate gambling by using their powers to promote the licensing objectives rather than by starting out to prevent it altogether.
4. The current Statement was adopted by the council in November 2006, and published in January 2007.
5. At the 6 June 2019 meeting of licensing committee members considered a report detailing the responses received from the statutory public consultation on a draft of an updated Statement of Principles and resolved to make a number of amendments to the draft document. Details of the resolutions of that meeting are attached at Appendix A.
6. Following further consultation with the chair and vice-chair of the Licensing Committee to clarify matters with regard to imposing standard conditions, and also discussion at Licensing Committee on the 30 January 2020, where members decided to include a ‘no casinos’ resolution, the amended draft Gambling Statement of Principles is attached at Appendix B.
7. Each part resolution detailed in Appendix A includes a reference to the paragraph number where the resolution has been addressed in the draft document.
8. This draft Statement of Principles does not include a Local Area Profile which is produced as a standalone document and will be the subject of a separate report.

Legal Implications

9. Section 349(1) of the Gambling Act 2005 requires the Council, as licensing authority, to prepare and publish a statement of principles to cover each successive period of three years. Section 349(2) requires the Council to review the statement from time to

time, revise the statement if thought necessary as a result of the review and publish the revision before giving effect to it.

10. Before a statement or revision comes into effect, the regulations require licensing authorities to publish a notice of their intention to publish a statement or revision. The notice must:

- specify the date on which the statement or revision is to be published
- specify the date on which the statement or revision will come into effect
- specify the internet address where the statement or revision will be published and the address of the premises at which it may be inspected
- be published on the authority's website and in/on one or more of the following places for at least four weeks before it comes into effect:
 - a local newspaper circulating in the area covered by the statement
 - a local newsletter, circular, or similar document circulating in the area covered by the statement
 - a public notice board in or near the principal office of the authority
 - a public notice board on the premises of public libraries in the area covered by the statement.

If members resolve that the revised draft Statement of Principles be presented for adoption at Council, the above public notification requirements will take place once approved by Council.

Conclusion

11. The Act requires the Council to review its Gambling Statement of Principles every 3 years and requires that we consult on the proposed statement of principles. A review of the Statement has been completed, a draft prepared and opened to public consultation, and appropriate amendments have been proposed following the consultation.

12. Members are asked to consider recommending that the draft Gambling Statement of Principles be adopted at Council.

Resolutions from the 6 June 2019 meeting of licensing committee:

RESOLVED to:

1. Defer consideration of the Gambling statement of principles and local area plan to the September 2019 meeting of the licensing committee.

- *Not applicable to this document*

2. Ask the environmental protection, licensing and markets manager to include the following in the revised draft:

- a) To amend the reference to 'Norwich Primary Care Trust' at paragraph 2.12 to read 'Norwich Clinical Commissioning Group'

- *Para. 2.12 amended.*

- b) At paragraph 2.4, include a condition to obligate operators to keep a copy of their risk assessment on the premises

- *Included at para. 9.18(4)*

- c) Add a condition to new gambling licenses to state that the licensee must keep a register (known as a refusals book) to include details of self excluded customers, the time, date and description of underage persons entering the premises and the name of the salesperson who verified this, with the book being kept on the premises for inspection by the licensing authority and the police.

- *Included at para. 9.18(6)*

- d) Add a condition that within betting premises, adult gaming centres and bingo venues, signage should be displayed with contact details of support organisations such as Gamcare, the Samaritans and Citizens Advice.

- *Included at para. 9.18(3)*

- e) Include within the Local Area Profile definitions of the thresholds for identifying high spend and high time gamblers as well as the definition of children in poverty within the context of the profile.

- *Not applicable to this document*

- f) Within section A, add an acknowledgment that the suitability of locations for gambling premises should also take into account low level crime and anti-social behaviour and not just organised crime.

- *Para. 9.10(A) amended*

- g) Within section A, expand the mention of CCTV to include 'this may include defining the type and quality of the CCTV, the duration of retention of images and ensuring that these are made available to the police and the licensing authority for inspection.'

- Included at para. 9.18(7)

3. Ask the licensing and markets manager to bring a report to a future licensing committee on a 'no casino' resolution.

- 'No casinos' resolution from meeting on 30 January 2020 included at para. 12.1



NORWICH
City Council

Gambling Act 2005

Statement of Principles (Gambling Policy)

2020

Approved by Norwich City Council ?? 2020

To be published by ?? 2020

Coming into force on ?? 2020.

Draft v.10 updates from mtg 12/02/2020

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All references to the Commission's Guidance for local authorities refer to the guidance published in *Guidance to Licensing Authorities 5th edition September 2015 with Parts 17, 18 & 19 updated September 2016*. This is accessible via the Commission's website.

<http://www.gamblingcommission.gov.uk/for-licensing-authorities/GLA/Guidance-to-licensing-authorities.aspx>

Part A - General

1. The Gambling Licensing Objectives

1.1 In exercising most of its functions under the Gambling Act, 2005 (“the Act”), Licensing Authorities must have regard to the licensing objectives set out in section 1 of the Act. The three licensing objectives 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 carried out in a fair and open way**
- **Protecting children and other vulnerable persons from being harmed or exploited by gambling.**

It is noted that the Gambling Commission has stated: “The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling”.

The City Council as Licensing Authority takes these objectives seriously and is committed to protecting **all** vulnerable people of whatever age from being harmed or exploited by gambling.

1.2 This Licensing Authority is aware that, in accordance with Section 153 of the Act, in making decisions about premises licences and temporary use notices it should aim to permit the use of premises for gambling in so far as it thinks it is:

- in accordance with any relevant code of practice issued by the Commission
- in accordance with any relevant guidance issued by the Commission
- reasonably consistent with the licensing objectives and
- in accordance with the Authority’s statement of licensing policy

- 1.3 In matters of regulation under the Gambling Act 2005 (the "Act") Norwich City Council as Licensing Authority recognises it is subject to the Regulators' Code. That code imposes a number of obligations on the Authority, including one that it should carry out its activities in a way that it supports those it regulates to comply and grow. Additionally under the Code, when designing and reviewing policies, the Authority must among other things understand and minimise the negative economic impact of its regulatory activities and regulate and minimise the costs of compliance of those it regulates. The Authority also recognises that under the Code it should take an evidence-based approach in determining priority risks and recognise the compliance record of those it regulates.

Draft v.10 updates from mgj 12/02/2020

2. Introduction

- 2.1 Licensing authorities are required by the Act to publish a statement of the principles which it proposes to apply when exercising its functions. This statement must be published at least every three years. The statement must also be reviewed from “time to time” and any amended parts re-consulted upon. Following any amendment and consultation, the revised statement will then be re-published.
- 2.2 Norwich City Council as Licensing Authority (referred to in this document as “This Licensing Authority”) published its first Statement of Principles (generally referred to as the Councils Gambling Policy) in December 2006 following statutory consultation. The Gambling Policy has been published every three years since.
- 2.3 In preparing this (2019) version of the Statement of Principles (Gambling Policy) – this Licensing Authority has undertaken a significant revision and amendment to take account of various issues .In recent particular recent changes brought about by the Commission, changes to the law and updated current practices.
- 2.4 The Gambling Commission (“the Commission”) has introduced new provisions in its social responsibility code within the Licence Conditions and Codes of Practice (LCCP), which require gambling operators to assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and to have policies, procedures and control measures to mitigate those risks. This change in national policy is intended to provide a well evidenced and transparent approach to considering and implementing measures to address the risks associated with gambling.
- The risk assessment will be premises specific and highlight factors relevant and related to the local area (ward) in which the premises are situated or proposed.

- 2.5 The introduction of new provisions in the social responsibility code within the LCCP encourages local authorities, the Commission and the industry to work in partnership to address local issues and concerns. This movement towards increased partnership working is something that Norfolk authorities have been doing for a number of years. We have found that a risk-based approach to regulation enables the authority to prioritise resources where they are most needed and can be most effective.
- 2.6 The risk based approach provides a better understanding of, and enables a proportionate response, to risk. This approach includes looking at future risks and thinking about risks in a probabilistic way. Risk is not necessarily related to an event that has happened. Risk is related to the probability of an event happening and the likely impact of that event. In this case it is the risk of the impact on the licensing objectives.
- 2.7 This licensing authority is working with other licensing authorities across Norfolk to develop guidance to assist gambling operators in undertaking and preparing their local (premises) risk assessments. This guidance (to be published as a separate document) will provide a framework for the local risk assessment process that will provide a uniform approach across all non-remote gambling sectors. This will benefit the Council as Licensing Authority under the Act, as well as responsible authorities and interested parties when considering new and variation applications. The local risk assessments will also enable this licensing authority to establish a more progressive compliance inspection regime.
- 2.8 Gambling operators are required to undertake a risk assessment for all of their existing premises in April 2016. Following that date

operators must also undertake a review of those assessments when certain triggers are met. These triggers, along with this licensing authority's views on what would instigate either a new assessment or the review of an existing one will be detailed within the guidance document.

- 2.9 This licensing authority considers that these local risk assessments are a key component of the overall assessment and management of the local risks. This authority will assist operators in this process by providing specific information on its concerns surrounding gambling within the City and the impact that premises can have on the licensing objectives. This will be contained within the Statement of Licensing Principles (Gambling Policy) as detailed below.
- 2.10 This local risk assessment process is not the same as other forms of risk assessment undertaken by gambling operators, such as Health and Safety at Work, Fire Safety and Food Hygiene, etc. These local risk assessments are specific to the potential harm that gambling premises can have on one or more of the licensing objectives under the Act. They are specific to the premises, the local area and the local community.

Consultation process on the Statement of Principles (Gambling Policy)

- 2.11 The Gambling Act requires that the following parties are consulted by Licensing Authorities:
- The Chief Officer of Police;
 - One or more persons who appear to the authority to represent the interests of persons carrying on gambling businesses in the authority's area;
 - One of more persons who appear to the authority to represent the interests of persons who are likely to be affected by the

exercise of the authority's functions under the Gambling Act 2005.

2.12 Before finalising and publishing its original statement Norwich City Council has consulted with the persons contained in the list below.

- Norfolk Constabulary;
- Existing permit/licence holders
- Trade Organisations
- Gamblers Anon
- GamCare
- Associated addiction/welfare bodies
- Citizens Advice Bureau
- Residents Groups
- Norfolk County Council
- Faith Groups
- Local Planning Authority
- Environmental Health
- Norwich Clinical Commissioning Group
- Relevant Residents Associations
- Relevant Trades Unions

2.13 Further consultation with these bodies has been undertaken on this updated 2019 version of the statement of principles (Gambling Policy) prior to an updated statement being adopted.

2.14 It should be noted that this statement of principles will not override the right of any person to make an application, make representations about an application or apply for the review of a licence as each will be considered on its own merits and according to the statutory requirements of the Gambling Act 2005.

Local Area profile

2.15 A detailed local area profile has been prepared based on local knowledge and taking into account a wide range of factors, data and information held by the licensing authority and its partners. It is anticipated that the local area profile will give operators a better awareness of the local area and the risks, which includes both potential and actual risks. The local area profile document can be accessed via the council’s website.

2.16 In summary the area is as follows:

Norwich City Council is situated in the County of Norfolk, which contains 7 District Councils in total. The City Council area has a population of 141,000 (2016 midyear estimate) making it the third largest in the County in terms of population. In terms of area it is the smallest, covering 15 square miles. The Council area is entirely urban. This is shown in the map attached.

Figure 1 Map of Norwich City Council area showing the city centre and key suburbs



3. Declaration

- 3.1 In producing this Statement of Principles (Gambling Policy) this Licensing Authority declares that it has had regard to
- the licensing objectives of the Gambling Act 2005,
 - the guidance issued by the Commission to licensing authorities (5th edition September 2015 with Parts 17, 18 & 19 updated September 2016) referred to in this document as “Commission’s Guidance” and
 - any responses from those consulted on the Statement of Principles (Gambling Policy).

4. Responsible Authorities

- 4.1 The Licensing Authority is required by regulations to state the principles it will apply in exercising its powers under Section 157(h) of the Act to designate, in writing, a body which is competent to advise the authority about the protection of children from harm. The principles are
- The need for the body to be responsible for an area covering the whole of the Licensing Authority’s area
 - The need for the body to be answerable to democratically elected persons rather than any particular vested interest group.

In accordance with the Commission’s Guidance, this Authority designates the Norfolk Safeguarding Children’s Board for this purpose.

- 4.2 The contact details of all the Responsible Authorities under the Act for this licensing authority area are attached at Appendix 1

5. Interested parties

5.1 Interested parties can make representations about licence applications, or apply for a review of an existing licence. These parties are defined in the Act as persons who:

- a) live sufficiently close to the premises to be likely to be affected by the authorised activities,
- b) have business interests that might be affected by the authorised activities, or
- c) represent persons who satisfy paragraph (a) or (b)

5.2 This Licensing Authority is required by regulations to state the principles it will apply in exercising its powers under the Act to determine whether a person is an interested party. The principles are:

- Each case will be decided upon its merits.
- This authority will not apply a rigid rule in making its decision; however, it will consider the examples provided in part 8 of the Commission's Guidance. (reproduced in figure 2 below) The authority will also consider the Commission's Guidance that "has business interests" should be given the widest possible interpretation and include partnerships, charities, faith groups and medical practices.

Figure 2 Examples contained in part 8 of the Commission Guidance on determining whether someone is an interested party.

People living close to the premises

8.12 There are a number of factors that licensing authorities should take into account when determining whether a person 'lives sufficiently close to the premises'. These might include:

- the size of the premises
- the nature of the premises
- the distance of the premises from the location of the person making the representation
- the potential impact of the premises such as the number of customers, routes likely to be taken by those visiting the establishment
- the circumstances of the person who lives close to the premises. This is not their personal characteristics, but their interests which may be relevant to the distance from the premises.

8.13 Relevant factors will depend on the particular application. For example, it is reasonable for a licensing authority to consider that living sufficiently close to premises to likely be affected could have a different meaning for (a) a private resident, (b) a residential school for children with truanting problems and (c) a residential hostel for vulnerable adults.

The nature and scope of business interests that could be affected

8.14 It could be argued that any gambling business could be affected by another gambling business expanding into any part of Great Britain.

But that is unlikely to be enough to satisfy the test of being 'a person with business interests that might be affected by the premises' under consideration.

For example, an operator in a particular sector be it casino, bingo, betting etc, should not be able to lodge representations on every application put in by a rival operator anywhere in the country, simply because they are in competition within the same gambling sector. Specifically, licensing authorities are reminded that the 'demand test' from previous gambling legislation does not apply under the Act.

8.15 The licensing authority should be satisfied that the relevant business is likely to be affected. Factors that are likely to be relevant include:

- the size of the premises
- the 'catchment' area of the premises, that is, how far people travel to visit the premises
- whether the person making the representation has business interests in that catchment area that might be affected.
- People representing those in the above categories

8.16 Interested parties can be people who are democratically elected such as councillors and MPs, as persons representing individuals in the other categories. This would include county, parish and town councillors. Other representatives might include bodies such as trade associations and trade unions, and residents' and tenants' associations. A school head or governor might act in representing the interests of pupils or parents and a community group might represent vulnerable people living near to the proposed premises.

8.17 Save for democratically elected persons, licensing authorities should satisfy themselves on a case by case basis that a person does represent interested parties, and request written evidence where necessary. A letter from the interested person(s) they are representing would be sufficient.

- 5.3 Interested parties can be persons who are democratically elected such as councillors and MP's. No specific evidence of being asked to represent an interested person will be required as long as the Councillor / MP represents the ward likely to be affected. Other than these however, the Authority will generally require written evidence that a person/body (for example an advocate or relative) 'represents' someone who either lives sufficiently close to the premises to be likely to be affected by the authorised activities and/or has business interests that might be affected by the authorised activities. A letter from one of these persons, requesting the representation is sufficient.
- 5.4 If individuals wish to approach councillors to ask them to represent their views then care should be taken that the councillors are not part of the Licensing sub-committee dealing with the licence application. If there are any doubts then please contact the Authority's licensing team (contact details, page 58).

6. Information exchange

- 6.1 In fulfilling its functions and obligations under section 29 (Licensing Authorities providing information to the Commission), section 30 (the provision of information by the Commission) and section 350 (exchange of information may be subject to conditions) of the Act the Licensing Authority may exchange relevant information with other regulatory bodies. In exchanging such information, the Licensing Authority will conform to the requirements of data protection and freedom of information legislation in accordance with the Council's existing policies.
- 6.2 The Licensing Authority will also have regard to any Guidance issued by the Commission on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Act.

6.3 Details of those persons making representations will be made available to applicants to allow for negotiation and, in the event of a hearing being held, will form part of a public document. Anyone making representations or applying for the review of a premises licence will be informed that their details will be disclosed.

6.4 In seeking to achieve its aim to safeguard all vulnerable persons of whatever age, the City Council as Licensing Authority will work with the Norfolk Safeguarding Adults Board and seek input where appropriate from Norfolk County Council Adult services and the Norfolk and Suffolk NHS Foundation Trust in respect of mental health services. Such agencies are not responsible authorities as defined in the Act, but this Licensing Authority will consider valid representations from such agencies if they are made as Interested parties representing local residents or businesses.

7. Enforcement

7.1 Licensing authorities are required by regulation under the Act to state the principles to be applied by the authority in exercising the functions under Part 15 of the Act with respect to the inspection of premises; and the powers under section 346 of the Act to institute criminal proceedings in respect of the offences specified.

7.2 This Licensing Authority's **principles** are that it will be guided by the Commission's Guidance and will endeavour to be:

- **Proportionate:** regulators should only intervene when necessary: remedies should be appropriate to the risk posed, and costs identified and minimised;
- **Accountable:** regulators must be able to justify decisions, and be subject to public scrutiny;
- **Consistent:** rules and standards must be joined up and implemented fairly;

- **Transparent:** regulators should be open, and keep regulations simple and user friendly; and
- **Targeted:** regulation should be focused on the problem, and minimise side effects.

- 7.3 In accordance with the Commission's Guidance this Licensing Authority will endeavour to avoid duplication with other regulatory regimes as far as possible.
- 7.4 This Licensing Authority's main enforcement and compliance role in terms of the Act will be to ensure compliance with the premises licences and other permissions that it authorises. The Commission is the enforcement body for Operating and Personal Licences. Concerns about manufacture, supply or repair of gaming machines will not be dealt with by the Licensing Authority but should be notified to the Commission.
- 7.5 The Councils enforcement policy will be followed in respect of any compliance monitoring and enforcement action taken in concerning gambling activities under the licensing authority's enforcement jurisdiction. This is accessible via the council's website.
- 7.6 Enforcement inspections- This licensing authority has adopted and implemented a risk-based enforcement approach to inspections, based on,
- The licensing objectives
 - Relevant codes of practice
 - Guidance issued by the Commission, in particular at Part 36
 - The principles set out in this statement of licensing policy
- 7.7 As well as sanctions available under the Act this licensing authority will seek to use all appropriate powers available to it.

7.8 Where there is a Primary Authority scheme in place, this licensing authority will seek guidance from the Primary Authority before taking any enforcement action. The current Primary Authorities are detailed on the Gambling Commission website as per the following link

<https://www.gamblingcommission.gov.uk/for-licensing-authorities/Licensing-authority-toolkit/Premises-assessments/Premises-assessments-toolkit.aspx>

7.9 This licensing authority will work together with the Commission to identify and investigate organised or persistent illegal activity.

7.10 Fees for certain gambling permits and licensing transactions are set nationally by statute. They include

- Unlicensed Family Entertainment Centre Gaming Machine Permits
- Registration of Small Society Lottery (including an annual maintenance fee)
- Club Gaming Permits
- Club Gaming Machine Permits
- Alcohol Licensed Premises Gaming Machine Permits
- Prize Gaming Permit

However, fees for licences issued under the Act by this licensing authority are set by this licensing authority in accordance with statutory provisions. This licensing authority has sought to set fees at a level to cover the costs of undertaking the administration of the gambling licensing function. Fees are approved each year by the Full Council and are published on the Councils website

8. Licensing Authority functions

Licensing Authorities are required under the Act to:

- Be responsible for the licensing of premises where gambling activities are to take place by issuing Premises Licences
- Issue Provisional Statements
- Regulate members' clubs and miners' welfare institutes who wish to undertake certain gaming activities by issuing Club Gaming Permits and/or Club Machine Permits
- Issue Club Machine Permits to Commercial Clubs
- Grant permits for the use of certain lower stake gaming machines at unlicensed Family Entertainment Centres
- Receive notifications from alcohol licensed premises (under the Licensing Act 2003) for the use of two or fewer gaming machines
- Issue Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where there are more than two machines
- Register small society lotteries below prescribed thresholds
- Issue Prize Gaming Permits
- Receive and Endorse Temporary Use Notices
- Receive Occasional Use Notices
- Provide information to the Commission regarding details of licences issued (see section above on 'information exchange')
- Maintain registers of the permits and licences that are issued under these functions

It should be noted that this Licensing Authority will not be involved in licensing remote gambling at all. This will fall to the Commission via operating licences.

Draft v.10 updates from mtg 12/02/2020

Part B - Premises Licences

9. General Principles

9.1 Premises licences will be subject to the requirements set out in the Act and regulations, as well as specific mandatory and default conditions which will be detailed in regulations issued by the Secretary of State. Licensing Authorities are able to exclude default conditions and also attach others, where it is believed to be appropriate.

9.2 In accordance with Section 153 of the Act, this Licensing Authority is aware that in making decisions about premises licences it should aim to permit the use of premises for gambling in so far as it thinks it is:

- in accordance with any relevant code of practice issued by the Commission;
- in accordance with any relevant guidance issued by the Commission;
- reasonably consistent with the licensing objectives; and
- in accordance with the Authority's Statement of Principles (Gambling Policy).

9.3 It is appreciated that as per the Commission's Guidance "moral and ethical objections to gambling are not a valid reason to reject applications for premises licences" (except as regards any 'no casino resolution' - see section on Casinos below) and also that unmet demand is not a criterion for a licensing authority.¹

9.4 **Appropriate Licensing Environment** - This licensing authority also notes Commission guidance on this subject (previously known as

¹ UNMET DEMAND - The Licensing Authority should not consider whether there are enough gambling outlets within a given area to fulfil customer's needs, wants and expectations.

primary gambling activity). It is not permissible for an operator to offer gaming machines on a premises which is licensed for non-remote betting but not to offer sufficient facilities for non-remote betting. A non-remote betting operating licence authorises its holder to 'provide facilities for betting' (s.65(2)(c) of the Act). Likewise, a betting premises licence authorises premises to be used for 'the provision of facilities for betting...' (s.150(1)(e) of the Act). The ability to make up to four gaming machines, within categories B2 – D, available is an additional authorisation conferred upon the holder of a betting premises licence (s.172(8) of the Act); it is not a free standing right to make gaming machines available for use. It follows that unless a betting premises operator offers sufficient facilities for betting it should not be making gaming machines available on the premises in question.

9.5 This authority notes the Commission's view that it is also important, in relation to the licensing objective of protecting vulnerable persons from being harmed or exploited by gambling, that customers should be offered a balanced mix of betting and gaming machines in licensed betting premises. Accordingly, an operating licence condition provides that gaming machines may be made available for use in licensed betting premises only at times when there are also sufficient facilities for betting available. In this respect, such facilities must include information that enables customers to access details of events on which bets can be made, make such bets, learn of the outcome and collect any winnings.

9.3 **Definition of 'premises'** - Premises is defined in the Act as 'any place'. Different premises licences cannot apply in respect of a single premise at different times. However, it is possible for a single building to be subject to more than one premises licence, provided they are for different parts of the building and the different parts of the building can be reasonably regarded as being different premises. Whether

different parts of a building can properly be regarded as being separate premises will always be a question of fact in the circumstances. However, the Commission does not consider that areas of a building that are artificially or temporarily separate can be properly regarded as different premises.

- 9.4 This Licensing Authority takes particular note of the Commission Guidance which states that Licensing Authorities should take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular, entrances and exits from parts of a building covered by one or more licences should be separate and identifiable so that the separation of different premises is not compromised and that people do not 'drift' into a gambling area.
- 9.5 The Licensing Authority will also pay particular attention to applications where access to the licensed premises is through other premises (which themselves may be licensed or unlicensed). Specific issues for consideration would be whether children can gain access; compatibility of the two establishments; and ability to comply with the requirements of the Act. Additionally, an overriding consideration would be whether, taken as a whole, the co-location of the licensed premises with other facilities has the effect of creating an arrangement that would otherwise be prohibited under the Act.
- 9.6 The Authority appreciates, it is perfectly legitimate for an application to be made for a premises licence even though the premises are not finished. (As an alternative to the applicant making an application for a provisional statement.) In such cases the Authority will require sufficient detail to be submitted with the application to enable an application to be properly considered and determined.

9.7 **Location** - This Licensing Authority is aware that demand issues cannot be considered with regard to the location of premises but that considerations in terms of the licensing objectives can. In accordance with the Commission Guidance, this Licensing Authority will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder. Should any specific policy be decided upon in respect of areas where gambling premises should not be located, this statement will be updated to reflect that. It should be noted that any such policy does not preclude any application being made and each application will be decided on its merits, with the onus on the applicant to show how potential concerns can be overcome

9.8 When determining an application to grant a Premises Licence or review a Premises Licence, careful consideration will be taken regarding the proximity of the premises to:

- a) schools, and other educational establishments
- b) vulnerable adult centres
- c) residential areas where there may be a high concentration of families with children
- d) premises licensed under the Licensing Act 2003
- e) premises licensed under the Local Government (Miscellaneous Provisions) Act 1976

The proximity of premises taken into consideration will vary depending on the size and scope of the gambling premises concerned. Each case will, however, be decided on its merits. Therefore, if an applicant can effectively demonstrate how they might overcome licensing objective concerns, this will be taken into account.

- 9.9 **Duplication with other regulatory regimes** - This Licensing Authority will seek to avoid any duplication with other statutory/regulatory systems wherever possible. This Authority will not consider whether a licence application is likely to obtain planning or building regulation consent, in its consideration of it. It will however listen to, and consider carefully, any concerns about conditions which are not able to be met by licensees due to planning restrictions, should such a situation arise.
- 9.10 **Licensing objectives** - Premises licences granted must be reasonably consistent with the licensing objectives. With regard to these objectives, this Licensing Authority has considered the Commission's Guidance and some comments are made below.
- A. **Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime** - This Licensing Authority is aware that the Commission will be taking a leading role in preventing gambling from being a source of crime. The Commission's Guidance does however envisage that Licensing Authorities should pay attention to the proposed location of gambling premises in terms of this licensing objective. Thus, where an area has known high levels of crime and anti-social behaviour, this Authority will consider carefully whether gambling premises are suitable to be located there and whether conditions may be suitable such as the provision of door supervisors or CCTV. This Licensing Authority is aware of the distinction between disorder and nuisance and will consider factors such as whether police assistance was required and how threatening the behaviour was to those who could see it, so as to make that distinction.
- B. **Ensuring that gambling is conducted in a fair and open way** – This Licensing Authority has noted that the Commission has stated that it would generally not expect Licensing Authorities to become

concerned with ensuring that gambling is conducted in a fair and open way, as this will be a matter for either the management of the gambling business (and therefore relevant to the Operating Licence), or will be in relation to the suitability and actions of an individual (and therefore relevant to the Personal Licence).

Both of these options fall under the remit of the Commission.

However, in relation to the licensing of tracks this Licensing Authority's role will be different from other premises in that track operators will not necessarily have an operating licence. Tracks are defined in section 353 of the Act to mean horse-race course, dog track or other premises on any part of which a race or other sporting event takes place or is intended to take place. In these circumstances, the Premises Licence may need to contain certain conditions to ensure that the environment in which betting takes place is suitable and that betting areas are properly administered (see **Tracks** – Page 31).

- C. **Protecting children and other vulnerable persons from being harmed or exploited by gambling** – This Licensing Authority has noted the Commission's Guidance states that this objective means preventing children from taking part in gambling (as well as restriction of advertising so that gambling products are not aimed at or are, particularly attractive to children).

As stated previously, this Licensing Authority when considering this objective, will seek to protect all vulnerable persons whatever their age and take into account advertising accordingly.

This Licensing Authority will therefore consider, as suggested in the Commission Guidance, whether specific measures are required at a particular premises, with regard to his licensing objective. Appropriate measures may include such matters as the supervision of entrances, the segregation of gambling from areas frequented by children and the

supervision of gaming machines in non-adult gambling specific premises.

The Licensing Authority will also make itself aware of any Codes of Practice issued by the Commission concerning this licensing objective in relation to specific premises, such as casinos.

Regarding the term “vulnerable persons” it is noted that the Commission is not seeking to offer a definition but states that “it will for regulatory purposes assume that this group includes people who gamble more than they want to; people who gamble beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs.” This Licensing Authority will consider this licensing objective on a case by case basis.

9.11 **Conditions** - Any conditions attached to licences will be proportionate and will be

- relevant to the need to make the proposed building suitable as a gambling facility
- directly related to the premises and the type of licence applied for;
- fairly and reasonably related to the scale and type of premises; and
- reasonable in all other respects.

9.12 Decisions upon individual conditions will be made on a case by case basis, although there will be a number of control measures this Licensing Authority will consider utilising should there be a perceived need, such as the use of door supervisors, supervision of adult gaming machines and appropriate signage for adult only areas. There

are specific comments made in this regard under some of the licence types below. This Licensing Authority will also expect the licence applicant to offer his/her own suggestions as to ways in which the licensing objectives can be met effectively – see also paragraphs 9.18 - 9.20.

9.13 This Licensing Authority will also consider specific measures which may be required for buildings which are subject to multiple premises licences. Such measures may include the supervision of entrances; segregation of gambling from non-gambling areas frequented by children; and the supervision of gaming machines in non-adult gambling specific premises in order to pursue the licensing objectives. These matters are in accordance with the Commission's Guidance.

9.14 This Licensing Authority will also ensure that where category C or above machines are on offer in premises to which children are admitted:

- all such machines are located in an area of the premises which is separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance;
- only adults are admitted to the area where these machines are located;
- access to the area where the machines are located is supervised;
- the area where these machines are located is arranged so that it can be observed by the staff or the licence holder; and
- at the entrance to and inside any such areas there are prominently displayed notices indicating that access to the area is prohibited to persons under 18.

These considerations will apply to premises including buildings where multiple premises licences are applicable.

9.16 This Licensing Authority is aware that tracks may be subject to one, or more than one, Premises Licence, provided each licence relates to a specified area of the track. In accordance with the Commission's Guidance, this Licensing Authority will consider the impact upon the third licensing objective and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

9.17 It is noted that there are conditions which the Licensing Authority cannot attach to premises licences. These are:

- any condition on the premises licence which makes it impossible to comply with an operating licence condition (Operating Licences are issued by the Gambling Commission);
- conditions relating to gaming machine categories, numbers, or method of operation;
- conditions which provide that membership of a club or body be required (the Act specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated); and
- conditions in relation to stakes, fees, winning or prizes.

9.18 Applicants may offer licence conditions to the licensing authority as a part of their application. The following are examples of such conditions and are likely to be applicable to the majority of premises. If applicants do not consider them appropriate for their premises, then this should be addressed in the application : -

1. There shall be a minimum of 2 staff (excluding back room staff) on duty at the premises at all times when it is open, whose duties are to include the age verification of persons entering the premises who appear to be under the age of 21 years.

2. "Challenge 21":

(a) The Licensee shall have a "Challenge 21" policy whereby all customers who appear to be under the age of 21 are asked for proof of their age.

(b) The Licensee shall prominently display notices advising customers of the "Challenge 21" policy.

(c) The following proofs of age are the only ones to be accepted:

- Proof of age cards bearing the "Pass" hologram symbol
- UK Photo Driving licence
- Passport

Alternatively, applicants may consider having a "Challenge 25" Policy.

3. The Licensee shall ensure that prominent signage shall be displayed in areas accessible to the public, promoting support organisations, such as, but not limited to, GAMSTOP, Gamcare, Samaritans and Citizens Advice.

4. The Licensee shall complete a risk assessment assessing the local risks to the licensing objectives posed by the provision of gambling facilities at the premises, and to have policies, procedures and control measures in place to mitigate those risks.

The Licensee shall also ensure the following:-

(a) All documents produced in compliance with the above shall be reviewed on a regular basis and kept up to date.

(b) A copy of all the relevant documents shall kept at the licensed premises and made available for inspection by an

officer of the Licensing Authority, Trading Standards or the Police.

- (c) The Licensee shall ensure that each member of staff has received adequate training on the contents of the relevant documents and that this is properly documented and training records kept. The training records to be kept on the licensed premises and made available for inspection by an officer of the Licensing Authority, Trading Standards or the Police.

5. Staff Competence and Training:

- (a) The Licensee shall keep a written record of all staff authorised to verify the age of customers, the record to contain the full name, home address, date of birth and national insurance number of each person so authorised. The staff record to be kept on the licensed premises and made available for inspection by an officer of the Licensing Authority, Trading Standards or the Police.
- (b) The Licensee shall ensure that each member of staff authorised to verify the age of customers has received adequate training on the law with regard to under-age gambling and the procedure if an underage person enters the premises, and that this is properly documented and training records kept. The training records to be kept on the licensed premises and made available for inspection by an officer of the Licensing Authority, Trading Standards or the Police.
- (c) The Licensee shall ensure that each member of staff authorised to verify the age of customers is fully aware of his /her responsibilities in relation to verifying a customer's age and is able to effectively question customers and check evidence of proof of age.

6. Refusals Book:

- (a) The licensee shall keep a register (Refusals Book) to contain details of self-excluded customers as well as the time and date, description of under-age persons entering the premises, and the name/signature of the sales person who verified that the person was under-age.
- (b) The Refusals book to be examined on a regular basis by the licensee and date and time of each examination to be endorsed in the book.
- (c) The Refusals Book to be kept on the licensed premises and made available for inspection by an officer of the Licensing Authority, Trading Standards or the Police.

7. CCTV:

- (a) The CCTV system shall be maintained in a good working order and fully operational covering both internal and external areas when the premises are open to the public.
- (b) The medium on which CCTV images are recorded will be clearly identifiable, stored securely and shall be retained for a period of 31 days and shall be made available for inspection by the Police or an officer of the licensing authority, upon request.

9.19 **Door Supervisors** - The Commission advises in its Guidance that Licensing Authorities may consider whether there is a need for door supervisors in terms of the licensing objectives of protection of children and vulnerable persons from being harmed or exploited by gambling, and also in terms of preventing premises becoming a source of crime.

9.20 Where it is decided that supervision of entrances and/or machines is appropriate for particular cases a consideration of whether these need to be SIA licensed or not will be necessary. It will not be automatically

assumed that they need to be licensed as the statutory requirements for different types of premises vary (as per the Guidance)

It should be noted that there is a specific exemption from SIA registration for those persons directly employed by the operator of a bingo club or casino. Therefore, only third party contract staff are required to be SIA registered for such premises

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10. Adult Gaming Centres

10.1 This Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to, for example, ensure that under 18 year olds do not participate in adult-only gaming activities at the premises.

This Licensing Authority may consider measures to meet the licensing objectives such as:

- Proof of age schemes
- CCTV
- Supervision of entrances / machine areas
- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-exclusion schemes
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

11. (Licensed) Family Entertainment Centres

11.1 This Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority, for example, that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas.

This Licensing Authority will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures / licence conditions may cover issues such as:

- CCTV
- Supervision of entrances / machine areas
- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-barring schemes
- Provision of information leaflets / helpline numbers for organisations such as GamCare.
- Measures / training for staff on how to deal with suspected truant school children on the premises

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

11.2 This Licensing Authority will refer to the Commission's website to view any conditions that apply to Operator Licences covering the way in which the area containing the category C machines should be delineated. This Licensing Authority will also make itself aware of any

mandatory or default conditions on these Premises Licences, when they have been published.

12. Casinos

12.1 Norwich city council recognises that current primary legislation (Statutory Instrument 2008 No. 1327) prevents the authority issuing a premises licence for a casino. However the following resolution has been made, should the legislation be altered to allow such a possibility.

There are currently no casinos operating within Norwich. Following debate at Licensing Committee on 30 January 2020 and further ratification at full Council on **?????? 2020** a resolution was passed not to issue casino licences within the City of Norwich as provided for in Section 166 Gambling Act 2005. This resolution may be reviewed as necessary, and at least every three years in line with the adoption of the Gambling Statement of Principles. There is no right of appeal against this resolution. Potential licence applicants should note that as a 'no-casino' resolution has been passed by this Council, no applications for casino premises licence will be considered. Any applications received will be returned with a notification that a 'no casino' resolution is in place.

13. Bingo premises

13.1 This Licensing Authority notes that the Commission's Guidance states
" 18.5 Licensing authorities need to satisfy themselves that bingo can be played in any bingo premises for which they issue a premises licence. An operator may choose to vary their licence to exclude a previously licensed area of that premises, and then apply for a new

premises licence, or multiple new premises licences, with the aim of creating separate premises in that area. Essentially providing multiple licensed premises within a single building or site. Before issuing additional bingo premises licences, licensing authorities need to consider whether bingo can be played at each of those new premises.”

- 13.2 This authority also notes that from 13 July 2011 a holder of a bingo premises licence may make available for use a number of category B gaming machines not exceeding 20% of the total number of gaming machines which are available for use on the premises. A licence variation must be applied for if operators wish to take advantage of the change to the legislation.
- 13.3 Children and young people are allowed into bingo premises; however they are not permitted to participate in the bingo and if category B or C machines are made available for use these must be separated from areas where children and young people are allowed. Social Responsibility (SR) code 3.2.5(3) states that *‘licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises’ in order to prevent underage gambling*”. In considering applications for bingo premises licences this authority will take account of these points.
- 13.4 **Bingo in clubs and alcohol licensed premises** - Bingo is a class of equal chance gaming permitted on alcohol-licensed premises, and in clubs and miners welfare institutes, under the allowances for exempt gaming in Part 12 of the Act. There are regulations setting controls on this form of gaming, to ensure that it remains low stakes and prizes activity. Where the level of bingo played in these premises reaches a certain threshold, it will no longer be authorised by these rules and a bingo operating licence will have to be obtained from the Commission for future bingo games. The aim of these provisions is to prevent bingo becoming a predominant commercial activity on such non-gambling premises.

The threshold is that if bingo played during any seven-day period exceeds £2,000 (either money taken or prizes awarded), all further games of bingo played on those premises in the next 12 months will require an operating licence to be legal. The Commission has developed a statutory code of practice (The Code of Practice for gaming in clubs and premises with an alcohol licence) which is available on its website.

13.5 This Licensing Authority may consider measures to meet the licensing objectives such as:

- Proof of age schemes
- CCTV
- Supervision of entrances / machine areas
- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-exclusion schemes
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

14. Betting premises

14.1 The Act contains a single class of licence for betting premises although within this, there are different types of premises which require licensing.

The Act also permits betting intermediaries to operate from premises. Section 13 of the Act defines a betting intermediary as a person who provides a service designed to facilitate the making or acceptance of bets between others. Although betting intermediaries usually offer their services via remote communication, such as the internet, a betting intermediary can apply for a betting premises licence to offer intermediary services upon the premises, such as a premises based trading room.

- 14.2 Licensing authorities are responsible for issuing and monitoring premises licences for all betting premises. The issuing of premises licences is discussed in Part 7 of the Commission Guidance.

A betting operating licence authorises the holder to 'provide facilities for betting' and a betting premises licence authorises premises to be used for the 'provision of facilities for betting'. Thus, the primary gambling activity of the premises should be betting with gaming machines as an ancillary offer on the premises.

- 14.3 Gaming machines** - Section 172(8) provides that the holder of a betting premises licence may make available for use up to four gaming machines of category B, C or D. Regulations state that category B machines at betting premises are restricted to sub-category B2, B3 and B4 machines. (Appendix 3 below summarises current machine entitlements)

- 14.4 Self Service Betting Terminals (SSBTs)** - Section 235(2)(c) provides that a machine is not a gaming machine if it is designed or adapted for use to bet on future real events. Some betting premises may make available machines that accept bets on live events, such as horse racing, as a substitute for placing a bet over the counter. These SSBTs are not gaming machines and therefore neither count towards the maximum permitted number of gaming machines, nor have to comply with any stake or prize limits. SSBTs merely automate the process that

can be conducted in person and the Act exempts them from regulation as a gaming machine.

However, where a machine is made available to take bets on virtual races (that is, results and / or images generated by computer to resemble races or other events) that machine is a gaming machine and counts towards the maximum permitted number of gaming machines, and must meet the relevant category limitations for the premises.

This Licensing Authority notes it is the Commission's view that the use of SSBTs is a form of remote communication and that a remote licence will be required if SSBTs are used to facilitate the making or accepting of bets by others.

This authority also notes that section 181 of the Act contains an express power for licensing authorities to restrict the number of SSBTs, their nature and the circumstances in which they are made available by attaching a licence condition to a betting premises licence (or to a casino premises licence where betting is permitted in the casino).

14.5 This Licensing Authority may consider measures to meet the licensing objectives such as:

- Proof of age schemes
- CCTV
- Supervision of entrances / machine areas
- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-exclusion schemes

- Provision of information leaflets / helpline numbers for organisations such as GamCare.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

15. Tracks

15.1 This Licensing Authority is aware that tracks (as defined in section 353 of the Act) may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track. In accordance with the Commission's Guidance, this Licensing Authority will especially consider the impact upon the third licensing objective (i.e. the protection of children and vulnerable persons from being harmed or exploited by gambling) and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

15.2 This Licensing Authority will therefore expect the premises licence applicant to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities. It is noted that children and young persons will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, but that they are still prevented from entering areas where gaming machines (other than category D machines) are provided.

This Licensing Authority may consider measures to meet the licensing objectives such as:

- Proof of age schemes
- CCTV
- Supervision of entrances / machine areas

- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-exclusion schemes
- Provision of information leaflets / helpline numbers for organisations such as GamCare

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

15.3 **Gaming machines** - Where the applicant holds a pool betting operating licence and is going to use the entitlement to four gaming machines, the machines (other than category D machines) should be located in areas from which children are excluded

15.4 **Betting machines** - This Licensing Authority will, in accordance with the Commission's Guidance, take into account the size of the premises, and the ability of staff to monitor the use of the machines by children and young persons (it is an offence for those under 18 to bet) or by vulnerable people, when considering the number/nature/circumstances of betting machines an operator wants to offer.

15.5 **Condition on rules being displayed** - The Commission has advised in its Guidance that:

“...Licensing Authorities should attach a condition to track premises licences requiring the track operator to ensure that the rules are prominently displayed in or near the betting areas, or that other measures are taken to ensure that they are made available to the public. For example, the rules could be printed in the race-card or made available in leaflet form from the track office.”

15.5 **Applications and plans** - The Act (s51) requires applicants to submit plans of the premises with their application, in order to ensure that the licensing authority has the necessary information to make an informed judgement about whether the premises are fit for gambling. The plan will also be used for the licensing authority to plan future premises inspection activity.

Plans for tracks do not need to be in a particular scale, but should be drawn to scale and should be sufficiently detailed to include the information required by regulations. This authority appreciates that it is sometimes difficult to define the precise location of betting areas on tracks. The precise location of where betting facilities are provided is not required to be shown on track plans, both by virtue of the fact that betting is permitted anywhere on the premises and because of the difficulties associated with pinpointing exact locations for some types of track.

This Licensing authority will need to satisfy themselves that the plan submitted provides sufficient information to enable them to assess the application.

16. Travelling Fairs

16.1 Travelling fairs may provide an unlimited number of Category D gaming machines provided that facilities for gambling amount to no more than an ancillary amusement at the fair. They do not require a permit to provide these gaming machines but must comply with legal requirements about how the machine operates. Current stakes and prizes can be found in the Commission guidance.

Higher stake category B and C fruit machines, like those typically played in arcades and pubs, are not permitted. Fairground operators

must source their machines from a Commission licensed supplier and employees working with gaming machines must be at least 18 years old.

This Licensing Authority is responsible for deciding whether, where category D machines and / or equal chance prize gaming without a permit is to be made available for use at travelling fairs, the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met.

16.2 This Licensing Authority will also consider whether the applicant falls within the statutory definition of a travelling fair.

16.3 It has been noted that the 27-day statutory maximum for the land being used as a fair, is per calendar year, and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. This Licensing Authority will work with its neighbouring authorities to ensure that land which crosses our boundaries is monitored so that the statutory limits are not exceeded.

17. Provisional Statements

17.1 Section 204 of the Act provides for a person to make an application to the Licensing Authority for a provisional statement in respect of premises that he or she:

- expects to be constructed;
- expects to be altered; or
- expects to acquire a right to occupy.

17.2 Once the premises are constructed, altered or acquired the holder of a provisional statement can apply to the Licensing Authority for the

necessary Premises Licence. Section 205 of the Act sets out how the Authority should consider this application.

17.3 However, as stated at paragraph 9.6 the Authority recognises it is perfectly legitimate for an application to be made for a premises licence even though the premises are not finished. A Provisional Statement may be applied for if the applicant cannot provide adequate information for a full Licence application to be considered and determined.

17.4 In terms of representations about Premises Licence applications, following the grant of a provisional statement, no further representations from relevant authorities or interested parties can be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or they reflect a change in the applicant's circumstances. In addition, the authority may refuse the Premises Licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:

- (a) which could not have been raised by objectors at the provisional licence stage; or
- (b) which is in the authority's opinion reflect a change in the operator's circumstances.

17.5 The authority has noted the Commission's Guidance that "A licensing authority should not take into account irrelevant matters.... One example of an irrelevant matter would be the likelihood of the applicant obtaining planning permission or building regulations approval for the proposal."

18. Reviews

- 18.1 Requests for a review of a premises licence can be made by interested parties or responsible authorities. However, it is for the Licensing Authority to decide whether the review is to be carried out. This will be on the basis of whether the request for the review is relevant to the matters listed below, as well as consideration as to whether the request is frivolous, vexatious, will certainly not cause the Licensing Authority to consider whether to alter/revoke/suspend the licence, or whether it is substantially the same as previous representations or requests for review:
- in accordance with any relevant code of practice issued by the Commission;
 - in accordance with any relevant guidance issued by the Commission;
 - reasonably consistent with the licensing objectives; and
 - in accordance with the authority's statement of licensing policy.
- 18.2 The licensing authority can also initiate a review of a licence on the basis of any reason which it thinks is appropriate.

Part C: Permits/Temporary & Occasional Use Notice

19. Unlicensed Family Entertainment Centre (FEC) gaming machine permits

(Statement of Principles on Permits – Gambling Act 2005 Schedule 10 paragraph 7)

19.1 Where a premises does not hold a premises licence but wishes to provide gaming machines, it may apply to the licensing authority for this permit. It should be noted that the applicant must show that the premises will be wholly or mainly used for making gaming machines available for use (Section 238).

19.2 The Act states that a Licensing Authority may prepare a statement of principles that it proposes to consider in determining the suitability of an applicant for a permit and in preparing this statement, and/or considering applications, it need not (but may) have regard to the licensing objectives and shall have regard to any relevant guidance issued by the Commission. The Commission's Guidance also states:

“ In its policy statement, a licensing authority may include a statement of principles that it proposes to apply when exercising its functions in considering applications for permits. In particular it may want to set out the matters that it will take into account in determining the suitability of the applicant. Given that the premises is likely to appeal particularly to children and young persons, licensing authorities may wish to give weight to matters relating to protection of children from being harmed or exploited by gambling and to ensure that staff supervision adequately reflects the level of risk to this group.”

19.3 This authority notes that the Commission Guidance also states:

“...An application for a permit may be granted only if the licensing authority is satisfied that the premises will be used as an unlicensed FEC, and if the chief officer of police has been consulted on the application....Licensing authorities might wish to consider asking applications to demonstrate:

- a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs;
- that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act; and
- that staff are trained to have a full understanding of the maximum stakes and prizes.”

19.4 It is noted that this licensing authority cannot attach conditions to this type of permit.

19.5 **Statement of Principles** - This Licensing Authority will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations. The efficiency of such policies and procedures will each be considered on their merits, however, they may include appropriate measures / training for staff as regards suspected truant school children on the premises, measures / training covering how staff would deal with unsupervised very young children being on the premises, or children causing perceived problems on / around the premises. This Licensing Authority will also expect, in accordance with the Commission Guidance, that applicants demonstrate a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs; that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act); and that staff are trained to have a full understanding of the maximum stakes and prizes.

19.6 This Licensing Authority will require the following to be submitted in addition to the application form and fee:

- (1) Proof of the applicant's identity and age;
- (2) Proof of the applicant's right to occupy the premises for which the permit is sought;
- (3) (Where the applicant is an individual) a 'basic' Criminal Records disclosure dated no earlier than one calendar month on the day the application is received by the Licensing Authority. Holders of operating licences issued by the Commission are exempt from this requirement.
- (4) An insurance certificate (or certified copy) confirming the availability of public liability insurance covering the proposed activity.
- (5) A plan scale 1:100 of the premises showing:
 - a. The boundary of the premises including any internal and external walls, entrances, exits, doorways and windows, and indicating the points of access available to the public.
 - b. The location of any fixed or temporary structures.
 - c. The location of any counters, booths, offices or other locations from which staff may monitor the activities of persons on the premises.
 - d. The location of any public toilets within the boundary of the premises.
 - e. The location of CCTV cameras.
 - f. The location of any ATM or other cash/change machines.
 - g. The proposed location of the Category 'D' machines.
 - h. Details of non-category 'D' machines (e.g. skill with prizes machines).

20. (Alcohol) Licensed Premises Gaming Machine Permits - (Gambling Act 2005 Schedule 13 paragraph 4(1))

20.1 There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have 2 gaming machines, of categories C and/or D. The premises merely need to notify the Licensing Authority. This licensing authority is aware it can remove the automatic authorisation in respect of any particular premises if it is satisfied that:

- provision of the machines is not reasonably consistent with the pursuit of the licensing objectives;
- gaming has taken place on the premises that breaches a condition of section 282 of the Act (i.e. that written notice has been provided to the licensing authority, that a fee has been provided and that any relevant code of practice issued by the Commission about the location and operation of the machine has been complied with);
- the premises are mainly used for gaming; or
- an offence under the Gambling Act has been committed on the premises.

20.2 If a premises wishes to have more than 2 machines, then it needs to apply for a permit and the licensing authority must consider that application based upon the licensing objectives, any guidance issued by the Commission under Section 25 of the Act, and "*such matters as they think relevant.*" This Licensing Authority considers that "such matters" will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harmed or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures

to ensure that under 18 year olds do not have access to the adult only gaming machines.

Measures which will satisfy the authority that there will be no access may include the adult machines being in sight of the bar, or in the sight of staff who will monitor that the machines are not being used by those under 18. Notices and signage may also be of help. As regards the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets / helpline numbers for organisations such as GamCare.

- 20.3 It is recognised that some alcohol licensed premises may apply for a premises licence for their non-alcohol licensed areas. Any such application would most likely need to be applied for, and dealt with as an Adult Gaming Centre premises licence.
- 20.4 This licensing authority can decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than these) cannot be attached to a permit.
- 20.5 It should also be noted that the holder of a permit must comply with any Code of Practice issued by the Commission about the location and operation of the machine.

21. Prize Gaming Permits - (Statement of Principles on Permits – Gambling Act 2005 Schedule 14 paragraph 8 (3))

- 21.1 The Act states that a licensing authority may “prepare a statement of principles that they propose to apply in exercising their functions under this Schedule” which “may, in particular, specify matters that the licensing authority propose to consider in determining the suitability of the applicant for a permit”.

21.2 This Licensing Authority has prepared a Statement of Principles which is that the applicant should set out the types of gaming that he or she is intending to offer and that the applicant should be able to demonstrate:

- that they understand the limits to stakes and prizes that are set out in Regulations;
- that the gaming offered is within the law.
- clear policies that outline the steps to be taken to protect children from harm.

21.3 In making its decision on an application for this permit the Licensing Authority does not need to have regard to the licensing objectives but must have regard to any Commission Guidance.

21.4 It should be noted that there are conditions in the Act by which the permit holder must comply, but that the Licensing Authority cannot attach conditions.

The conditions in the Act are:

- the limits on participation fees, as set out in regulations, must be complied with;
- all chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played;
- the prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize); and
- participation in the gaming must not entitle the player to take part in any other gambling.

22. Club Gaming and Club Machines Permits

22.1 Members Clubs and Miners' welfare institutes (but not Commercial Clubs) may apply for a Club Gaming Permit or a Clubs Gaming machines permit. The Club Gaming Permit will enable the premises to provide gaming machines (3 machines of categories B, C or D), equal chance gaming and games of chance as set-out in regulations.

Members clubs and miner's welfare institutes – and also Commercial Clubs – may apply for a Club Machine Permit. A Club Gaming machine permit will enable the premises to provide gaming machines (3 machines of categories B, C or D). N.B. Commercial Clubs may not site category B3A gaming machines offering lottery games in their club.

22.2 This Licensing Authority notes that the Commission's Guidance states:

"25.44 The Local Authority has to satisfy itself that the club meets the requirements of the Act to obtain a club gaming permit." In doing so it will take into account a number of matters as outlined in the Commission Guidance. These include the constitution of the club, the frequency of gaming and ensuring that there are more than 25 members.

The club must be conducted 'wholly or mainly' for purposes other than gaming, unless the gaming is permitted by separate regulations. The Secretary of State has made regulations and these cover bridge and whist clubs.

22.3 The Commission Guidance also notes that licensing authorities may only refuse an application on the grounds that:

- (a) (i) for a club gaming permit the applicant is not a members' club or miners' welfare institute

- (ii) for a club machine permit the applicant is not a members' club or miners' welfare institute or commercial club
- (b) the applicant's premises are used wholly or mainly by children and/or young persons;
- (c) an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities;
- (d) a permit held by the applicant has been cancelled in the previous ten years; or
- (e) an objection has been lodged by the Commission or the police.

22.4 There is also a 'fast-track' procedure available under the Act for premises which hold a Club Premises Certificate under the Licensing Act 2003. As the Commission's Guidance states: "Under the fast-track procedure there is no opportunity for objections to be made by the Commission or the police, and the grounds upon which an authority can refuse a permit are reduced." and "The grounds on which an application under the process may be refused are:

- (a) that the club is established primarily for gaming, other than gaming prescribed under schedule 12;
- (b) that in addition to the prescribed gaming, the applicant provides facilities for other gaming; or
- (c) that a club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled."

22.5 There are statutory conditions on club gaming permits that no child uses a category B or C machine on the premises and that the holder complies with any relevant provision of a code of practice about the location and operation of gaming machines.

23. Temporary Use Notices

23.1 Temporary use notices (TUNs) allow the use of premises for gambling where there is no premises licence but where a gambling operator

wishes to use the premises temporarily for providing facilities for gambling. Premises that might be suitable for a TUN, according to the Commission, would include hotels, conference centres and sporting venues.

The licensing authority can only grant a TUN to a person or company holding a relevant operating licence, i.e. a non-remote casino operating licence.

- 23.2 The Secretary of State has the power to determine what form of gambling can be authorised by TUN, and the relevant regulations - The Gambling Act 2005 (Temporary Use Notices) Regulations 2007 - state that temporary use notices can only be used to permit the provision of facilities or equal chance gaming, where the gaming is intended to produce a single winner, which in practice means poker tournaments.
- 23.3 There are a number of statutory limits as regards TUNs. Commission Guidance is noted that "the meaning of 'premises' in part 8 of the Act is discussed in Part 7 of this guidance. As with "premises", the definition of "a set of premises" will be a question of fact in the particular circumstances of each notice that is given. In the Act "premises" is defined as including "any place". In considering whether a place falls within the definition of "a set of premises", licensing authorities will need to look at, amongst other things, the ownership/occupation and control of the premises.
- 23.4 This licensing authority expects to object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises, as recommended in the Commission's Guidance.

24. Occasional Use Notices

24.1 Section 39 of the Act provides that where there is betting on a track on eight days or fewer in a calendar year, betting may be permitted by an occasional use notice (OUN) without the need for a full premises licence.

The Licensing Authority has very little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded. This Licensing Authority will though consider the definition of a 'track' and whether the applicant is permitted to avail him/herself of the notice.

25. Small Society Lotteries

25.1 Non-commercial gaming is permitted if it takes place at a non-commercial event, either as an incidental or principal activity at the event. Events are non-commercial if no part of the proceeds is for private profit or gain. The proceeds of such events may benefit one or more individuals if the activity is organised:

- by, or on behalf of, a charity or for charitable purposes
- to enable participation in, or support of, sporting, athletic or cultural activities.

Charities and community groups should contact the Licensing Authority for further advice.

25.2 This Licensing Authority will register and administer smaller (non-commercial) society lotteries and applicants for lottery licences must apply to the Licensing Authority in the area where their principal office is located.

25.3 The society in question must be 'non-commercial' and the total value of tickets to be put on sale per single lottery must be £20,000 or less, or the aggregate value of tickets to be put on sale for all their lotteries

in a calendar year must not exceed £250,000. If the operator plans to exceed either of these values then they may need to be licensed with the Commission to operate large lotteries instead.

- 25.4 For initial applications and where there is a change of promoter, this licensing authority reserves the right to require the promoter of the lottery to produce a 'basic' criminal records disclosure. For new applications, the licensing authority shall require the promoter of the lottery to produce a 'basic' Criminal Records disclosure dated no earlier than one calendar month on the day the application is received by the Authority.
- 25.5 This Licensing Authority may refuse an application for registration if in their opinion:
- The applicant is not a non-commercial society;
 - A person who will or may be connected with the promotion of the lottery has been convicted of a relevant offence; or
 - Information provided in or with the application for registration is false or misleading.
- 25.6 Where this Licensing Authority intends to refuse registration by a Society, it will give the Society an opportunity to make representations and will inform the Society of the reasons why it is minded to refuse registration and supply evidence on which it has reached that preliminary conclusion. In any event, the Authority will make clear its procedures on how it handles representations.
- 25.7 This Licensing Authority may revoke the registered status of a lottery if it thinks that they would have had to, or would be entitled to; refuse an application for registration if it were being made at that time. However, no revocations will take place unless the Society has been given the opportunity to make representations. The Authority will inform the society of the reasons why it is minded to revoke the registration and will provide an outline of the evidence on which it has reached that preliminary conclusion.

25.8 This Licensing Authority will adopt a risk based approach towards enforcement responsibilities for small society lotteries. This authority considers that the following list, although not exclusive, could affect the risk status of the operator:

- submission of late returns (returns must be submitted no later than three months after the date on which the lottery draw was held)
- submission of incomplete or incorrect returns
- breaches of the limits for small society lotteries

Draft v.10 updates from mtg 12/02/2020

Part D - Exempt Gaming

- 26.1 Exempt gaming is equal chance gaming generally permissible in any club or alcohol-licensed premises. Gaming should be ancillary to the purposes of the premises. This provision is automatically available to all such premises, but is subject to statutory stakes and prize limits determined by the Secretary of State.
- 26.2 Equal chance gaming is gaming that does not involve staking against a bank and the chances of winning are equally favourable to all participants. It includes games such as backgammon, mah-jong, rummy, kalooki, dominoes, cribbage, bingo and poker.
- 26.3 The Secretary of State has set both daily and weekly prize limits for exempt gaming. Different, higher stakes and prizes are allowed for exempt gaming in clubs than in alcohol-licensed premises. Current limits are summarised in appendix 3 below.

Draft v.10 updates from mtg 12/02/2020

Part E - Committee, Officer Delegation and Contacts

27 Committee decisions and scheme of delegation

- 27.1 This Licensing Authority is involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.
- 27.2 Licensing Sub-Committees made up of three Councillors from the main Licensing Committee will sit to hear applications where relevant representations have been received from interested parties and responsible authorities. Ward Councillors will not sit on a Sub-Committee involving an application within their ward.
- 27.3 Where a Councillor who is a member of the Licensing Committee is making or has made representations regarding a licence on behalf of an interested party, in the interests of good governance they will disqualify themselves from any involvement in the decision making process affecting the licence in question.
- 27.4 The Authority's authorised Licensing Officers will deal with all other licensing applications where either no relevant representations have been received, or where representations have been received and it is agreed by the parties that a hearing is not necessary.
- 27.5 Decisions as to whether representations are irrelevant, frivolous or vexatious will be made by the Authority's authorised Licensing Officers, who will make the decisions on whether representations or applications for licence reviews should be referred to the Licensing Committee or Sub-Committee. Where representations are rejected,

the person making that representation will be given written reason as to why that is the case. There is no right of appeal against a determination that representations are not admissible.

- 27.6 The table shown at Appendix 2 sets out the agreed delegation of decisions and functions to Licensing Committee, Sub-Committee and Officers. (It is derived from the details specified in section 154 of the Act and the Norwich City Council Constitution)
- 27.7 This form of delegation is without prejudice to Officers referring an application to a Sub-Committee or Full Committee if considered appropriate in the circumstances of any particular case.
- 27.8 In taking licensing decisions the Authority will be mindful of the public sector equality duty under the Equality Act 2010. Decisions will be taken with due regard to the need to:
- Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by or under the Equality Act 2010.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.

28. Contacts

28.1 Further information about the Gambling Act 2005, this Statement of Licensing Policy or the application process can be obtained from:-

The Licensing Team Norwich City Council City Hall, St Peter's Street, Norwich NR2 1NH	Phone: 01603 212761 / 212760. Email: licensing@norwich.gov.uk Website: www.norwich.gov.uk/info/20014/licensing
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Information is also available from:-

The Gambling Commission 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP	Phone: 0121 230 6666 Fax: 0121 230 6720 Email: info@gamblingcommission.gov.uk Website: www.gamblingcommission.gov.uk
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Appendix 1

Responsible Authority Contact Details

The Gambling Commission

4th floor Victoria Square House
Victoria Square
Birmingham B2 4BP

Phone: 0121 230 6666

Email: info@gamblingcommission.gov.uk

<http://www.gamblingcommission.gov.uk>

The Chief Officer of Police

Chief Constable
C/O Licensing Section
Central Area Headquarters
Norfolk Constabulary
Norwich Police Station
Bethel Street
Norwich NR2 1NN

The Fire Authority

Fire Safety Department
Norfolk Fire Service
Norwich Fire Station
Bethel Street
Norwich NR2 1NW

Phone: 01603 621461

f: 01603 229034

Health and Safety

Health and Safety Team
Norwich City Council
City Hall
St Peter's Street
Norwich NR2 1NH

Phone: 01603 212321

Gambling Act 2005
Statement of Principles
2019 version

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HM Revenue and Customs

National Registration Unit Betting & Gaming
Portcullis House
21 India Street
Glasgow
G2 4PZ

Phone: 03000 516023

Email: NRUBetting&Gaming@HMRC.gsi.gov.uk

Planning Authority

Head of Planning
Norwich City Council
City Hall
St Peter's Street
Norwich NR2 1NH

Phone: 01603 212530

Child Protection

Norfolk Safeguarding Children Board
Room 60 Lower Ground Floor
County Hall
Martineau Lane
Norwich NR1 2UG

Phone: 01603 223409

<http://www.nscb.norfolk.gov.uk/Contacts.asp>

Draft v.10 updates from mtg 12/02/2020

Appendix 2

Table of delegations

Matter to be dealt with	Full Council	Committee or Sub-committee	Officers
Final approval of three year licensing policy	All cases		
Policy not to permit casinos	All cases		
Fee setting (when appropriate)		As appropriate	All cases
Application for premises licences		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a variation to a licence		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission

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Matter to be dealt with	Full Council	Sub-committee	Officers
Application for a provisional statement		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Review of a premises licence		All cases	
Application for club gaming /club machine permits		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Cancellation of club gaming/ club machine permits		All cases	
Applications for other permits			All cases
Cancellation of licensed premises gaming machine permits			All cases
Consideration of temporary use notice			All cases
Decision to give a counter notice to a temporary use notice		All cases	

Draft v.10 updates from mtg 12/02/2020

Appendix 3

Summary of Gambling Entitlements (as at 1.4.2018)

Summary of machine provisions by premises

Premises type	Machine category
Pre-2005 Act casino	Maximum of 20 machines categories B to D (except B3A machines), or any number of C or D machines instead
Betting premises and tracks occupied by pool betting	Maximum of 4 machines categories B2 to D (except B3A machines)
Bingo premises ¹	Maximum of 20% of the total number of gaming machines which are available for use on the premises categories B3 or B4 No limit on category C or D machines
Adult gaming centre ²	Maximum of 20% of the total number of gaming machines which are available for use on the premises categories B3 or B4 No limit on category C or D machines
Licensed family entertainment centre ³	No limit on category C or D machines
Family entertainment centre (with permit) ³	No limit on category D machines
Clubs or miners' welfare institute (with permits) ⁴	Maximum of 3 machines in categories B3A or B4 to D
Qualifying alcohol-licensed premises	1 or 2 machines of category C or D automatic upon notification
Qualifying alcohol-licensed premises (with licensed premises gaming machine permit)	Number of category C-D machines as specified on permit
Travelling fair	No limit on category D machines

¹ **Bingo premises licence** are entitled to make available for use a number of category B gaming machines not exceeding 20% of the total number of gaming machines on the premises. Where a premises licence was granted before 13 July 2011, they are entitled to make available eight category B gaming machines, or 20% of the total number of gaming machines, whichever is the greater. [The Gambling Act 2005 (Gaming Machines in Bingo Premises) Order 2009]. Category B machines at bingo premises are restricted to sub-category B3 and B4 machines, but not B3A machines.

² **Adult gaming centres** are entitled to make available for use a number of category B gaming machines not exceeding 20% of the total number of gaming machines which are available for use on the premises and any number of category C or D machines. Where a premises licence was granted before 13 July 2011, they are entitled to make available four category B gaming machines, or 20% of the total number of gaming machines, whichever is the greater. Category B machines at adult gaming centres are restricted to sub-category B3 and B4 machines, but not B3A machines.

³ Only premises that are wholly or mainly used for making gaming machines available may hold an unlicensed FEC gaming machine permit or an FEC premises licence. Category C machines may only be sited within licensed FECs and where an FEC permit is in force. They must be in a separate area to ensure the segregation and supervision of machines that may only be played by adults. There is no power for the licensing authority to set a limit on the number of machines under the FEC permit.

⁴ **Members' clubs and miners' welfare institutes with a club gaming permit or with a club machine permit**, are entitled to site a total of three machines in categories B3A to D but only one B3A machine can be sited as part of this entitlement.

⁵ **Commercial clubs with club machine or gaming permits** are entitled to a total of three machines in categories B4 to D.

Summary of gaming machine categories and entitlements

Category of machine	Maximum stake (from Jan 2014)	Maximum prize (from Jan 2014)
A	Unlimited – No category A gaming machines are currently permitted	
B1	£5	£10,000*
B2	£100	£500
B3A	£2	£500
B3	£2	£500
B4	£2	£400
C	£1	£100
D – non-money prize	30p	£8
D – non-money prize (crane grab machines only)	£1	£50
D – money prize	10p	£5
D – combined money and non-money prize	10p	£8 (of which no more than £5 may be a money prize)
D – combined money and non-money prize (coin pusher or penny falls machines only)	20p	£20 (of which no more than £10 may be a money prize)

* With option of max £20,000 linked progressive jackpot on premises basis only

Stakes and prizes for gaming machines are likely to change from time to time. For up to date details consult the Gambling Commission website:

<http://www.gamblingcommission.gov.uk/for-gambling-businesses/Compliance/Sector-specific-compliance/Arcades-and-machines/Gaming-machine-categories/Gaming-machine-categories.aspx>

Summary of gaming entitlements for clubs and alcohol licensed premises

	Members' club or MW institute with club gaming permit	Clubs established to provide facilities for gaming of a prescribed kind (currently bridge or whist clubs)	Members' club or commercial club with club machine permit	Members' club, commercial club or MW institute without a club gaming permit or club machine permit	Pubs and other alcohol-licensed premises
Equal chance gaming	Yes	Bridge and/or Whist only	Yes	Yes	Yes
Limits on stakes	No limit	No limit	Poker £1000 / week £250 / day £10 /person per game Other gaming No limit	Poker £1000 / week £250 / day £10 / person per game Other gaming No limit	Poker £100 / premises per day Other gaming £5 / person per game Cribbage & dominoes No limit
Limits on prizes	No limit	No limit	Poker £250 / game Other gaming No limit	Poker £250 / game Other gaming No limit	Poker £100 / game Other gaming No limit
Max participation fees – per person per day	Bridge /whist* £20 Other gaming £3	£18 (without club gaming permit) £20 (with club gaming permit)	Bridge/ Whist* £18 Other gaming £3 commercial club £1 members' club	Bridge/ Whist* £18 Other gaming £1	None permitted

	Members' club or MW institute with club gaming permit	Clubs established to provide facilities for gaming of a prescribed kind (currently bridge or whist clubs)	Members' club or commercial club with club machine permit	Members' club, commercial club or MW institute without a club gaming permit or club machine permit	Pubs and other alcohol-licensed premises
Bankers/unequal chance gaming	Pontoon <i>Chemin de fer</i>	None permitted	None permitted	None permitted	None permitted
Limits on bingo **	Maximum of £2,000 / week in stakes or prizes.	No bingo permitted	Maximum of £2,000 / week in stakes or prizes.	Maximum of £2,000 / week in stakes or prizes.	Maximum of £2,000 / week in stakes or prizes.

* On a day when no other facilities for gaming are provided.

** If more than the maximum, then an operating licence will be required.

Draft v.10 updates

Report to Licensing committee
5 March 2020
Report of Environmental health and public protection manager
Subject Gambling policy: Local Area Profile

Item
6

Purpose

To consider a revised Local Area Profile (LAP) written document, which includes licensed premises and Local Area Profile metrics indicating the presence and concentration of groups vulnerable to harm from gambling.

Recommendation

To recommend to Council the adoption of the Local Area Profile attached at Appendix A and the interactive map tool to accompany the Gambling Statement of Principles.

Corporate and service priorities

The report helps to meet the corporate priorities of inclusive economy and people living well.

Financial implications

Costs to be met from existing budget.

Ward/s: All wards

Cabinet member: Councillor Maguire – Safe and sustainable city environment

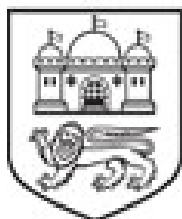
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Background documents

None



NORWICH
City Council

LOCAL AREA PROFILE

February 2020

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1. Introduction

“Licensing statements, backed up by local area profiles, provide an opportunity for authorities to set out how gambling will be regulated in their areas, and their expectations of operators. They can be used to identify areas where the risk of harm from gambling may be greater due to the particular characteristics of an area, and how these risks can be mitigated”.¹

Whilst there is no mandatory requirement to have a local area profile,² there are a number of benefits:

- it enables Norwich City Council as a licensing authority to better serve their local community, by reflecting the community and the risks within it
- the local area profile will help to inform operators of specific risks that will need to address in their risk assessment which will form a part of any new licence application, or an application to vary a licence
- it gives operators clarity as to the relevant factors and risks Norwich City Council takes into account when decision making
- it will lead to improved licence applications, with the operator already incorporating controls and measures to mitigate risk in their application
- it enables Norwich City Council to make robust but fair evidence based decisions
- it encourages a proactive approach to risk that is likely to result in reduced compliance and enforcement action.

There is increasing awareness about harmful gambling and its impact on families and local communities, as well as the individuals directly harmed by it. The following characteristics were identified in research sponsored by the Local Government Association (LGA)^{3 4} as indicating vulnerability to gambling related harm.

- Problem gamblers who are seeking treatment

¹ Local Government Association (2018). *Gambling regulation Councillor handbook (England and Wales) updated guidance 2018* [online]. Available from <https://www.local.gov.uk/gambling-regulation-councillor-handbook-england-and-wales> [Accessed 12 February 2020].

² Gambling Commission (2020). *Guidance to licensing authorities* [online]. Available from <http://www.gamblingcommission.gov.uk/for-licensing-authorities/GLA/Guidance-to-licensing-authorities.aspx> [Accessed 12 February 2020].

³ Geofutures (2015). *Exploring area-based vulnerability to gambling-related harm: Who is vulnerable?* [online]. Available from http://transact.westminster.gov.uk/docstores/publications_store/licensing/final_phase1_exploring_area-based_vulnerability_and_gambling_related_harm_report_v2.pdf [Accessed 12 February 2020].

⁴ Geofutures (2016). *Exploring area-based vulnerability to gambling-related harm: Developing the gambling-related harm risk index* [online]. Available from <https://www.westminster.gov.uk/gambling-research> [Accessed 12 February 2020].

- Substance and or alcohol abuse/misuse
- Youth
- Poor mental health
- Financial difficulties/debt
- Low IQ
- Unemployment
- Ethnic groups
- Homelessness.
- Immigrant population

This local area profile will use these categories to identify different parts of the local area where there are greater or specific risks of gambling related harm.

This document will reference data from a number of published sources which can assist local gambling operators prepare their local assessments.

This profile should be read in conjunction with the local area profile mapping tool available on the Norwich City Council website at [\(insert link to Licensing Mapping when signed off and is live\)](#) see [Appendix 1](#) for a key to the metrics available on the map.

The profile is also intended to assist Norwich City Council and potential applicants when considering applications for sex establishments across the city. To that end it should be read in conjunction with the City Councils Policy on Sex Establishments.

2. Gambling participation and problem gambling

The Gambling Commission conducts an annual report⁵ into gambling participation. This survey measures behaviour, awareness and attitudes to gambling. The 2018 survey of 1,000 people aged 16+, used a nationally representative sample of the population of Great Britain.

The 2018 survey found that overall, gambling participation has remained stable compared to 2017 with 46% of respondents aged 16+ having participated in at least one form of gambling in the past four weeks (this compares with 45% in 2017). Over half of gamblers (52%) gamble at least once a week.

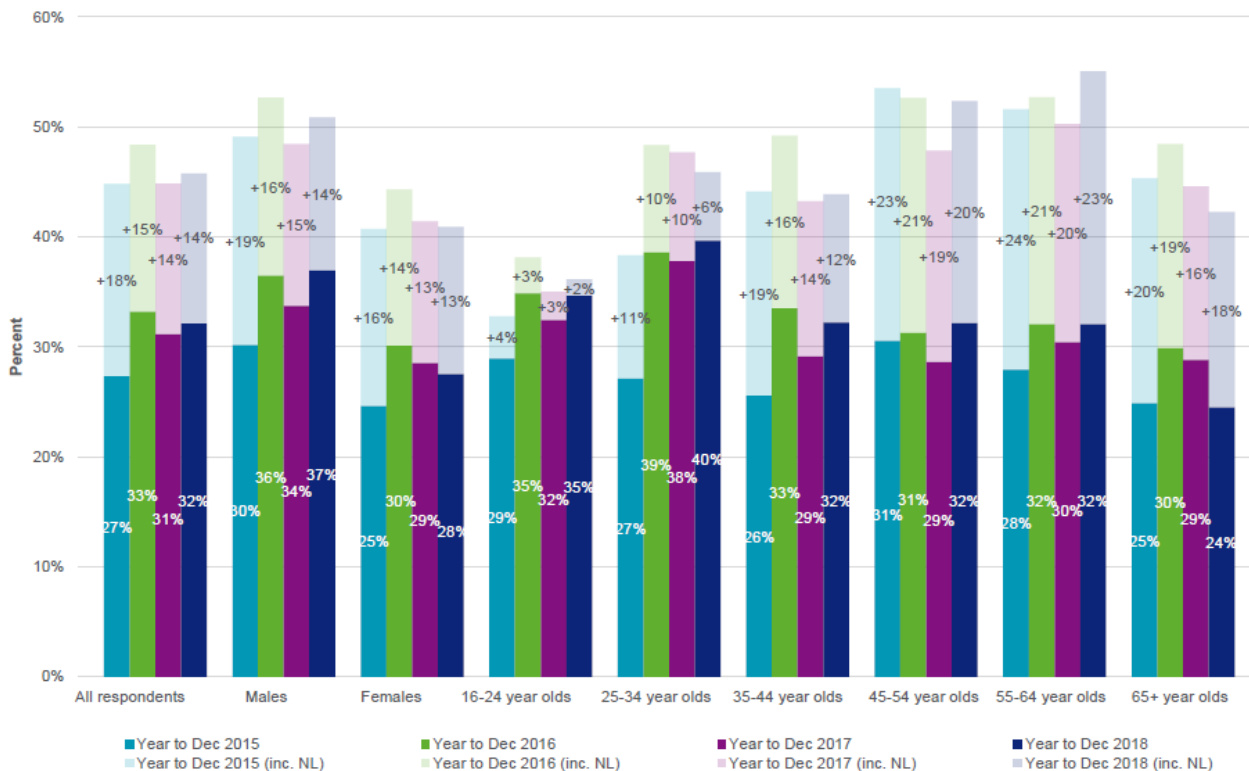
The National Lottery draws remain the most popular gambling activity, followed by scratch cards and other lotteries.

Excluding those who only bet on the National Lottery the age group 25-34 had the highest participation level in gambling at 40%.

Football and horse racing are the most popular betting activities and 18% of all respondents have gambled online in the past four weeks.

⁵ Gambling Commission (2019). *Gambling participation in 2018: behaviour, awareness and attitudes Annual report* [online]. Available from <https://www.gamblingcommission.gov.uk/search/search-results.aspx?searchKeywords=Gambling-participation-in-2018-behaviour-awareness-and-attitudes&categories=&page=0#main> [Accessed 19 February 2020].

Figure 1. Past four weeks gambling participation by gender and age, the muted colours include National Lottery (NL) participation.⁵



Problem gambling is defined as behaviour related to gambling which causes harm to the gambler and those around them. This may include family, friends and others who know them or care for them.

The NatCen study Gambling Behaviour in Great Britain in 2016⁶ which surveyed 14,000 people found that 0.7% of respondents identified as problem gamblers. Figure 2. shows that men (1.2%) are more likely than women (0.2%) to be problem gamblers. With the age group 25-34 being most at risk, again more men (2.4%) are at risk than women (0.2%).

⁶ NatCen (2018). *Gambling behaviour in Great Britain in 2016* [online]. Available from <https://www.gamblingcommission.gov.uk/PDF/survey-data/Gambling-behaviour-in-Great-Britain-2016.pdf> [Accessed 19 February 2020].

Figure 2. Problem gambling prevalence by age or sex.⁶

Classification according to either DSM-IV or PGSI scores	Age group							Total %
	16-24 %	25-34 %	35-44 %	45-54 %	55-64 %	65-74 %	75+ %	
Men								
Non problem gambler	99.0	97.6	99.0	98.9	98.7	99.1	100.0	98.8
Problem gambler	1.0	2.4	1.0	1.1	1.3	0.9	-	1.2
Women								
Non problem gambler	99.8	99.8	99.8	99.7	99.9	100.0	99.7	99.8
Problem gambler	0.2	0.2	0.2	0.3	0.1	-	0.3	0.2
All adults								
Non problem gambler	99.4	98.7	99.4	99.3	99.3	99.6	99.9	99.3
Problem gambler	0.6	1.3	0.6	0.7	0.7	0.4	0.1	0.7

3. Risk factors

The following characteristics or risk factors were identified in research sponsored by the Local Government Association (LGA)^{7 8} as indicating vulnerability to gambling related harm. Wherever possible data has been extracted at ward level to aid risk assessment.

a) Problem gamblers who are seeking treatment

Locations listed below are places where people with gambling problems will be visiting to meet for support with problem gambling and hence ‘pull’ this potentially vulnerable group to this location. These places can also be located on local area profile mapping tool [\(insert link to Licensing Mapping when signed off and is live\)](#).

Gamblers Anonymous

Gamblers Anonymous⁹ has a main meeting at

- Mary Magdalene Church, Silver Road, Norwich NR3 4TF in **Sewell** electoral ward

⁷ Geofutures (2015). *Exploring area-based vulnerability to gambling-related harm: Who is vulnerable?* [online]. Available from http://transact.westminster.gov.uk/docstores/publications_store/licensing/final_phase1_exploring_area-based_vulnerability_and_gambling_related_harm_report_v2.pdf [Accessed 12 February 2020].

⁸ Geofutures (2016). *Exploring area-based vulnerability to gambling-related harm: Developing the gambling-related harm risk index* [online]. Available from <https://www.westminster.gov.uk/gambling-research> [Accessed 12 February 2020].

⁹ Gamblers Anonymous (2020). *Find a meeting* [online]. Available at <https://www.gamblersanonymous.org.uk/geocoding-search?postcode=nr3+4tr>. [Accessed 14 February 2020].

These meetings are where compulsive gamblers sit together and help each other through the difficulties of compulsive gambling. There are no counsellors or professionals, just compulsive gamblers.

GamCare

GamCare and Breakeven¹⁰ their counselling partner are the leading national provider of free information, advice and support for anyone affected by problem gambling. They offer free treatment by experienced counsellors who are trained specialists in working with problem gambling to those who gamble and those adversely affected by the gambling of a family member or friend. Breakeven Norwich are based at

- Charing Cross Centre, 17-19 St John Maddermarket, Norwich NR2 1DN in **Mancroft** electoral ward.

b) People with substance and/or alcohol abuse or misuse problems

The Gambling Commission in its guidance to Local Authorities¹¹ identifies the following people as being vulnerable and needing protection

“people who gamble more than they want to, people who gamble beyond their means and people who may not be able to make informed or balanced decisions about gambling due to, for example, mental health, a learning disability or substance misuse relating to alcohol or drugs.”

Locations listed below are places where people with substance abuse or misuse problems will be visiting to meet for support with problem gambling and hence ‘pull’ this potentially vulnerable group to this location. These places can also be located on local area profile mapping tool ([insert link to Licensing Mapping when signed off and is live](#)).

The list includes drug and alcohol treatment and recovery centres, clinics within GP surgeries, needle exchanges, and accommodation for persons who require treatment for substance misuse.

The major data source is FRANK¹² a key lever in delivering the government drug strategy, to reduce demand, by preventing people from taking drugs (including alcohol) in the first place. The following services are listed on the FRANK website for Norwich.

¹⁰ Breakeven, (2020), *Our Offices* [online]. Available from <http://www.breakeven.org.uk/Locations.aspx?VenueID=31> [Accessed 14 February 2020].

¹¹ Gambling Commission (2015). *Guidance to licensing authorities 5th edition* [online]. Available from <http://www.gamblingcommission.gov.uk/for-licensing-authorities/GLA/Guidance-to-licensing-authorities.aspx> [Accessed 14 February 2020].

¹² FRANK (2020). *Find support near you* [online]. Available from <https://www.talktofrank.com/get-help/find-support-near-you> [Accessed 14 February 2020].

- City Reach, Under 1 Roof, Westwick Street, Norwich NR2 4SZ in **Mancroft** electoral ward.

City Reach provides healthcare services for people who find it difficult to visit mainstream GP services. The service is provided for people who are homeless, or those at risk of being homeless, sex workers, prisoners and ex-offenders, substance misusers, travellers and asylum seekers. Showers are available, as is advice on mental health or substance misuse, needle exchange and referrals to specialist services.

- Hebron House, 12 Stanley Avenue, Thorpe Hamlet, Norwich, NR7 0BE in **Thorpe Hamlet** electoral ward.

Hebron House is a safe, nurturing and intensively supportive community environment in which to rehabilitate from drug and alcohol dependency and the life-dominating problems that serious substance misuse can cause.

- The Matthew Project - Unity, Unit 8, 83-87 Pottergate, Norwich NR2 1DZ in **Mancroft** electoral ward.

The Unity service is a multi-agency team of drug and alcohol workers providing universal, targeted and specialist interventions for young people under 19 across Norfolk. The team also provide advice and support to parents and carers, young people whose family members use substances and professionals working with young people. Services include, harm reduction, needle exchange and access to residential substance misuse treatment.

- CGL Norfolk-Norwich, Adobe House, 5 Barton Way, Norwich NR1 1DL in **Thorpe Hamlet** electoral ward.

CGL, Norfolk Alcohol and Drug Behaviour Change Service is a free and confidential service for adults (including offenders), families, carers and affected others.

A further data source is Narcotics Anonymous¹³ this group use the therapeutic value of addicts working with each other to achieve recovery, they hold meetings in the following locations.

- Men's Shed, 43-51 Pitt Street, Norwich NR3 1DE in **Mancroft** electoral ward.
- "Women Can Heal" Group, Baptist Church, Silver Road, Norwich NR3 4TE in **Sewell** electoral ward
- The WEekend Group, Quakers Meeting House, Norwich NR2 1EW in **Mancroft** electoral ward.
- Twelve Monkeys Beginners' Group, Vauxhall Centre, Norwich NR2 2SA in **Town Close** electoral ward.

¹³ Narcotics Anonymous (2020). *Meetings search* [online]. Available from <https://ukna.org/meetings/search> [Accessed 17 February 2020].

- Soul Survivors Group, Baptist Church, Duke Street, Norwich NR3 3AP in **Mancroft** electoral ward
- Step Meeting Group, Methodist Church, Chapelfield Road, Norwich NR2 1SD in **Town Close** electoral ward.

Further services listed under NHS Drug and Alcohol Treatment Centres¹⁴ are

- Norcas Service, St Clements House, 2-16 Colegate, Norwich, Norfolk, NR3 1BQ in **Mancroft** electoral ward

The NORCAS service provides support for people experiencing issues around alcohol, illegal substances, over the counter and prescription medication. including young people aged 7-17 affected by parental alcohol and drug misuse in the Norwich

- Norfolk Alcohol and Drug Behaviour Change Service¹⁵, Adobe House, 5 Barton Way, Norwich NR1 1DL in **Thorpe Hamlet** electoral ward

Norfolk Alcohol and Drug Behaviour Change Service offers help with breaking free from harmful patterns of behaviour. In addition, to support with drug and alcohol-related issues, they offer free counselling for **problem gambling**. Help is for both problem gamblers and those affected by the gambling of a family member or friend.

c) Youth

Children are singled out for additional regulatory protection in The Gambling Act 2005¹⁶ and the Geofutures¹⁷ research identifies the distinctive age range 10-24 of 'emerging adults' as well as younger children in 'transitional life stages' as vulnerable. Two metrics have been used to explore this category of risk, educational institutions and the population density of 10-24 years old.

¹⁴ NHS (2020). *Find mental health services* [online]. Available from <https://www.nhs.uk/service-search/mental-health> [Accessed 17 February 2020].

¹⁵ Norfolk Alcohol and Drug Behaviour Change Service (2020). *Find a service near you* [online]. Available from https://www.changegrowlive.org/service-search-results?postal_code=nr3%204tr&distance=10&service_type%5B9%5D=9 [Accessed 18 February 2020].

¹⁶ Legislation.gov.uk. (2020). *Gambling Act 2005* [online]. Available from <http://www.legislation.gov.uk/ukpga/2005/19/body> [Accessed 14 February 2020].

¹⁷ Geofutures (2015)

Educational institutions

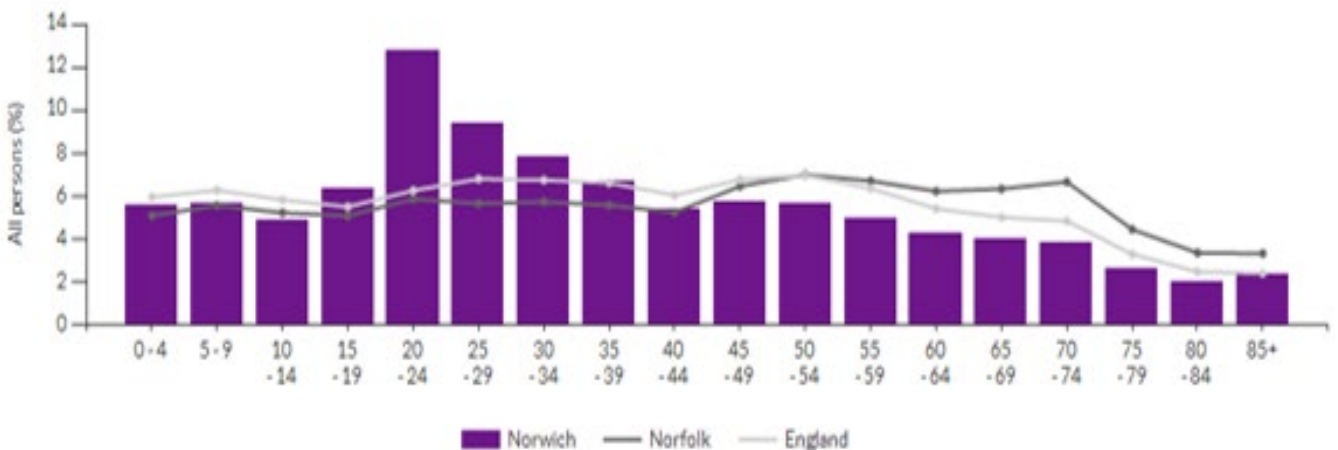
Educational institutions¹⁸ in Norwich can be located on the local area profile mapping tool (insert link to Licensing Mapping when signed off and is live). They are also itemised in Appendix 3 sorted alphabetically by electoral ward. A map of Norwich electoral wards is available in Appendix 1.

Population Demographic

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 24 per cent of residents in the 10 to 24 age group, as opposed to 16 per cent in Norfolk and 18 per cent in England.

Population density of 10 - 24 year olds is taken from Norfolk County Council, Norfolk Insights webpage¹⁹ data is based on Office of National Statistics (ONS) 2018 Mid-Year estimates.

Figure 3. Population estimates for all persons by 5 year age group for 2018. Data source ONS 2018¹⁹



This chart shows that the percentage of the age groups 15 -19 and 20 - 24 are higher in Norwich than in Norfolk and England. The table below highlights the particular electoral wards in Norwich where the % of 10 – 24 year olds is greater than the Norwich average and are at the highest risk of gambling related harm

¹⁸ Norfolk County Council (2020). *Norfolk Schools* [online]. Available from <https://csapps.norfolk.gov.uk/schoolfinder/default.asp> [Accessed 14 February 2020].

¹⁹ Norfolk Insight, (2020). *Population* [online] Available at: <https://www.norfolkinsight.org.uk/population/report/view/b15822d80ec54439bb12134b7c857bb9/E07000148> [Accessed 14 February 2020].

Figure 4. Norwich population density (%) for 10 - 24 years old by ward Data source ONS 2018	
Norwich	23.9%
Ward	
Bowthorpe	29.2%
Catton Grove	17.8%
Crome	17.3%
Eaton	18.1%
Lakenham	17.6%
Mancroft	18.6%
Mile Cross	20.6%
Nelson	30.6%
Sewell	16.1%
Thorpe Hamlet	15.4%
Town Close	20.8%
University	55.3%
Wensum	27.1%
Norfolk	16.3%
England	17.7%

d) Poor Mental Health

The NatCen Social Research on Gambling behaviour in Great Britain in 2016²⁰ found that problem gambling was more prevalent among those with the lowest well-being at 2.5% compared with only 0.5% for others and more prevalent at 2.2% among those with probable mental ill health compared with 0.2% for those with no evidence of probable mental ill health. This suggests that those with low well-being and probable mental ill health should be considered vulnerable to problem gambling.

There are several community mental health services in Norwich where service users are 'pulled' to.

The location of community NHS mental health services in Norwich

- The Wellbeing Service, Holland Court, The Close , Norwich, Norfolk, NR1 4DY in **Thorpe Hamlet** electoral ward

The Wellbeing Service offers help and support to improve wellbeing and manage stress, low mood and anxiety. Reducing the onset of mental ill health, preventing deterioration and promoting recovery by offering a range of flexible services

²⁰ NatCen (2018).

- The City Anchorage, Julian Hospital, Bowthorpe Road, Norwich NR2 3TD in **Nelson** electoral ward.

Mental health service for adults over the age of 25. Provides a service for people with a severe and enduring mental health problem and offer a range of specialist, evidence-based treatments and interventions in line with NICE guidance.

- 80 St Stephen's Road, Norwich NR1 3RE in **Town Close** electoral ward.

Youth-friendly (14 – 25 years) working in partnership with third sector agencies. A team of psychiatrists, psychologists, nurses, social workers, occupational therapists, assistant practitioners and community support workers.

The NHS Quality and Outcomes Framework (QOF)

The NHS Quality and Outcomes Framework (QOF)²¹ has a number of indicators across a range of key areas of clinical care and public health. The data used here is for the reporting year 1 April 2018 to 31 March 2019.

Because the metrics are recorded at GP surgery level they are useful proxies to determine the health of the population at electoral ward level. The two measures used are,

- Percentage of patients aged 18 or over with depression in the preceding year 1 April 2018 to 31 March 2019
- Percentage of patients with a recorded disease within the mental health and neurology group 1 April 2018 to 31 March 2019

The prevalence is tabled below for each GP Practice and can be located on the local area profile mapping tool [\(insert link to Licensing Mapping when signed off and is live\)](#).

²¹ NHS Digital (2020), Quality and Outcomes Framework [online]. Available from <https://digital.nhs.uk/data-and-information/publications/statistical/quality-and-outcomes-framework-achievement-prevalence-and-exceptions-data/2018-19-pas> [Accessed 17 February 2020].

Figure 5. Percentage of patients aged 18 or over with depression in the preceding year 1 April 2018 to 31 March 2019

GP Practice address	Ward	%
The Surgery 29 Woodcock Road, Norwich NR3 3UA	Catton Grove	15.13
Thorpewood Surgery Woodside Road, Thorpe St Andrew, Norwich NR7 9QL	Crome	11.15
Castle Partnership, Gurney Surgery 101-103 Magdalen Street, Norwich NR3 1LN	Mancroft	14.01
Norwich Practices Health Centre Rouen House, Rouen Road, Norwich NR1 1RB	Mancroft	7.53
Oak Street Medical Practice Oak Street, Norwich NR3 3DL	Mancroft	7.37
Prospect Medical Practice 95 Aylsham Road, Norwich NR3 2HW	Mile Cross	10.75
West Pottergate Health Centre West Pottergate, Earlham Road, Norwich NR2 4BX	Nelson	9.45
The Health Centre Lawson Road, Norwich NR3 4LE	Sewell	7.11
The Magdalen Medical Practice Lawson Road, Norwich NR3 4LF	Sewell	10.36
Yare Valley Medical Practice 202 Thorpe Road, Norwich NR1 1TJ	Thorpe Hamlet	9.59
The Lakenham Surgery 1 Ninham Street, Lakenham, Norwich NR1 3JJ	Town Close	12.17
Newmarket Road Surgery 7 Newmarket Road, Norwich NR2 2HL	Town Close	6.73
St Stephens Gate Medical Practice 55 Wessex Street, Norwich NR2 2TJ	Town Close	9.5
Trinity & Bowthorpe Surgery 1 Trinity Street, Norwich NR2 2BQ	Town Close	9.08
Bacon Road Medical Centre 16 Bacon Road, Norwich NR2 3QX	University	16.04
The Health Centre University Of East Anglia, Norwich NR4 7TJ	University	8.79
Adelaide Street Health Centre, 19 Adelaide Street, Norwich NR2 4JL	Wensum	10.67
Average of Norwich Clinical Commissioning Group Practices		10.34
Average of England Practices		10.74

Highlighted figures are Practices/Wards that have a % of patients higher than English average

Figure 6. Percentage of patients with a recorded disease within the mental health and neurology group 1 April 2018 to 31 March 2019

GP Practice address	Ward	%
The Surgery 29 Woodcock Road, Norwich NR3 3UA	Catton Grove	1.13
Thorpewood Surgery Woodside Road, Thorpe St Andrew, Norwich NR7 9QL	Crome	0.98
Castle Partnership, Gurney Surgery 101-103 Magdalen Street, Norwich NR3 1LN	Mancroft	1.29
Norwich Practices Health Centre Rouen House, Rouen Road, Norwich NR1 1RB	Mancroft	1.26
Oak Street Medical Practice Oak Street, Norwich NR3 3DL	Mancroft	2.12
Prospect Medical Practice 95 Aylsham Road, Norwich NR3 2HW	Mile Cross	1.77
West Pottergate Health Centre West Pottergate, Earlham Road, Norwich NR2 4BX	Nelson	1.34
The Health Centre Lawson Road, Norwich NR3 4LE	Sewell	1.88
The Magdalen Medical Practice Lawson Road, Norwich NR3 4LF	Sewell	1.14
Yare Valley Medical Practice 202 Thorpe Road, Norwich NR1 1TJ	Thorpe Hamlet	1.59
The Lakenham Surgery 1 Ninham Street, Lakenham, Norwich NR1 3JJ	Town Close	1.95
Newmarket Road Surgery 7 Newmarket Road, Norwich NR2 2HL	Town Close	1.1
St Stephens Gate Medical Practice 55 Wessex Street, Norwich NR2 2TJ	Town Close	1.58
Trinity & Bowthorpe Surgery 1 Trinity Street, Norwich NR2 2BQ	Town Close	1.32
Bacon Road Medical Centre 16 Bacon Road, Norwich NR2 3QX	University	1.63
The Health Centre University Of East Anglia, Norwich NR4 7TJ	University	0.46
Adelaide Street Health Centre 19 Adelaide Street, Norwich NR2 4JL	Wensum	1.17
Average of Norwich Clinical Commissioning Group Practices		1.26
Average of England Practices		0.96

Highlighted figures are Practices/Wards that have a % of patients higher than **Norwich GP Practice** average.

e) Financial difficulties and debt

In the Geofutures (2015) study *Exploring area-based vulnerability to gambling-related harm: Who is vulnerable?*²² Found that low income – particularly individuals defined as being in poverty - may serve as a reasonable proxy for vulnerability.

To identify areas of Norwich where the population is experiencing financial difficulties and debt several data sources have been used. Financial hardship

Household Income

Norwich City Council use CACI Ltd Paycheck to provide consistent and reliable gross household income estimates at full postcode level across the UK. Income reflected by Paycheck is gross household income from all sources including earnings, benefits and investments.

Figure 7. Household Income by electoral ward

Ward Name	Total Households	Mean Income	Median Income	Mode Income	Lower Quartile
Bowthorpe	4,920	£30,395	£24,491	£12,500	£14,172
Catton Grove	5,043	£31,332	£25,173	£12,500	£14,552
Crome	4,367	£28,167	£22,476	£12,500	£13,061
Eaton	4,113	£48,242	£40,211	£17,500	£23,171
Lakenham	4,499	£28,106	£22,446	£12,500	£12,956
Mancroft	6,368	£26,884	£20,858	£12,500	£11,928
Mile Cross	5,033	£26,431	£21,179	£12,500	£12,400
Nelson	4,314	£44,964	£38,278	£22,500	£22,997
Sewell	5,000	£34,782	£29,357	£17,500	£17,392
Thorpe Hamlet	6,920	£35,057	£28,410	£17,500	£15,930
Town Close	5,896	£37,284	£29,804	£12,500	£16,306
University	3,324	£27,763	£21,464	£12,500	£12,400
Wensum	5,207	£29,976	£24,189	£12,500	£14,071

Norwich	65,004	£32,895	£26,093	£12,500	£14,748
England	23,687,832	£39,884	£32,090	£17,500	£17,868

Highlighted figures are Wards that have an income lower than Norwich mean, median mode respectively.

Key

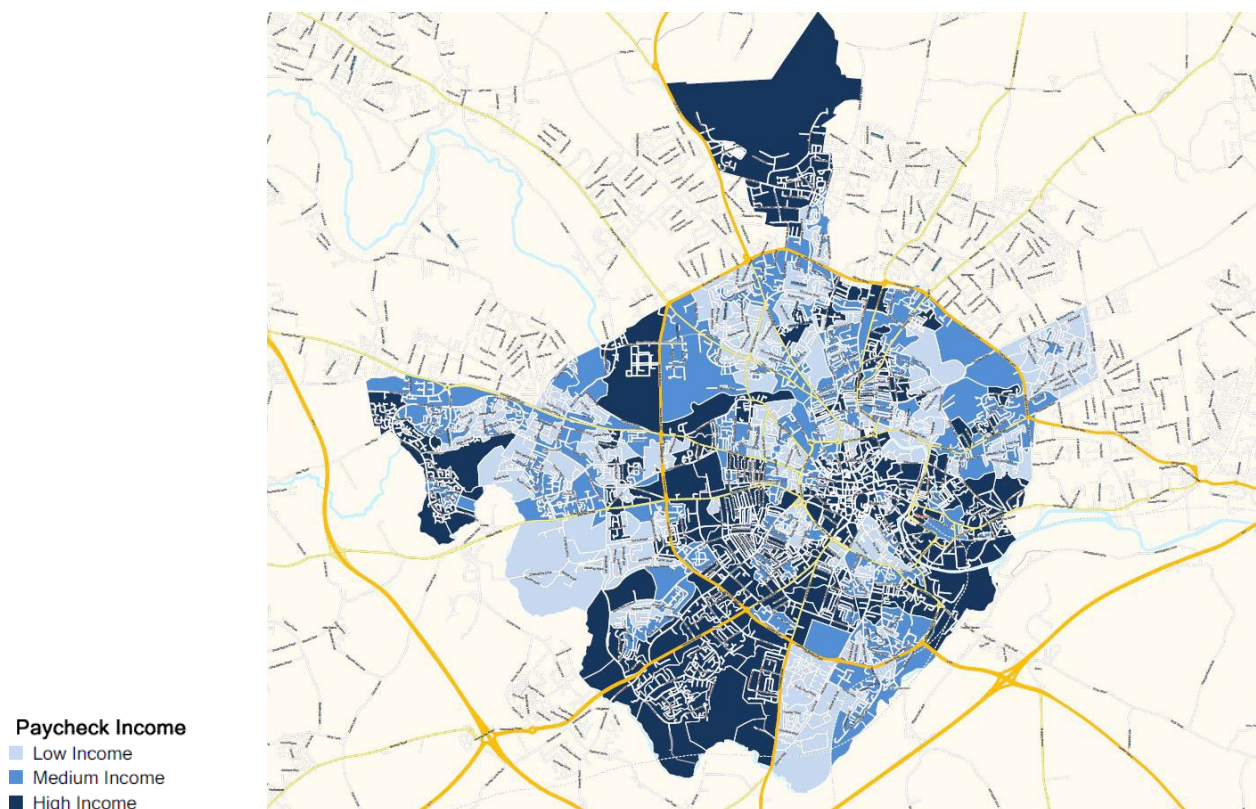
Mean	The average.
Median	The "middle" value of a data set.
Mode	The mode is the number that is repeated more often than any other.
Lower Quartile	The lower quartile value is the median of the lower half of the data.

²² Geofutures (2015).

Figure 8 below is a detailed map of low, medium and high income households in Norwich.

Source Data: CACI Paycheck²³ 2018 accessed by Strategy and transformation team
Norwich City Council

Figure 8. CACI Paycheck²⁴ 2018 Household Income Norwich City Council map



Services for people in financial difficulties

The presence of food banks²⁵, pawnbrokers, cheque cashing and loan shops indicates an area where people are experiencing financial hardship. Appendix 4 lists these facilities sorted alphabetically by electoral ward and Figure 9 shows the prevalence by ward.

²³ CACI Paycheck (2018). *Paycheck* [online]. Available from <https://www.caci.co.uk/products/product/paycheck> [Accessed 17 February 2020].

²⁴ CACI Paycheck (2018). *Paycheck* [online]. Available from <https://www.caci.co.uk/products/product/paycheck> [Accessed 17 February 2020].

²⁵ Data source for foodbanks Network Norwich (2020). *Norwich foodbank - Distribution Centres* [online]. Available from https://www.networknorwich.co.uk/Articles/360759/Network_Norwich_and_Norfolk/Partners/Norwich_Foodbank/Admin_Articles/Norwich_Foodbank_Distribution_Centres.aspx [Accessed 17 February 2020].

Figure 9. The prevalence of services for people in financial difficulties

Electoral ward	Cheque cashing	Food bank	Loans	Pawnbrokers	Total
Catton Grove	1	2		1	4
Crome	1	1			2
Lakenham		1			1
Mancroft	2	2	1	3	8
University	1				1
Wensum		3			3
Total	5	9	1	4	19

The Indices of Deprivation 2019

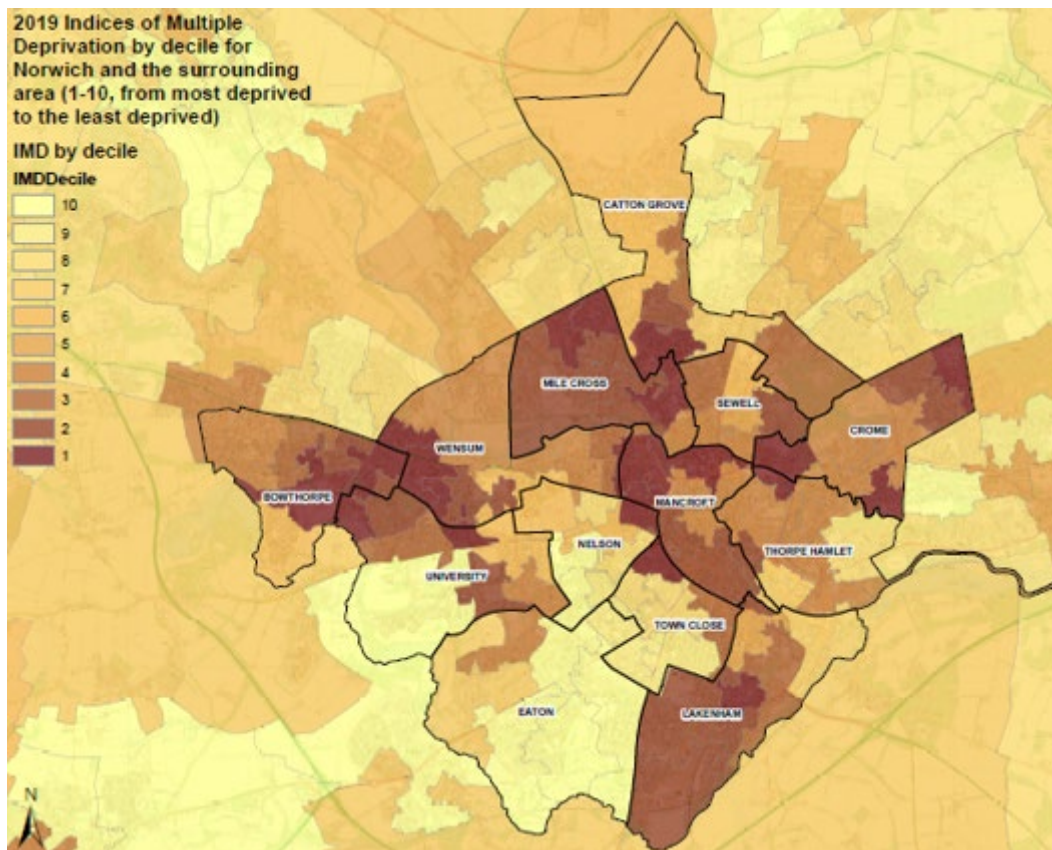
The Indices of Deprivation are a unique measure of relative deprivation at a small local area level (Lower-layer Super Output Areas) across England. The Indices of Deprivation 2019 (IoD2019)²⁶ is the most recent release. The Indices provide a set of relative measures of deprivation for small local area level across England, based on seven different domains, or facets, of deprivation:

- Income Deprivation
- Employment Deprivation
- Education, Skills and Training Deprivation
- Health Deprivation and Disability
- Crime
- Barriers to Housing and Services
- Living Environment Deprivation

Combining information from the seven domains produces an overall relative measure of deprivation, the Index of Multiple Deprivation (IMD). In addition to the seven domain-level indices above, there are two supplementary indices: the Income Deprivation Affecting Children Index (IDACI) and the Income Deprivation Affecting Older People Index (IDAOPI). These are created as subsets from the Income Deprivation domain.

²⁶ GOV.UK (2019). *English indices of deprivation 2019* [online]. Available from <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019> [Accessed 20 February 2020].

Figure 10. Map of the combined Index of Multiple Deprivation (IMD) for Norwich



For an interactive map looking at all the LSOAs across England, comparing data for 2010, 2015 and 2019, please click on the link below:

<https://maps.cdrc.ac.uk/#/geodemographics/imde2019/default/BTTTTFFT/14/1.2799/52.6400/>

The **deciles** are calculated by ranking the 32,844 LSOAs in England from most deprived to least deprived and dividing them into 10 equal groups. LSOAs in decile 1 fall within the most deprived 10% of LSOAs nationally and LSOAs in decile 10 fall within the least deprived 10% of LSOAs nationally.

Overall 20.5% of the population of Norwich is in the most deprived decile nationally, and 5 wards are even higher than the percentage for Norwich Mancroft, Mile Cross, Wensum, Bowthorpe and Crome indicating high

Figure 8. Overall Index of Multiple Deprivation (IoMD)	
Ward Name	Overall Index of Multiple Deprivation (IoMD) % of population in most deprived national decile 2019
Bowthorpe	28.6%
Catton Grove	16.7%
Crome	28.6%
Eaton	0.0%
Lakenham	16.7%
Mancroft	50.0%
Mile Cross	42.9%
Nelson	0.0%
Sewell	0.0%
Thorpe Hamlet	14.3%
Town Close	14.3%
University	0.0%
Wensum	42.9%
Norwich	20.5%
England	10.0%

Highlighted figures are Wards that have a higher % than the Norwich figure.

Children under 16 living in low income families²⁷

The number of children living in families in receipt of Child Tax Credit whose reported income is less than 60% of the median income, or in receipt of either Income Support or Income-Based Jobseekers Allowance as a percentage of the number of children in families receiving Child Benefit. These statistics are based on a snapshot of several data sources on a specified day (usually 31st August), and measure the proportion of children in low income families.

Figure 9. Children under 16 living in low income families 2016	
Ward Name	%
Bowthorpe	26.1%
Catton Grove	19.6%
Crome	25.2%
Eaton	10.0%
Lakenham	26.1%
Mancroft	27.2%
Mile Cross	27.9%
Nelson	5.2%
Sewell	17.6%
Thorpe Hamlet	17.8%
Town Close	13.3%
University	26.2%
Wensum	29.7%
Norwich	22.0%
England	17.0%

f) Education, skills and training attainment

The Education, Skills and Training Domain of the IoD2019 measures the lack of attainment and skills in the local population. The indicators fall into two sub-domains: one relating to children and young people and one relating to adult skills. Lack of attainment can be used as a proxy for low IQ. Individuals with low IQ have been identified as being at greater risk of gambling related harm.²⁸

²⁷ GOV.UK (2018). *Personal tax credits: Children in low-income families local measure: 2016 snapshot as at 31 August 2016* [online]. Available from <https://www.gov.uk/government/statistics/personal-tax-credits-children-in-low-income-families-local-measure-2016-snapshot-as-at-31-august-2016> [Accessed 20 February 2020].

²⁸ Geofutures (2015)

Figure 10. Education, Skills and Training Domain of the IoMD

Ward Name	Education, Skills and Training Domain (subset of IoMD) % of population in most deprived national decile 2019
Bowthorpe	57.1%
Catton Grove	66.7%
Crome	57.1%
Eaton	0.0%
Lakenham	66.9%
Mancroft	16.7%
Mile Cross	85.7%
Nelson	0.0%
Sewell	16.7%
Thorpe Hamlet	14.3%
Town Close	0.0%
University	20.0%
Wensum	57.1%
Norwich	36.1%
England	10.0%

g) Unemployment

The British Gambling Prevalence Survey 2010²⁹ found 13.6% of people who were unemployed were categorised as *at-risk* gamblers compared with 7.5% of those in paid employment. A further 3.3% were *problem gamblers*, compared with 0.9% of those in paid employment. Those who are unemployed may be more vulnerable to experiencing difficulties with their gambling. High-time/high-spend and high-time only gamblers were more likely to live in areas of greatest deprivation, live in low income households and be unemployed. This group showed a relative preference for betting on horse races, fixed odds betting terminals and playing casino games.

The table below taken from the figures on Nomis Official Labour Market Profile³⁰, gives the 2019 claimant count (which is the number of people claiming benefit principally for the reason of being unemployed) and the percentage of people economically active (people who are either in employment or unemployed) and unemployed from the 2011 Census.

²⁹ NatCen (2010). *British Gambling Prevalence Survey 2010* [online]. Available from https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/243515/9780108509636.pdf [Accessed 17 February 2020].

³⁰ Nomis (2020). *2011 Ward Labour Market Profile* [online]. Available from <https://www.nomisweb.co.uk/reports/lmp/ward2011/1140855177/report.aspx> [Accessed 17 February 2020].

Figure 11. Nomis Official Labour Market Profiles			
	2011 ONS Census		Dec 2019 DWP
Ward	Economically Active	Unemployed	Claimant Count
Bowthorpe	69.2%	9.7%	2.8%
Catton Grove	79.7%	9.9%	3.7%
Crome	73.4%	9.6%	3.7%
Eaton	77.1%	5.2%	1.4%
Lakenham	76.0%	9.9%	4.3%
Mancroft	73.8%	11.8%	6.2%
Mile Cross	76.1%	11.9%	5.6%
Nelson	75.2%	6.2%	1.0%
Sewell	82.6%	6.7%	2.7%
Thorpe Hamlet	81.2%	8.1%	3.6%
Town Close	75.9%	6.8%	2.5%
University	48.4%	18.2%	1.2%
Wensum	71.1%	10.7%	3.4%
Norwich	73.6%	9.4%	3.2%
England and Wales	76.8%	7.6%	2.9%

Highlighted figures are Wards that have a prevalence higher than the Norwich average

h) Homelessness

Rough sleeping³¹

Norwich City Council recorded 21 rough sleepers in autumn 2018 that is 3.3 per 10,000 population, the rate of homelessness for all of England is 2.0 per 10,000 population

Pathways³² is a partnership project to ensure rough sleepers and vulnerable people can access the help they need. Pathways operates from hubs across the city and through outreach work on the street. See Appendix 5 for details of the hubs and which electoral wards they are situated in, the local area profile mapping tool (insert link to Licensing Mapping when signed off and is live) identifies the types of services they provide for example food, advice, washing, shower.

³¹ GOV.UK (2019). *Rough sleeping in England: autumn 2018* [online]. Available from <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2018> [Accessed 18 February 2020].

³² Pathways (2020). *Services* [online]. Available from <https://www.pathwaysnorwich.org.uk/services> [Accessed 18 February 2020].

Household homelessness³³

This is measured quarterly by household and district, ward level statistics are not available. January – March 2019 figures reveal that 307 households in Norwich were assessed as being owed a duty to be housed and there were 19 households in temporary accommodation 6 of which had children.

i) Ethnic groups

The NatCen social research study (2016)³⁴ *Gambling behaviour in Great Britain in 2016*, combined data collected in 2012, 2015 and 2016, and concluded that problem gambling is associated with ethnicity. Across all three survey years, the proportion of problem gamblers tends to be higher among people from Black ethnic groups and among other minority groups (not covered by White, Black or Asian) than among those from Asian and White backgrounds.

The table of data below taken from Nomis³⁵ Census 2011 Ethnic Group data, highlights electoral ward hotspots where the % of population is higher than the Norwich average for the ethnic groups identified above .

³³ GOV.UK (2019). *Live tables on homelessness* [online]. Available from <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#statutory-homelessness-and-prevention-and-relief-live-tables> [Accessed 18 February 2020].

³⁴ NatCen Social Research (2016). *Gambling behaviour in Great Britain in 2016* [online]. Accessed from <https://www.gamblingcommission.gov.uk/search/search-results.aspx?categories=&page=2&searchKeywords=NatCen+Social+Research+%7c+Gambling+behaviour+in+Great+Britain+in+2016#main> [Accessed 18 February 2020].

³⁵ Nomis (2020).

Figure 12. Ethnic Group Data Source Nomis ONS Census 2011

Ward	Norwich	Bowthorpe	Catton Grove	Crome	Eaton	Lakenham	Mancroft	Mile Cross	Nelson	Sewell	Thorpe Hamlet	Town Close	University	Wensum
Population	132,512	11,683	10,596	9,855	8,781	9,326	9,641	10,655	9,297	9,934	10,557	10,404	10,279	11,504
All categories: Ethnic group	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White: Total	91%	87%	93%	89%	76%	81%	82%	94%	82%	87%	90%	90%	77%	100%
White: English/Welsh/Scottish/Northern Irish/British	85%	82%	86%	86%	72%	78%	75%	87%	75%	80%	82%	83%	72%	93%
White: Irish	1%	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
White: Gypsy or Irish Traveller	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
White: Other White	5%	4%	7%	2%	3%	3%	7%	7%	5%	6%	7%	6%	4%	5%
Mixed/multiple ethnic group: Total	2%	2%	2%	2%	1%	2%	3%	2%	2%	2%	2%	3%	3%	2%
Mixed/multiple ethnic group: White and Black Caribbean	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%
Mixed/multiple ethnic group: White and Black African	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	1%	1%	0%
Mixed/multiple ethnic group: White and Asian	1%	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
Mixed/multiple ethnic group: Other Mixed	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Asian/Asian British: Total	4%	6%	3%	1%	4%	3%	4%	2%	2%	3%	5%	4%	13%	4%
Asian/Asian British: Indian	1%	2%	1%	0%	2%	1%	1%	0%	1%	0%	2%	2%	2%	1%
Asian/Asian British: Pakistani	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Asian/Asian British: Bangladeshi	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
Asian/Asian British: Chinese	1%	1%	1%	0%	1%	0%	1%	0%	1%	0%	1%	1%	8%	1%
Asian/Asian British: Other Asian	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%
Black/African/Caribbean/Black British: Total	2%	3%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%
Black/African/Caribbean/Black British: African	1%	2%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%
Black/African/Caribbean/Black British: Caribbean	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Black/African/Caribbean/Black British: Other Black	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other ethnic group: Total	1%	3%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%	0%
Other ethnic group: Arab	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%
Other ethnic group: Any other ethnic group	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%

j) Crime

DATA.POLICE.UK³⁶ data records the following categories.

- Anti-social behaviour
- Bicycle theft
- Burglary
- Criminal damage and arson
- Drugs
- Other crime
- Other theft Possession of weapons
- Public order
- Robbery
- Shoplifting
- Theft from the person
- Vehicle crime
- Violence and sexual offences

The number of crimes by ward can only therefore be a proxy for gambling related crime.

Figure 13. Number of Crimes

Ward Name	Total number of reported crimes in 2019	Number of reported crimes per 1000 population
Bowthorpe	730	60
Catton Grove	1,180	107
Crome	987	100
Eaton	506	57
Lakenham	940	100
Mancroft	4,309	397
Mile Cross	1,301	117
Nelson	374	39
Sewell	892	89
Thorpe Hamlet	2,859	233
Town Close	838	74
University	613	49
Wensum	1,207	99
Norwich	16,736	119
England	5,000,036	89

Highlighted figures are Wards that have more crimes per 1000 population than the Norwich figure.

³⁶ DATA.POLICE.UK (2019). Data Downloads [online]. Available from <https://data.police.uk/data/> [Accessed 18 February 2020].

Please note that Mancroft ward includes the city centre and main shopping centres; Thorpe Hamlet includes the train station, football ground and Prince of Wales Road Source DATA.POLICE.UK³⁷ January – December 2019

k) Immigrants

The Geofutures study³⁸, *Exploring area-based vulnerability to gambling-related harm: Developing the gambling-related harm risk index* (2016) found there was emerging evidence that immigrants are vulnerable to problem gambling.

The 2011 Census³⁹ recorded country of birth which can act as a proxy for immigrant populations in electoral wards.

Figure 14. Country of Birth				
All usual residents	UK	Ireland	Other EU	Other countries
Bowthorpe	85.4%	0.5%	3.7%	10.4%
Catton Grove	88.0%	0.4%	6.2%	5.4%
Crome	94.1%	0.3%	2.4%	3.1%
Eaton	88.8%	0.7%	3.0%	7.5%
Lakenham	90.6%	0.3%	3.4%	5.7%
Mancroft	84.6%	0.6%	5.6%	9.2%
Mile Cross	89.1%	0.4%	5.8%	4.7%
Nelson	87.7%	0.8%	4.8%	6.6%
Sewell	87.9%	0.4%	5.4%	6.2%
Thorpe Hamlet	83.4%	0.6%	6.1%	10.0%
Town Close	86.3%	0.6%	4.9%	8.2%
University	78.9%	0.4%	3.3%	17.4%
Wensum	88.6%	0.5%	4.1%	6.7%
Norwich	87.10%	0.5%	4.5%	7.8%
England	86.20%	0.7%	3.7%	9.4%

Highlighted figures are wards that have a higher percentage of 'country of birth' than Norwich

³⁷ DATA.POLICE.UK (2019). Data Downloads [online]. Available from <https://data.police.uk/data/> [Accessed 18 February 2020].

³⁸ Geofutures (2016).

³⁹ Norfolk Insights (2020). *Population estimates* [online]. Available from <https://www.norfolkinsight.org.uk/population/report/view/286efa84892b46e1aba60a1cd3853e3d/E05005879> [Accessed 18 February 2020].

l) Late Night Activity Zone

The city council has been working with the police and other organisations to help tackle any negative effects of the night-time economy on residents, businesses and visitors within the city centre.

As a result of this joint-working a number of measures have been put in place. They include the following:

- New access restrictions on residential side roads between 11pm and 6am daily (Cathedral Street, St Faiths Lane and Recorder Road) to reduce noise to local residents.
- Signage on residential roads reminding people to respect local residents at night.
- New CCTV cameras on Cathedral Street and Bank Plain/Queen Street.
- Improved policing of the night time economy areas (Prince of Wales Road area).

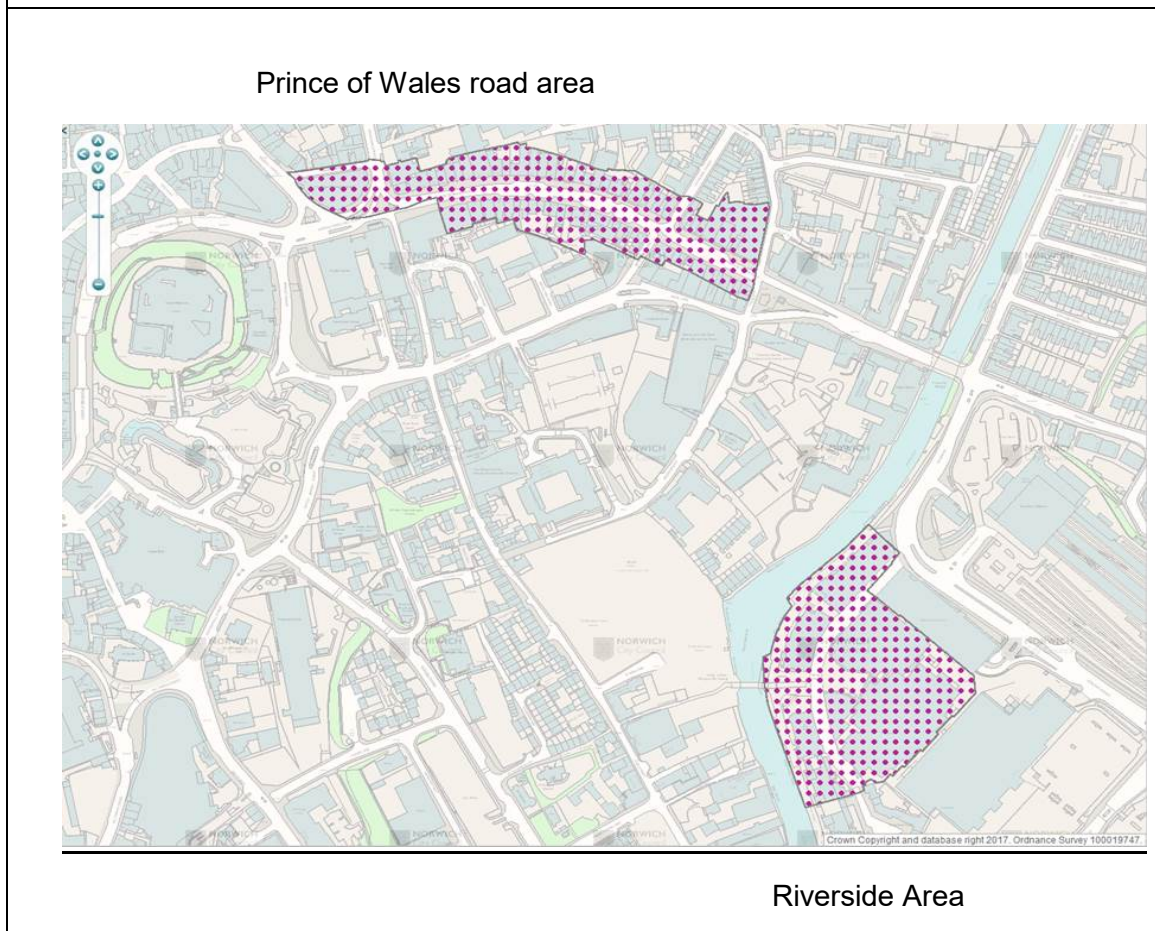
Along with this, and after consultation on the matter, the city council adopted a Cumulative Impact Policy (CIP) under the Licensing Act 2003 on 1 August 2015 around the Prince of Wales Road area.

The policy relates to premises applying for a licence, or a licence variation, to sell alcohol or late night refreshments between 9pm and 6am.

Since the introduction of the CIP, it has become the responsibility of any business applying for a new license, or looking to change an existing license within the designated area, to demonstrate that their business will not contribute to the anti-social behaviour before their application can be approved.

The City Council will expect similar considerations to be taken by applicants for gambling licences, permits and sex establishment licences in the defined area if they wish to trade during the late evening and night time period.

Figure 15. Map showing the Late Night Activity Zone



4. Summary

The Gambling Commission's introduction of local area risk profiles into practice and procedure represents a new opportunity for Norwich City Council and industry alike to think more deeply about the protection of vulnerable people from gambling-related harm. We would encourage all stakeholders to consider what this means and develop a more comprehensive understanding of who might be vulnerable and why.













Appendices

Appendix 1

The Norwich City Council local area profile mapping tool is available on the Norwich City Council website at [\(insert link to Licensing Mapping when signed off and is live\)](#).

Licensed Premises

The map can be used to locate all of the following licensed premises, by clicking and scrolling on the map icon the details of the license and where applicable opening hours are listed.

	ADGMC - Adult Gaming Centre
	ADGMCT - Adult Gaming Centre - Transitional
	BETPR - Betting (Premises)
	BETPRT - Betting (Premises) - Transitional
	BETTR - Betting (Track)
	BINGOT - Bingo - Transitional
	CMP - Club Machine Permits
	FECT - Family Entertainment Centre Transitional
	LPGMP - Licensed Premises Gaming Machine Permit
	PREM - Premises Licence
	PREMTR - Premises Licence - Transitional
	SEXEST - Sex Establishment Licence

Below the map is a register of all the Premises licences listing the following details:

Licence Type

Premises and Trading Address

Licensing Designated Premises Supervisor

Issue date

Valid from date

Expiry date

Licence reference number.

Gambling Act 2005 - Local Area Profile metrics.

The Norwich City Council local area profile mapping tool also includes metrics indicating the presence and concentration of groups vulnerable to harm from gambling.

These metrics include

Financial Difficulties

Location of cheque cashing, food bank, loan lenders and pawnbrokers



Homelessness

Homeless services provided by Pathways Norwich
Click on the map icon for details of the services offered



Mental Health Proxies

NHS Quality and Outcomes Framework 2018-19

Percentage of patients (18+) registered with the GP surgery with depression April 2018 to March 2019. Norwich CCG average 10.3 England average 10.7



Percentage of patients registered with the GP surgery with a recorded disease within the mental health and neurology group April 2018 to March 2019. Norwich CCG average 1.3 England average 1.0

Schools

School type listed as nursery, infant, junior, primary, secondary, senior, pupil referral units and special schools

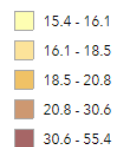


Treatment centres

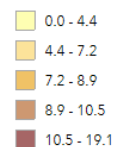
Gamblers Anonymous and Gamcare meeting locations
Substance abuse/misuse treatment centres



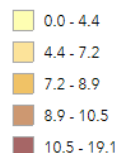
% of population aged 10 - 24 by ward



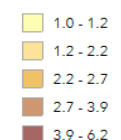
% of population that identified as from an ethnic minority by ward



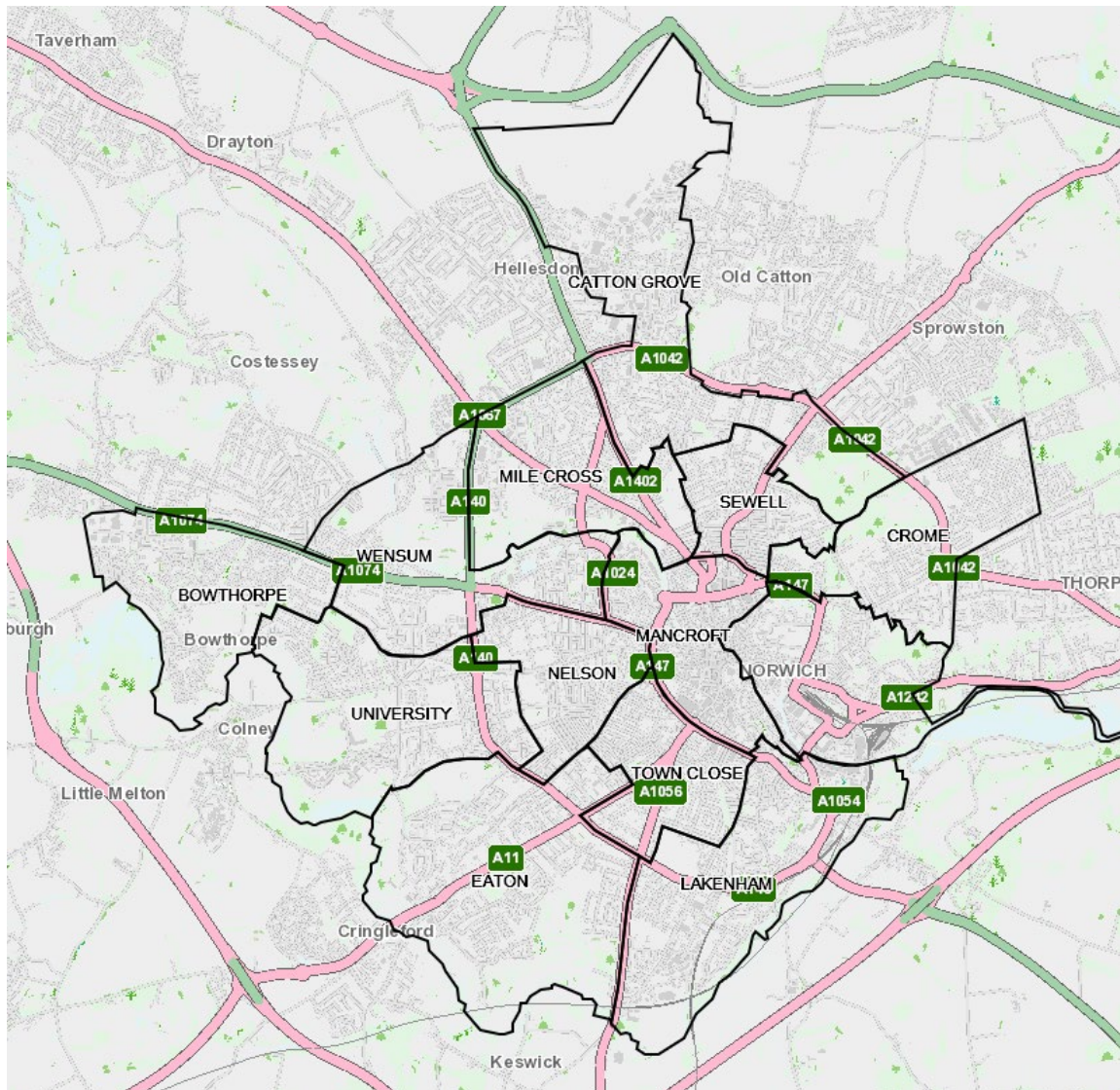
% of population that identified as from an ethnic minority by ward



% of population on Universal Credit or Jobseekers allowance by ward



Appendix 2 Map of Norwich City Council electoral wards



Appendix 3 Norwich profile by ward, followed by data listed in categories.

WARD	Primary schools	Secondary schools	Special schools	Gambling premises	Sex establishments	Alcohol licensed premises	Drug and alcohol treatment centres	Services for people in financial difficulty	Gamblers Anonymous and Gamcare meeting locations	Homelessness services	% of Population aged 10-24 by ward	% of Ethnic Minorities by ward	% of Universal Credit & Job Seekers Allowance by ward
Bowthorpe	3			2		14					20.8 - 30.6	8.9 - 10.5	2.2 - 2.7
Catton Grove	1			4		42		4			16.1 - 18.5	4.4 - 7.2	2.7 - 3.9
Crome	1	1		2		17		2			16.1 - 18.5	0.0 - 4.4	2.7 - 3.9
Eaton	3	1	2	0		17					16.1 - 18.5	7.2 - 8.9	1.0 - 1.2
Lakenham	3	2	2	3		33		1			16.1 - 18.5	4.4 - 7.2	2.7 - 3.9
Mancroft	1	3		18	2	212	3	8	1	15	16.1 - 18.5	7.2 - 8.9	3.9 - 6.2
Mile Cross	2			3		20					18.5 - 20.8	4.4 - 7.2	3.9 - 6.2
Nelson	2		1	1		35					20.8 - 30.6	4.4 - 7.2	1.0 - 1.2
Sewell	5	1		1		30			1		15.4 - 16.1	4.4 - 7.2	2.2 - 2.7
Thorpe Hamlet	3			4	2	121	1			3	15.4 - 16.1	7.2 - 8.9	2.7 - 3.9
Town Close	1		1	0		30					18.5 - 20.8	7.2 - 8.9	1.2 - 2.2
University	4	1		1		24		1		1	30.6 - 55.4	10.5 - 19.1	1.0 - 1.2
Wensum	7			2		20		3		1	20.8 - 30.6	7.2 - 8.9	2.7 - 3.9

Appendix 4

Educational institutions sorted alphabetically by electoral ward

Chapel Break Infant School, Infant, NR5 9LU, **Bowthorpe**
 Clover Hill VA Infant and Nursery, Infant & Nursery, NR5 9AP, **Bowthorpe**
 St. Michael's CE VA Junior School, Junior, NR5 9LA, **Bowthorpe**
 Catton Grove Primary School, Primary & Nursery, NR3 3TP, **Catton Grove**
 Heartsease Primary Academy, Primary & Nursery, NR7 9UE, **Crome**
 Open Academy , Secondary, NR7 9DL, **Crome**
 City of Norwich School , Secondary, NR4 6PP, **Eaton**
 Colman Infant School, Infant, NR4 7AW, **Eaton**
 Colman Junior School, Junior, NR4 7AU, **Eaton**
 Eaton Hall Specialist Academy , Special, NR4 7BU, **Eaton**
 Eaton Primary School, Primary, NR4 6HU, **Eaton**
 The Clare School, Special, NR4 7AW, **Eaton**
 Edith Cavell Academy and Nursery, Primary & Nursery, NR1 2LR, **Lakenham**
 Lakenham Primary School , Primary & Nursery, NR1 2HL, **Lakenham**
 The Hewett Academy Norwich , Secondary, NR1 2PL, **Lakenham**
 The Locksley Short Stay School, Pupil Referral Unit, NR4 6LG, **Lakenham**
 The Wherry School , Special, NR1 2GB, **Lakenham**
 Tuckswood Academy And Nursery , Primary & Nursery, NR4 6BP, **Lakenham**
 University Technical College, Secondary, NR4 6FF, **Lakenham**
 Jane Austen College, Secondary, NR3 1DD, **Mancroft**
 Notre Dame High School, Secondary, NR1 3BP, **Mancroft**
 Sir Isaac Newton Sixth Form Free School, Senior , NR2 1NR, **Mancroft**
 The Free School Norwich, Primary, NR1 3NX, **Mancroft**
 Angel Road Infant School, Infant & Nursery, NR3 3HR, **Mile Cross**
 Mile Cross Community Primary School, Primary & Nursery, NR3 2QU, **Mile Cross**
 Avenue Junior School, Junior, NR2 3HP, **Nelson**
 Recreation Road Infant School , Infant, NR2 3PA, **Nelson**
 The Parkside School, Special, NR2 3JA, **Nelson**
 Angel Road Junior School, Junior, NR3 3HS, **Sewell**
 George White Junior School, Junior, NR3 4RG, **Sewell**
 Magdalen Gates Primary School , Primary, NR3 1NG, **Sewell**
 Mousehold Infant And Nursery, Infant & Nursery, NR3 4RS, **Sewell**
 Sewell Park Academy, Secondary, NR3 4BX, **Sewell**
 St. Clements Hill Primary Academy, Primary, NR3 4AR, **Sewell**
 Charles Darwin Primary School , Primary & Nursery, NR1 1DJ, **Thorpe Hamlet**
 Lionwood Infant & Nursery School, Infant & Nursery, NR1 4AN, **Thorpe Hamlet**
 Lionwood Junior School , Junior, NR1 4HT, **Thorpe Hamlet**
 Bignold Primary School & Nursery, Primary & Nursery, NR2 2SY, **Town Close**
 Harford Manor School, Special, NR2 2LN, **Town Close**
 Bluebell Primary School, Primary & Nursery, NR4 7DS, **University**
 City Academy Norwich, Secondary, NR4 7LP, **University**
 St. Francis Of Assisi Catholic, Primary, NR2 3QB, **University**
 West Earlham Infant & Nursery , Infant & Nursery, NR5 8HT, **University**
 West Earlham Junior School, Junior, NR5 8HT, **University**
 Earlham Nursery School, Nursery, NR5 8DB, **Wensum**
 Henderson Green Primary Academy, Primary, NR5 8DX, **Wensum**
 Nelson Infant School, Infant, NR2 4EH, **Wensum**
 Norwich Primary Academy, Primary, NR5 8ED, **Wensum**
 Valley Primary Academy , Primary, NR5 8XZ, **Wensum**
 Wensum Junior Academy, Junior, NR2 4HB, **Wensum**

Appendix 5

Services for people in Financial Difficulties sorted alphabetically by electoral ward

Pawnbrokers, East Anglian Pawnbrokers, NR3 2RE, **Catton Grove**
Pawnbrokers, Cash Maker, NR3 2RY, **Catton Grove**
Food bank, Oak Grove Community Church, NR3 3NT, **Catton Grove**
Food bank, Mile Cross Methodist Church, NR3 2RU, **Catton Grove**
Cheque cashing, Cash Convertors, NR1 4AB, **Crome**
Food bank, Witard Road Baptist Church, NR7 9XG, **Crome**
Food bank, New Hope Christian Centre, NR1 2HX, **Lakenham**
Cheque cashing, The Money Shop, NR1 3DE, **Mancroft**
Pawnbrokers, Cash Makers, NR2 4AR, **Mancroft**
Pawnbrokers, Cash Converters Music Store, NR2 4PG, **Mancroft**
Loans, Logbook Loans Norwich, NR2 4PG, **Mancroft**
Cheque cashing, Cash Maker, NR3 1ER, **Mancroft**
Pawnbrokers, Cash Providers, NR3 1JE, **Mancroft**
Foodbank, St Stephens Church, NR2 1QP, **Mancroft**
Food bank, Norwich Central Baptist Church, NR3 3AP, **Mancroft**
Cheque cashing, Cash Maker, NR4 7HA, **University**
Food bank, Norwich Foodbank, NR5 8BF, **Wensum**
Food bank, St Elizabeth's Church, NR5 8DG, **Wensum**
Food bank, Alive! Church, NR2 4DR, **Wensum**

Appendix 6

Homelessness services in Norwich City Council sorted alphabetically by electoral ward

The Magdalene Group, NR1 1PH, **Mancroft**
Norwich Walk in Centre NHS, NR1 1RB, **Mancroft**
YMCA Norfolk, NR1 3GA, **Mancroft**
The Big Issue Company, NR2 1DX, **Mancroft**
Pottergate ARC, NR2 1DX, **Mancroft**
The Matthew Project - Unity, NR2 1DZ, **Mancroft**
Pathways Office, NR2 1EW, **Mancroft**
Norwich City Council, NR2 1NH, **Mancroft**
Soup Run, NR2 1QX, **Mancroft**
Mancroft Advice Project, NR2 1RF, **Mancroft**
Citizens Advice Bureau, NR2 1TF, **Mancroft**
City Reach Health Service, NR2 4SZ, **Mancroft**
Under 1 Roof, NR2 4SZ, **Mancroft**
Shelter, NR3 1SE, **Mancroft**
Hinde House, NR2 1NR, **Mancroft**
King's Community Church, NR1 1DL, **Thorpe Hamlet**
Change Grow Live, NR1 1DL, **Thorpe Hamlet**
Bishopbridge House, NR1 4FD, **Thorpe Hamlet**
Benjamin Foundation, NR2 4TP, **University**
The Feed, NR1 1NJ, **Wensum**

Appendix 7

Sexual Entertainment Venue Licences

Platinum Lace, 15 Dove Street NR2 1DE, **Mancroft**
Sugar & Spice, 39 Prince of Wales Road NR1 1BG, **Thorpe Hamlet**
Lace, 75 Prince of Wales Road NR1 1DG, **Thorpe Hamlet**
Pure Gold – Gentleman's Club, 52 Prince of Wales Road NR1 1LL, **Thorpe Hamlet**

Appendix 8

Sex Shop Licences

The Private Shop, 39 St Augustines Street NR3 3BY, **Mancroft**

Appendix 9

Gambling Licences

Betting Premises Licence

Betfred, 21 Earlham West Centre NR5 8AD, **Bowthorpe**
Coral, 14 Bowthorpe Main Centre NR5 9HA, **Bowthorpe**
Ladbrokes, 319 Aylsham Road NR3 2AB, **Catton Grove**
William Hill, 227 Aylsham Road NR3 2RE, **Catton Grove**
Coral, The MS Centre, 23A Witard Road NR7 9XD, **Crome**
Betfred, Unit 2, 55 – 57 Hall Road NR1 3HL, **Lakenham**
William Hill, 225 – 227 Queens Road NR1 3AE, **Lakenham**
Betfred, 3 Sovereign Way NR3 1ER, **Mancroft**
Betfred, 7 White Lion Street NR2 1QA, **Mancroft**
Betfred, 68 – 72 London Street NR2 1JT, **Mancroft**
Coral, 19 St Stephens Street NR1 3QN, **Mancroft**
Coral, Units 28 & 29 Anglia Square NR3 1DZ, **Mancroft**
Jenningsbet, 5A St Stephens Street NR1 3QL, **Mancroft**
Ladbrokes, 12/12A White Lion Street NR2 1QA, **Mancroft**
Ladbrokes, 61 – 63 Dereham Road NR2 4HU, **Mancroft**
Paddy Power, 15 Orford Place NR1 3RU, **Mancroft**
William Hill, 7 Castle Street NR2 1PB, **Mancroft**
William Hill, 32 Old Palace Road NR2 4JQ, **Mancroft**
Betfred, 5 St Augustines Gate NR3 3BE, **Mile Cross**
Coral, 173 Drayton Road NR3 2AA, **Mile Cross**
Coral, 129 Unthank Road NR2 2PE, **Nelson**
Betfred, 154 Sprowston Road NR3 4JQ, **Sewell**
Coral, 99 Quebec Road NR1 4HY, **Thorpe Hamlet**
Coral, 43 – 53 Prince of Wales Road NR1 1BL, **Thorpe Hamlet**
Coral, Unit 2, 131 Colman Road NR4 7HA, **University**
Betfred, 564 Dereham Road NR5 8TU, **Wensum**

Bingo Licence

Mecca Bingo Club, Norwood Rooms, 285 Aylsham Road NR3 2RE, **Catton Grove**

Club Machine Permit

Rileys, 77 - 87 Magdalen Street Norwich NR3 1AA, **Catton Grove**
The Moles Rest, Fifers Lane NR6 6EQ, **Mancroft**

Family Entertainment Centre

Cashino Gaming, Silver City House, Old Post Office Court NR2 1NG, **Mancroft**

Adult Gaming Centre

Admiral, 20A – 22 St Stephens Street NR1 3SA **Mancroft**
Cashino Gaming, Silver City House, Old Post Office Court NR2 1NG, **Mancroft**

Licensed Premises Gaming Machine Permit

Lamb Inn, Orford Place NR1 3RU, Mancroft
The Shoe Maker, 1 The Lastings, Sandy Lane NR4 6EF, Lakenham
Cherry Tree, Dereham Road NR5 8TD, Wensum
Hollywood Bowl, Wherry Road NR1 1WZ, Thorpe Hamlet
Mischief, 8 Fye Bridge Street NR3 1HZ, Mancroft
Woolpack, 9 Golden Ball Street NR1 3EH, Mancroft
Compleat Angler, 120 Prince of Wales Road NR1 1NS, Thorpe Hamlet
Boundary, 414 Aylsham Road NR3 2SA, Mile Cross

Appendix 10

Premises Licences

A And J Newsagents, 6 Woodgrove Parade Catton Grove Road Norwich NR3 3NS , Catton Grove
Adnams Cellar And Kitchen Store, 109 Unthank Road Norwich NR2 2PE , Nelson
Adnams Plc, 11 - 13 Westlegate Norwich NR1 3LT , Mancroft
Al Dente, 25B St Giles Street Norwich NR2 1JN , Mancroft
Alchemista, 4 St Gregorys Alley Norwich NR2 1ER , Mancroft
Aldi, 178 Plumstead Road Norwich NR1 4JZ , Crome
Aldi, Hall Road Retail Park Hall Road Norwich NR4 6DH , Lakenham
Aldi, Sprowston Road Norwich , Catton Grove
Aldi, Unit 1 36 - 50 Drayton Road Norwich NR3 2DW , Mile Cross
Aldi Stores Limited, 1 Larkman Lane Norwich Norfolk NR5 8TZ , Wensum
Alexandra Tavern, 16 Stafford Street Norwich Norfolk NR2 3BB , Nelson
Ali's Tandoori, 9-11 Magdalen Street Norwich Norfolk NR3 1LE , Mancroft
All Bar One, 1 Upper King Street Norwich Norfolk NR3 1RB , Thorpe Hamlet
Angel Stores, 58 Angel Road Norwich Norfolk NR3 3HT , Sewell
Annesley House Hotel, 6 Annesley House Hotel Newmarket Road Norwich Norfolk NR2 2LA , Town Close

Anteros Arts Foundation, 7 - 15 Fye Bridge Street Norwich Norfolk NR3 1LJ , Mancroft
 Arboretum, 43 St Benedicts Street Norwich NR2 4PG , Mancroft
 Arkwrights Social Club, Arkwrights Social Club Hobart Square Norwich Norfolk NR1 3JB , Lakenham
 Aroma Lounge, 128 Dereham Road Norwich NR2 3AF , Nelson
 Artichoke, The Artichoke 1 Magdalen Road Norwich Norfolk NR3 4LW , Sewell
 Artorio's, Artorio's Taverna Unit 3C Wherry Road Norwich NR1 1WX , Thorpe Hamlet
 Asda, Former Bally Shoe Factory Ltd Hall Road Norwich NR4 6DP , Lakenham
 Ask, 405 Chapelfield Plain Chapelfield Norwich NR2 1SZ , Mancroft
 Aviva Plc, Marble Hall 8 Surrey Street Norwich NR1 3DR , Mancroft
 Aylsham Road Convenience Store, 305 Aylsham Road Norwich Norfolk NR3 2RY , Catton Grove
 B M Stores, 6B Albion Way Norwich NR1 1WR , Thorpe Hamlet
 Baan Chang Thai Restaurant, 4A Brigg Street Norwich Norfolk NR2 1QN , Mancroft
 Babas Kebab House, 478 Sprowston Road Norwich Norfolk NR3 4DY , Catton Grove
 Baby Buddha Chinese Teahouse, 137 Ber Street Norwich NR1 3EY , Mancroft
 Bar 11, 9 - 11 Upper King Street Norwich NR3 1RB , Thorpe Hamlet
 Bar And Beyond, 24 - 28 Prince Of Wales Road Norwich Norfolk NR1 1LG , Thorpe Hamlet
 Bar Tapas, 16 - 20 Exchange Street Norwich Norfolk NR2 1AT , Mancroft
 Barkade Limited, 35 Prince Of Wales Road Norwich Norfolk NR1 1BG , Thorpe Hamlet
 Be At One, 23 Bank Plain Norwich Norfolk NR2 4SF , Thorpe Hamlet
 Bedfords, 1 Old Post Office Yard Norwich Norfolk NR2 1SL , Mancroft
 Beehive Public House, 30 Leopold Road Norwich Norfolk NR4 7PJ , Eaton
 Beer House, Norwich Railway Station Station Approach Norwich NR1 1EF , Thorpe Hamlet
 Belgian Monk, 7 Pottergate Norwich Norfolk NR2 1DS , Mancroft
 Bella Italia, 3 Red Lion Street Norwich Norfolk NR1 3QF , Mancroft
 Bella Italia, Wherry Road Norwich , Thorpe Hamlet
 Belle Vue, 46 Saint Philips Road Norwich Norfolk NR2 3BL , Nelson
 Belvedere Community Centre, Belvedere Community Centre Belvoir Street Norwich Norfolk NR2 3AZ , Nelson
 Benedicts, 9 St Benedicts Street Norwich Norfolk NR2 4PE , Mancroft
 Benugo, John Lewis All Saints Green Norwich NR1 3LX , Mancroft
 Bermuda Bobs, 7A Timberhill Norwich Norfolk NR1 3JZ , Mancroft
 Berstrete Gates, 174 Ber Street Norwich Norfolk NR1 3EN , Lakenham
 Bill's, 6 Back Of The Inns Norwich NR2 1PT , Mancroft
 Bished, 86 - 88 Prince Of Wales Road Norwich Norfolk NR1 1NJ , Thorpe Hamlet
 Bishop Bridge Stores, 18 - 20 Bishop Bridge Road Norwich Norfolk NR1 4ET , Thorpe Hamlet
 Bishop's Dining Room, 8 - 10 St Andrews Hill Norwich NR2 1AD , Mancroft
 Black Horse, 50 Earlham Road Norwich Norfolk NR2 3DE , Nelson
 Blue Joanna, 103 Unthank Road Norwich NR2 2PE , Nelson
 Bond, 27-28 Tombland Norwich Norfolk NR3 1RE , Thorpe Hamlet
 Booker Cash And Carry, Booker Cash And Carry Liberator Road Norwich Norfolk NR6 6EU , Catton Grove
 Bootleggers, 76 Prince Of Wales Road Norwich Norfolk NR1 1NJ , Thorpe Hamlet
 Boots UK Limited, 19 Castle Mall Norwich Norfolk NR1 3DD , Mancroft
 Boundary, Boundary Tavern 414 Aylsham Road Norwich NR3 2SA , Mile Cross
 Bourgee, Unit 5 The Terrace Castle Mall Norwich NR1 3DD , Mancroft
 Bowers Supermarket, 100-108 Bowers Avenue Norwich Norfolk NR3 2PS , Mile Cross
 Brasov, Norwich In Car Entertainment 47 Dereham Road Norwich NR2 4HZ , Mancroft
 Brewdog Bar, 1 Queen Street Norwich NR2 4SG , Thorpe Hamlet
 Brick Pizza, 39 Market Place Norwich NR2 1RD , Mancroft
 Brickmakers Public House, 496 Sprowston Road Norwich Norfolk NR3 4DY , Catton Grove
 Britannia Kebab And Fish Bar, 78 Cadge Road Norwich NR5 8DG , Wensum
 Broadside Service Station, 174 Aylsham Road Norwich Norfolk NR3 2HJ , Mile Cross

Brummells Restaurant, 7 Magdalen Street Norwich Norfolk NR3 1LE , Mancroft
 Brunswick Food Store, 39 Brunswick Road Norwich Norfolk NR2 2HA , Town Close
 Budgens, Budgens 101 Prince Of Wales Road Norwich NR1 1DW , Thorpe Hamlet
 Bulgarian Food Shop, 73 Dereham Road Norwich NR2 4HT , Mancroft
 Bullards, 24 Cattle Market Street Norwich NR1 3DY , Mancroft
 Burger King, Burger King (UK) Ltd Sweet Briar Road Norwich NR6 5AL , Mile Cross
 Byron, 406 Chapelfield Plain Chapelfield Norwich NR2 1SZ , Mancroft
 Cactus Cafe Bar, 102 Magdalen Street Norwich Norfolk NR3 1JD , Mancroft
 Caesars Pizza And Kebabs, 81 Dereham Road Norwich Norfolk NR2 4HT , Mancroft
 Cafe Malabar, 41 Magdalen Street Norwich Norfolk NR3 1LQ , Mancroft
 Cafe Marzano, Ground Floor And First Floor The Forum Millennium Plain Norwich NR2 1TF , Mancroft
 Cafe Pure @ St Georges, 13 - 15 St Georges Street Norwich Norfolk NR3 1AB , Mancroft
 Cafe Rouge, 201 The North Terrace Chapelfield Norwich NR2 1SQ , Mancroft
 Cafe Zest, Lower Ground Floor 130 Merchants Hall Chapelfield Norwich NR2 1SH , Mancroft
 Campus Parkland Of UEA, University Drive University Of East Anglia Norwich , University
 Canton Restaurant, 129 Thorpe Road Norwich Norfolk NR1 1TR , Thorpe Hamlet
 Cantonese Kitchen, 97 Unthank Road Norwich Norfolk NR2 2PE , Nelson
 Captain America's Hamburger Heaven, 4 Exchange Street Norwich Norfolk NR2 1AT , Mancroft
 Casaccio's, 13 St Giles Street Norwich NR2 1JL , Mancroft
 Caspian Kebab And Pizza, 44 King Street Norwich Norfolk NR1 1PD , Thorpe Hamlet
 Castle Gardens, Castle Gardens Castle Meadow Norwich Norfolk , Mancroft
 Castle Green, Castle Green Castle Meadow Norwich Norfolk , Mancroft
 Castle Services, Castle Service Station Rose Lane Norwich Norfolk NR1 1BY , Thorpe Hamlet
 Catherine Wheel, 61 St Augustines Street Norwich NR3 3BG , Mancroft
 Catton Grove Community Centre, Catton Grove Community Centre Jewson Road Norwich Norfolk NR3 3RQ , Catton Grove
 Chambers Cocktail Company, 12 - 14 Wensum Street Norwich Norfolk NR3 1HY , Thorpe Hamlet
 Chapel Break Village Hall, Chapel Break Community Centre Harpsfield Norwich Norfolk NR5 9LG , Bowthorpe
 Chapelfield Gardens, Chapelfield Gardens Chapel Field Road Norwich Norfolk , Mancroft
 Cherry Tree, The Cherry Tree Dereham Road Norwich Norfolk NR5 8TD , Bowthorpe
 Chet Stores, 71 Hotblack Road Norwich Norfolk NR2 4HQ , Wensum
 Chiquitos, Unit 4A Wherry Road Norwich NR1 1WZ , Thorpe Hamlet
 Christ Church Centre, Christ Church Magdalen Road Norwich NR3 4LA , Sewell
 Cigs & Papers, 2 Exchange Street Norwich Norfolk NR2 1AT , Mancroft
 Cinema City, Cinema City St Andrews Street Norwich NR2 4AD , Mancroft
 Ciscoes, 25 Ber Street Norwich Norfolk NR1 3EU , Mancroft
 City Centre, Somewhere In Street 0 Castle Meadow Norwich Norfolk , Mancroft
 City Centre - 1, 0 Bank Plain Norwich , Thorpe Hamlet
 City Centre - 2, 0 King Street Norwich , Thorpe Hamlet
 City College, Norwich City College Ipswich Road Norwich Norfolk NR2 2LL , Town Close
 City College - Drama Centre, Norwich City College Ipswich Road Norwich Norfolk NR2 2LL , Town Close
 City Convenience Store, 119 Magdalen Street Norwich NR3 1LN , Mancroft
 City Spice, 8 Dereham Road Norwich Norfolk NR2 4AY , Nelson
 Claren's Food And Wine, Solar Essence Ltd 30 Prince Of Wales Road Norwich NR1 1LG , Thorpe Hamlet
 Clarke's Billiards And Snooker Club, 85 Barker Street Norwich NR2 4TN , Mancroft
 Clock Tower, 26 Jarrold Way Norwich Norfolk NR5 9JD , Bowthorpe
 Clover Hill News, 20 Waldegrave Norwich Norfolk NR5 9AW , Bowthorpe

Cloverhill Village Hall, Village Hall Humbleyard Norwich Norfolk NR5 9BN , Bowthorpe
 Coach & Horses, 51 Bethel Street Norwich Norfolk NR2 1NR , Mancroft
 Coach And Horses, 82 Thorpe Road Norwich NR1 1BA , Thorpe Hamlet
 Coach And Horses Public House, 1 Union Street Norwich Norfolk NR2 2SL , Town Close
 Coachmakers Arms, Coachmakers Arms 9 St Stephens Road Norwich Norfolk NR1 3SP ,
 Town Close
 Coast To Coast, Norwegian Blue Wherry Road Norwich Norfolk NR1 1WX , Thorpe Hamlet
 Colman First, Colman Middle And The Clare Scho, 15 Colman Road Norwich Norfolk NR4
 7AQ , Nelson
 Colman News, 141 Colman Road Norwich Norfolk NR4 7HA , University
 Compleat Angler, 120 Prince Of Wales Road Norwich Norfolk NR1 1NS , Thorpe Hamlet
 Co-op, 195 - 197 Sprowston Road Norwich NR3 4JR , Sewell
 Co-op, Earlham House Shops Earlham Road Norwich Norfolk NR2 3PD , Nelson
 Co-op Food Store, 129A Colman Road Norwich NR4 7HA , University
 Co-op Food Store, 60 - 62 Dereham Road Norwich Norfolk NR2 4BT , Nelson
 Co-Op Foodstores, 110 Hall Road Norwich Norfolk NR1 3HP , Town Close
 Copacubana, 3 Upper King Street Norwich NR3 1RL , Thorpe Hamlet
 Copper Kettle, 4 Lower Goat Lane Norwich NR2 1EL , Mancroft
 Corner Stores, 148 Colman Road Norwich Norfolk NR4 7AA , University
 Cosmo Restaurants, Part First Floor And Second Floor 13 - 25 London Street Norwich NR2
 1JE , Mancroft
 Costa, Terminal Building Amsterdam Way Norwich Norfolk NR6 6JA , Catton Grove
 Costcutter, 7 - 9 Parmenter Road Norwich NR4 7DH , Eaton
 Costcutter Express St Benedicts Filling Station 439, 9 Dereham Road Norwich Norfolk NR2
 4HY , Mancroft
 Cosy Club, 45 - 51 London Street Norwich NR2 1HX , Mancroft
 Cote, 29 Exchange Street Norwich Norfolk NR2 1DP , Mancroft
 Courage Noble Mens Grooming UK, 68A King Street Norwich NR1 1PG , Mancroft
 Couragenoble Mens Grooming, 51 St Giles Street Norwich NR2 1JR , Mancroft
 Courtesy Taxis, 77 Prince Of Wales Road Norwich NR1 1DG , Thorpe Hamlet
 Cow Tower, Cow Tower Riverside Walk Bishopgate Norwich Norfolk , Thorpe Hamlet
 Cupcakes And Bubbles, 5 Timberhill Norwich NR1 3JZ , Mancroft
 Debenhams Retail Plc, Debenhams Plc Orford Place Norwich Norfolk NR1 3RZ , Mancroft
 Denmark Store, Denmark Stores 158-160 Sprowston Road Norwich Norfolk NR3 4JQ ,
 Sewell
 Don Pepe Restaurant, Don Pepe Restaurant 26 St Benedicts Street Norwich Norfolk NR2
 4AQ , Mancroft
 Don Txoko, 26 St Benedicts Street Norwich NR2 4AQ , Mancroft
 Donnell's Pizzeria, 17 Timberhill Norwich NR1 3JZ , Mancroft
 DPSK Limited T/A Dominos Pizza, 29 St Augustines Gate Waterloo Road Norwich Norfolk
 NR3 3BE , Mile Cross
 DPSK Limited T/A Dominos Pizza, 88 Colman Road Norwich NR4 7EH , Eaton
 DPSK Ltd T/A Dominos Pizzas, 181 Plumstead Road Norwich NR1 4AB , Crome
 Drayton Road Stores, 183 Drayton Road Norwich Norfolk NR3 2PG , Mile Cross
 Duke Of Wellington, 91 - 93 Waterloo Road Norwich Norfolk NR3 1EG , Sewell
 Earlham Park, Earlham Park Earlham Road Norwich Norfolk NR2 3RQ , University
 East Of England Co-op, 21 Witard Road Norwich NR7 9XD , Crome
 East Of England Co-op, 85-87 Lovelace Road Norwich Norfolk NR4 7AE , University
 East Of England Co-op, Co - Op Stores Heyford Road Norwich NR6 6GB , Catton Grove
 East Of England Co-op Food Store, 21 Friar Tuck Road Norwich Norfolk NR4 6DB ,
 Lakenham
 East Of England Co-op FoodStore, 3 Woodgrove Parade Catton Grove Road Norwich
 Norfolk NR3 3NS , Catton Grove
 East Of England Co-op FoodStore, Co Op Foodstore Next To 321 Aylsham Road Norwich
 Norfolk NR3 2AB , Catton Grove

East Of England Co-operative Society Limited, Norwich Railway Station Thorpe Road
 Norwich Norfolk NR1 1EF , Thorpe Hamlet
 East Of England Co-operative Society Ltd, Ipswich And Norwich Co Operative Society Ltd
 Earlham Green Lane Norwich Norfolk NR4 7TE , University
 Eaton Park, Eaton Park South Park Avenue Norwich Norfolk NR4 7AU , Eaton
 Eaton Park Community Centre, Community Centre South Park Avenue Norwich Norfolk NR4
 7AZ , Eaton
 Edith Cavell, Edith Cavell 7 Tombland Norwich Norfolk NR3 1HF , Thorpe Hamlet
 Ed's Easy Diner, Chapelfield Norwich , Mancroft
 El Mexicana Cocina, Samson And Hercules House 15 Tombland Norwich NR3 1HF , Thorpe
 Hamlet
 El Mexicana Cocina, Unit 2 The Terrace Castle Mall Norwich NR1 3DD , Mancroft
 Ephesus, 15 - 17 Rose Lane Norwich Norfolk NR1 1PL , Thorpe Hamlet
 EPIC (East Of England Production Innovation Centre), 112 - 114 Magdalen Street Norwich
 Norfolk NR3 1JD , Mancroft
 Erpingham House, Erpingham House 22 Tombland Norwich NR3 1RF , Thorpe Hamlet
 European Off-Licence, 3 Aylsham Crescent Norwich NR3 2RZ , Catton Grove
 Evim, 68 Prince Of Wales Road Norwich NR1 1LT , Thorpe Hamlet
 Espresso Cafe, Amelia House 12 St Georges Street Norwich Norfolk NR3 4PE , Sewell
 Farmhouse, The Farmhouse 50 Colman Road Norwich Norfolk NR4 7EH , Eaton
 Farmyard Restaurant, 23 St Benedicts Street Norwich , Mancroft
 Fat Cat, 49 West End Street Norwich Norfolk NR2 4NA , Wensum
 Fat Cat And Canary, 101 Thorpe Road Norwich Norfolk NR1 1TR , Thorpe Hamlet
 Fat Cat Brewery Tap, 98 - 100 Lawson Road Norwich Norfolk NR3 4LF , Sewell
 Figbar, 23 St John Maddermarket Norwich NR2 1DN , Mancroft
 Five Guys, 17 - 27 Orford Place Norwich Norfolk NR1 3QA , Mancroft
 Fiveways Public House, Fiveways Public House Gipsy Lane Norwich Norfolk NR5 8AZ ,
 University
 Flaunt And Lace, 75 Prince Of Wales Road Norwich NR1 1DG , Thorpe Hamlet
 Fluke, 57 Prince Of Wales Road Norwich Norfolk NR1 1BL , Thorpe Hamlet
 Forget Me Not Cafe, St Michael At Plea Church Redwell Street Norwich Norfolk NR2 4SN ,
 Thorpe Hamlet
 Frankie & Benny's, Unit 2 Wherry Road Norwich Norfolk NR1 1WZ , Thorpe Hamlet
 Frank's Bar, 19 Bedford Street Norwich Norfolk NR2 1AR , Mancroft
 Frere Road Community Centre, Frere Road Community Centre Frere Road Norwich Norfolk
 NR7 9UT , Crome
 Funky Monkeys, Funky Monkeys Burton Road Norwich Norfolk NR6 6AX , Catton Grove
 Furama, 101 Dereham Road Norwich Norfolk NR2 4HT , Mancroft
 Gaja, 30 Dereham Road Norwich NR2 4AZ , Nelson
 Gaja XL, Cles Launderette 5 Woodgrove Parade Catton Grove Road Norwich NR3 3NS ,
 Catton Grove
 George Hotel, 10 Arlington Lane Norwich Norfolk NR2 2DB , Eaton
 Gibraltar Gardens, Gibraltar Gardens 288 Heigham Street Norwich NR2 4LZ , Wensum
 Giggling Squid, 24 Tombland Norwich Norfolk NR3 1RF , Thorpe Hamlet
 Goals Soccer Centre, Goals Norwich Hewett School Hall Road Norwich NR1 2GB ,
 Lakenham
 Golden City, 14 Distillery Square Norwich Norfolk NR2 4BH , Nelson
 Gonzo's Tea Room, 68 London Street Norwich NR2 1JT , Mancroft
 Gonzo's Tea Room, First Floor 68 London Street Norwich NR2 1JT , Mancroft
 Goulash House, 31 St Stephens Road Norwich NR1 3SP , Town Close
 Grasshopper Shop Ltd, 116 King Street Norwich NR1 1QE , Mancroft
 Gravity, Unit 1b Riverside Norwich Norfolk NR1 1UX , Thorpe Hamlet
 Greenfields Community Centre, Greenfields Community Centre Ives Road Norwich Norfolk
 NR6 6DY , Catton Grove
 Gringos, 25 Prince Of Wales Road Norwich Norfolk NR1 1BG , Thorpe Hamlet

Huggle, 13 St Benedicts Street Norwich Norfolk NR2 4PE , Mancroft
 Hannants Newsagent, 61 Magdalen Street Norwich NR3 1AA , Mancroft
 Harford Community Centre, Harford Community Centre Peterkin Road Norwich Norfolk NR4 6LQ , Lakenham
 HarperWells Ltd, 60 - 70 Ber Street Norwich NR1 3EW , Mancroft
 Harriets Cafe Tearooms, 38 London Street Norwich NR2 1LD , Mancroft
 Hawthorn, 2 - 4 St Benedicts Street Norwich NR2 4AG , Mancroft
 Heartsease Public House, Heartsease Public House Plumstead Road Norwich Norfolk NR1 4JZ , Crome
 Heartsease Store, 31 Witard Road Norwich NR7 9XD , Crome
 Heartsease Towers, Heartsease Towers Sale Road Norwich Norfolk , Crome
 Heath House, Heath House 99 Gertrude Road Norwich Norfolk NR3 4SG , Sewell
 Heigham News, 268 Heigham Street Norwich Norfolk NR2 4LZ , Wensum
 Heigham Park, Heigham Park The Avenues Norwich Norfolk NR2 3HW , Nelson
 HELM Players, Heartsease Lane Methodist Church Heartsease Lane Norwich NR7 9NR , Crome
 Hewett School, Hewett School Cecil Road Norwich Norfolk NR1 2PL , Lakenham
 Highball Climbing Centre, Twickenham Road Norwich , Catton Grove
 Holiday Inn - Norwich, Holiday Inn Carrow Road Norwich Norfolk NR1 1HU , Thorpe Hamlet
 Holiday Inn Norwich, Holiday Inn Ipswich Road Norwich Norfolk NR4 6EP , Lakenham
 Holiday Inn Norwich North, Holiday Inn Amsterdam Way Norwich Norfolk NR6 6JA , Catton Grove
 Hollywood Bowl, Hollywood Bowl Wherry Road Norwich Norfolk NR1 1WZ , Thorpe Hamlet
 Hollywood Cinema, Anglia Square Shopping Centre Anglia Square Norwich Norfolk NR3 1DZ , Mancroft
 Home Bargains, Unit 2 36 - 50 Drayton Road Norwich NR3 2DW , Mile Cross
 Hong Kong Take-Away, 166A Unthank Road Norwich Norfolk NR2 2AB , Town Close
 Hong Ye Supermarket, 12 - 13 Earlham House Shops Earlham Road Norwich NR2 3PD , Nelson
 Hotel Chocolat, Upper Ground Floor 240 The North Terrace Chapelfield Norwich NR2 1SQ , Mancroft
 House, 52 St Benedicts Street Norwich NR2 4AR , Mancroft
 Iceland, 1-3 Anglia Square Norwich Norfolk NR3 1DY , Mancroft
 Iceland, 67 - 73 St Stephens Street Norwich Norfolk NR1 3QR , Mancroft
 INTO UEA LLP, INTO UEA LLP Restaurant University Drive University Of East Anglia Norwich NR4 7TJ , University
 Italia Nostra, 52 St Giles Street Norwich Norfolk NR2 1LW , Mancroft
 Ivy Collection, 30 London Street Norwich NR2 1LD , Mancroft
 Jarrold Department Store, 1-7 London Street Norwich Norfolk NR2 1JF , Mancroft
 Jin Gong, 282 Aylsham Road Norwich Norfolk NR3 2RG , Mile Cross
 John Lewis, John Lewis All Saints Green Norwich Norfolk NR1 3LX , Mancroft
 Jubilee Community Centre, Jubilee Community Centre Long John Hill Norwich Norfolk NR1 2EX , Lakenham
 Jubilee Park, Jubilee Playground Long John Hill Norwich Norfolk , Lakenham
 Jubilee Public House, 26 St Leonards Road Norwich Norfolk NR1 4BL , Thorpe Hamlet
 K Foley Limited T/A McDonalds, McDonalds Delft Way Norwich NR6 6BB , Catton Grove
 Kamajen, 177-179 Earlham Green Lane Norwich Norfolk NR5 8RF , Bowthorpe
 Karishma, 15 Prince Of Wales Road Norwich NR1 1BD , Thorpe Hamlet
 Karma Kafe, 18 Bedford Street Norwich Norfolk NR2 1AG , Mancroft
 Ketts Cave, Ketts Cave Recreation Ground Mousehold Avenue Norwich Norfolk , Crome
 Kindakafe, 21 - 23 Castle Meadow Norwich NR1 3DH , Mancroft
 Kings Kebab & Pizza, 121B Mile Cross Lane Norwich Norfolk NR6 6RQ , Catton Grove
 Knowland Convenience Store, 69 Knowland Grove Norwich Norfolk NR5 8YD , Wensum
 Kofra, 4 Unthank Road Norwich NR2 2RA , Town Close
 Krasades Taverna, 17 Prince Of Wales Road Norwich Norfolk NR1 1BD , Thorpe Hamlet

Kwik Save, 2D Larkman Lane Norwich NR5 8TX , Bowthorpe
 Labyrinth, Multi Storey Car Park 69 - 75 Mountergate Norwich NR1 1PY , Thorpe Hamlet
 Lamb Inn, Orford Place Norwich , Mancroft
 Las Iguanas, 7A Wherry Road Norwich Norfolk NR1 1WX , Thorpe Hamlet
 Last Pub Standing, 27 - 29 King Street Norwich NR1 1PD , Thorpe Hamlet
 Le Bistro Restaurant, 2A Exchange Street Norwich Norfolk NR2 1AT , Mancroft
 Lets Rock Norwich, Earlham Park Earlham Road Norwich , University
 Licensing Brewery, 93 Magdalen Street Norwich NR3 1AA , Mancroft
 Lidl Great Britain Limited, 293A Aylsham Road Norwich NR3 2RY , Catton Grove
 Lidl Great Britain Limited, Lidl Uk Gmbh Drayton Road Norwich Norfolk NR3 2DP , Mile Cross
 Lincoln Convenience Store, 105 Portersfield Road Norwich NR2 3JX , Nelson
 Live Nation (Music) UK Ltd, Earlham Park Earlham Road Norwich , University
 Loch Fyne, 30 - 32 St Giles Street Norwich Norfolk NR2 1LL , Mancroft
 Loft Nightclub, 80 Rose Lane Norwich NR1 1PT , Thorpe Hamlet
 Lollards Pit, The Bridge House 69 - 71 Riverside Road Norwich NR1 1SR , Thorpe Hamlet
 Londis, 160 Heathgate Norwich Norfolk NR3 1PQ , Crome
 Louis Deli, 81 Upper St Giles Street Norwich NR2 1AB , Mancroft
 Louis Marchesi, 17 Tombland Norwich Norfolk NR3 1HF , Thorpe Hamlet
 Lucky Star Chinese Buffet, First Floor 10 Queens Road Norwich Norfolk NR1 3PR , Mancroft
 M M Stores, 65 Wingfield Road Norwich Norfolk NR3 3HF , Mile Cross
 Maddermarket Theatre, Maddermarket Theatre St Johns Alley Norwich Norfolk NR2 1DR , Mancroft
 Magdalen Road Convenience Store, 128 Magdalen Road Norwich NR3 4AN , Sewell
 Maids Head Hotel, 20 Tombland Norwich Norfolk NR3 1LB , Thorpe Hamlet
 Majestic Wine Warehouse, 9 Dereham Road Norwich Norfolk NR2 4HX , Mancroft
 Mallie News, 83 Prince Of Wales Road Norwich Norfolk NR1 1DG , Thorpe Hamlet
 Mambo Jambo, First Floor 14-16 Lower Goat Lane Norwich Norfolk NR2 1EL , Mancroft
 Mango-T Restaurant And Takeaway, 8 Orford Hill Norwich Norfolk NR1 3QD , Mancroft
 Mantra Club And Lounge, 50 Prince Of Wales Road Norwich Norfolk NR1 1LL , Thorpe Hamlet
 Margaret Emms Florist Ltd, Margaret Emms Florists 29 St Stephens Road Norwich NR1 3SP , Town Close
 Marideea Convenience Store, 181 Drayton Road Norwich NR3 2AA , Mile Cross
 Marks & Spencer, Marks And Spencer Rampant Horse Street Norwich NR2 1QR , Mancroft
 Marks And Spencer Simply Food, 1A Blackberry Court Sweet Briar Retail Park Norwich NR6 5DH , Wensum
 Marlpit Community Centre, Marlpit Community Centre Hellesdon Road Norwich Norfolk NR6 5EQ , Wensum
 Master Chef, 87 Prince Of Wales Road Norwich Norfolk NR1 1DG , Thorpe Hamlet
 Maxi L Convenience Store, 53 Woodcock Road Norwich NR3 3TH , Catton Grove
 McColls, 560A Dereham Road Norwich Norfolk NR5 8TU , Wensum
 McColls, 78 Colman Road Norwich NR4 7EH , Eaton
 McDonald's, McDonalds 162 Barrett Road Norwich NR1 2RT , Lakenham
 Mecca Bingo Club, Mecca Social Club Aylsham Road Norwich Norfolk NR3 2RE , Catton Grove
 Mega Munch Fish Bar, Kebab And Pizza, 147 Magdalen Road Norwich NR3 4LA , Sewell
 Merchants Of Spice, The Merchants Of Colegate 30 - 32 Colegate Norwich Norfolk NR3 1BG , Mancroft
 Mercure Norwich Hotel, Ramada Jarvis Hotel 121 - 131 Boundary Road Norwich Norfolk NR3 2BA , Mile Cross
 Micawbers Tavern, Micawbers Tavern 92 Pottergate Norwich Norfolk NR2 1DZ , Mancroft
 Middletons, 11-15 Timberhill Norwich Norfolk NR1 3JZ , Mancroft
 Mischief Tavern, 8 Fye Bridge Street Norwich Norfolk NR3 1HZ , Mancroft

Mojo's & Hotel Belmonte, 60 - 62 Prince Of Wales Road Norwich Norfolk NR1 1LT , Thorpe Hamlet

Moorish Falafel Bar, Sesame Trading Ltd 17 Lower Goat Lane Norwich NR2 1EL , Mancroft

Morrisons, 5 Neatmarket Norwich NR4 6FB , Lakenham

Morrisons, W M Morrisons Supermarkets Plc Albion Way Norwich Norfolk NR1 1WU , Thorpe Hamlet

Mousehold SF Connect, Mousehold Service Station Mousehold Lane Norwich NR7 8HA , Catton Grove

Mr Mangal, 55 - 57 Dereham Road Norwich NR2 4HZ , Mancroft

Mr Pizza, 47 Portersfield Road Norwich NR2 3JU , Nelson

Mr Postles Apothecary, 2 Upper King Street Norwich NR3 1HA , Thorpe Hamlet

MRH Martineau Lane, Martineau Service Station Martineau Lane Norwich Norfolk NR1 2JA , Lakenham

MRH Norwich South, Barrett Road Norwich , Lakenham

MRH Ring, Ring Service Station Mile Cross Lane Norwich Norfolk NR6 6SH , Catton Grove

MS Allcock Newsagents, 67 - 69 Heigham Street Norwich NR2 4TG , Mancroft

MS Simply Food, Norwich Railway Station Station Approach Norwich NR1 1EF , Thorpe Hamlet

Sole Trader, 136 Dereham Road Norwich NR2 3AF , Nelson

Sole Trader, 2 - 6 Thorpe Road Norwich NR1 1RY , Thorpe Hamlet

Sole Trader, 355 Aylsham Road Norwich NR3 2RX , Catton Grove

Sole Trader, 38 Earlham West Centre Norwich NR5 8AD , University

Sole Trader, 46 St Benedicts Street Norwich NR2 4AQ , Mancroft

Sole Trader, 55 - 57 Hall Road Norwich NR1 3HL , Lakenham

Sole Trader, 60A London Street Norwich NR2 1JX , Mancroft

Naked Wines, Norvic House 29 - 33 Chapel Field Road Norwich NR2 1RP , Town Close

Namaste India, 2A Opie Street Norwich NR1 3DN , Mancroft

Namco Funscape, 10 Barnard Road Norwich Norfolk NR5 9JB , Bowthorpe

Name, Address, Ward

Nando's, 23 - 25 Red Lion Street Norwich Norfolk NR1 3QF , Mancroft

Nando's, 7B Wherry Road Norwich Norfolk NR1 1WX , Thorpe Hamlet

National Centre For Writing, Dragon Hall 115 - 123 King Street Norwich Norfolk NR1 1QE , Mancroft

Nearly Festival Site, Earlham Park Earlham Road Norwich , University

Noodle Pot, 20 St John Maddermarket Norwich NR2 1DN , Mancroft

Norfolk Club, 17 Upper King Street Norwich Norfolk NR3 1RB , Thorpe Hamlet

Norfolk County Council, County Hall Martineau Lane Norwich Norfolk NR1 2SG , Lakenham

Norfolk News, 3 Surrey Street Norwich Norfolk NR1 3NX , Mancroft

North Earlham Stores, North Earlham Post Office 308 Bowthorpe Road Norwich Norfolk NR5 8AB , Wensum

Norwich Arts Centre, Norwich Arts Centre St Benedicts Street Norwich Norfolk NR2 4PG , Mancroft

Norwich Castle, Norwich Castle Museum Castle Hill Norwich Norfolk NR1 3JS , Mancroft

Norwich Cathedral Refectory, Norwich Cathedral The Close Norwich Norfolk NR1 4EG , Thorpe Hamlet

Norwich City Football Club, Norwich City Football Club Carrow Road Norwich Norfolk NR1 1JE , Thorpe Hamlet

Norwich Fake Festival, Eaton Park South Park Avenue Norwich NR4 7AU , Eaton

Norwich Food City, 76D Catton Grove Road Norwich Norfolk NR3 3AA , Catton Grove

Norwich High School For Girls, Norwich High School For Girls 95 Newmarket Road Norwich Norfolk NR2 2HP , Eaton

Norwich Masonic Association Ltd, The Masonic Lodge St Giles Street Norwich Norfolk NR2 1JR , Mancroft

Norwich Playhouse, Norwich Playhouse 42 - 58 St Georges Street Norwich Norfolk NR3 1AB , Mancroft

Norwich Puppet Theatre, St James Whitefriars Norwich Norfolk NR3 1TN , Mancroft
 Norwich Social Club, First Floor 119 - 121 Magdalen Street Norwich NR3 1LN , Mancroft
 Norwich Thai Festival, Eaton Park South Park Avenue Norwich NR4 7AU , Eaton
 Norwich University Of The Arts, First Floor West Garth Norwich School Of Art And Design St
 Georges Street Norwich Norfolk NR3 1BB , Thorpe Hamlet
 Notcutts, Notcutts Garden Centre Daniels Road Norwich NR4 6QP , Eaton
 NR2, 9 Trory Street Norwich Norfolk NR2 2RH , Town Close
 Oak Tree, 59 Ipswich Road Norwich Norfolk NR4 6LA , Lakenham
 Oaks, Brewers Fayre And Travel Inn Amsterdam Way Norwich Norfolk NR6 6JA , Catton
 Grove
 Oasis Restaurant, 131 - 139 Queens Road Norwich Norfolk NR1 3PN , Town Close
 Oasis Stores, 63 Long John Hill Norwich Norfolk NR1 2JJ , Lakenham
 Odeon Cinema, Unit 1A Wherry Road Norwich Norfolk NR1 1XA , Thorpe Hamlet
 Olive's, 40 Elm Hill Norwich Norfolk NR3 1HG , Thorpe Hamlet
 One Life Left Games Ltd, 21 St Benedicts Street Norwich NR2 4PF , Mancroft
 One Stop, 146 Constitution Hill Norwich Norfolk NR3 4BB , Sewell
 One Stop, 51 Woodcock Road Norwich Norfolk NR3 3TT , Catton Grove
 One Stop Stores Ltd, 106 Quebec Road Norwich Norfolk NR1 4HY , Thorpe Hamlet
 One Stop Stores Ltd, 3 - 5 Clancy Road Norwich Norfolk NR7 9AA , Crome
 One Stop Stores Ltd, 37A Leopold Road Norwich Norfolk NR4 7PJ , Eaton
 Open, 20 Bank Plain Norwich NR2 4SF , Thorpe Hamlet
 Open All Hours, 9 Earlham West Centre Norwich Norfolk NR5 8AD , University
 Panda Bar, 8 Redwell Street Norwich NR2 4SN , Thorpe Hamlet
 Paolo's, 1 St Giles Street Norwich Norfolk NR2 1JJ , Mancroft
 Pear Tree, 79 Unthank Road Norwich Norfolk NR2 2PE , Nelson
 Pedro's, Chapel Field Gardens Chapel Field North Norwich Norfolk , Mancroft
 Perseverance, 35-37 Adelaide Street Norwich Norfolk NR2 4JD , Wensum
 Peterson Road Open Space, Open Space 2 To 28 Peterson Road Norwich Norfolk , Mile
 Cross
 Pewex Food Plus, 125 Mile Cross Lane Norwich Norfolk NR6 6RQ , Catton Grove
 Piccolos, 74 Prince Of Wales Road Norwich Norfolk NR1 1NJ , Thorpe Hamlet
 Pig And Whistle, 2 - 8 All Saints Green Norwich Norfolk NR1 3NA , Mancroft
 Pilling Park, Woodrow Pilling Park Harvey Lane Norwich Norfolk NR7 0AQ , Crome
 Pilling Park Community Centre, Pilling Park Community Centre Pilling Park Road Norwich
 Norfolk NR1 2PA , Lakenham
 Pinnochios, 11 St Benedicts Street Norwich Norfolk NR2 4PE , Mancroft
 Pizza GoGo, 19 Wensum Street Norwich Norfolk NR3 1LA , Thorpe Hamlet
 Pizza Hut, 301 The Dining Terrace Chapelfield Norwich NR2 1SY , Mancroft
 Pizza Hut, Unit 3A Wherry Road Norwich NR1 1WX , Thorpe Hamlet
 Pizza Plus, 10 Thorpe Road Norwich Norfolk NR1 1RY , Thorpe Hamlet
 PizzaExpress, 15 St Benedicts Street Norwich Norfolk NR2 4PE , Mancroft
 PizzaExpress, Pizza Express Ground Floor And First Floor The Forum Millennium Plain
 Norwich NR2 1TF , Mancroft
 PJ's, 119 Spencer Street Norwich Norfolk NR3 4PF , Sewell
 Plasterers Arms, 43 Cowgate Norwich Norfolk NR3 1SZ , Mancroft
 Platform Twelve, 10 - 12 St Benedicts Street Norwich NR2 4AG , Mancroft
 Platinum Lace, Spearmint Rhino Club And Premises 1st And 2nd Floors 15 Dove Street
 Norwich NR2 1DE , Mancroft
 Popworld, 63 - 67 Prince Of Wales Road Norwich Norfolk NR1 1DG , Thorpe Hamlet
 Premier Fish Bar, 71 Knowland Grove Norwich Norfolk NR5 8YD , Wensum
 Premier Inn Norwich City Centre (Duke Street), Premier Travel Inn Duke Street Norwich
 Norfolk NR3 3AT , Mancroft
 Premier Stores, 28-29 Suffolk Square Norwich Norfolk NR2 2AA , Town Close
 Presto Coffee Bar, 5 Orford Street Norwich Norfolk NR1 3LE , Mancroft
 Prezzo, 2-3A Tombland Norwich Norfolk NR3 1HE , Thorpe Hamlet

Prince Of India, 19 Prince Of Wales Road Norwich Norfolk NR1 1BD , Thorpe Hamlet
 Prince Of Wales, Prince Of Wales Public House Prince Of Wales Road Norwich Norfolk NR1 1LB , Thorpe Hamlet
 Pure Gold, 52 Prince Of Wales Road Norwich NR1 1LL , Thorpe Hamlet
 QD Stores, 7 - 10 Anglia Square Norwich NR3 1DY , Mancroft
 Qube, Ground Floor 81 Prince Of Wales Road Norwich NR1 1DG , Thorpe Hamlet
 Queen Of Icen, Unit 6 Wherry Road Norwich Norfolk NR1 1ED , Thorpe Hamlet
 Rabbit, 6 Pottergate Norwich NR2 1DS , Mancroft
 Rainbow Wholefoods, 14 - 16 Lower Goat Lane Norwich NR2 1EL , Mancroft
 Rainbow Wholefoods, Fire Station Stables Labour In Vain Yard Norwich Norfolk NR2 1JD , Mancroft
 Rasa Norwich Ltd, 31 Earlham West Centre Norwich NR5 8AD , University
 Red Card Comedy Club, Chapelfield Gardens Chapel Field Road Norwich , Mancroft
 Red Rock Cafe, Ground Floor 20 Prince Of Wales Road Norwich NR1 1LB , Thorpe Hamlet
 Reds Convenience Store, 35 St Benedicts Street Norwich Norfolk NR2 4PF , Mancroft
 Redwell Brewery, 7 The Arches Bracondale Norwich NR1 2EF , Lakenham
 Revolution, 6 Queen Street Norwich Norfolk NR2 4SQ , Thorpe Hamlet
 Rice & Spice Indian Take Away, 16C Earlham House Shops Earlham Road Norwich Norfolk NR2 3PD , Nelson
 Rileys Norwich, 77-87 Magdalen Street Norwich Norfolk NR3 1AA , Mancroft
 Rishi Restaurant, 26 Mousehold Lane Norwich NR7 8HE , Catton Grove
 Riverbank Chinese Buffet Restaurant, Unit 3B Wherry Road Norwich NR1 1WZ , Thorpe Hamlet
 Roger Hickman's Restaurant, 79 Upper St Giles Street Norwich Norfolk NR2 1AB , Mancroft
 Roof Top Gardens Restaurant, Level 6 Rose Lane Business Centre 51 - 59 Rose Lane Norwich NR1 1BY , Thorpe Hamlet
 Rosary Road Convenience Store, 106-110 Rosary Road Norwich Norfolk NR1 4DA , Thorpe Hamlet
 Rose Tavern, 88 Rupert Street Norwich Norfolk NR2 2AT , Town Close
 Roti, 19 Finkelgate Norwich NR1 3HE , Mancroft
 Royal Plaza Chinese Restaurant And Takeaway, 9 Earlham House Shops Earlham Road Norwich NR2 3PD , Nelson
 Roys, 77-87 Magdalen Street Norwich Norfolk NR3 1AA , Mancroft
 Roys, Bowthorpe Main Centre Wendene Norwich Norfolk NR5 9HA , Bowthorpe
 Rumsey Wells, St Andrews Tavern 4 St Andrews Street Norwich NR2 4AF , Mancroft
 Sainsbury Centre For Visual Arts, Sainsbury Centre For Visual Arts University Of East Anglia Earlham Road Norwich Norfolk NR4 7TJ , University
 Sainsbury's, 9 - 11 St Stephens Street Norwich NR1 3QN , Mancroft
 Sainsbury's Supermarkets Limited, Sainsbury's Supermarkets Limited 1 Brazen Gate Norwich Norfolk NR1 3RB , Town Close
 Sandy Lane Stores, 50 Sandy Lane Norwich Norfolk NR1 2AB , Lakenham
 Saporita, 3A St Andrews Hill Norwich NR2 1AD , Mancroft
 Savers, 27 Anglia Square Norwich NR3 1DZ , Mancroft
 Savers, Savers Health & Beauty 63 - 65 St Stephens Street Norwich NR1 3QR , Mancroft
 SF Market Ltd, 215 - 217 Queens Road Norwich NR1 3AE , Lakenham
 Shah Zahan Tandoori, 84 Waterloo Road Norwich Norfolk NR3 1EW , Sewell
 Shell Ipswich Road, 61 Ipswich Road Norwich NR4 6LA , Lakenham
 Shell Sweetbriar, Service Station Sweet Briar Road Norwich NR6 5AL , Mile Cross
 Shiki Japanese Restaurant, 5 Tombland Norwich Norfolk NR3 1HE , Thorpe Hamlet
 Shoe Makers, 1 The Lastings Sandy Lane Norwich NR4 6EF , Lakenham
 Shopper Supermarket, 3-5 Distillery Square Norwich Norfolk NR2 4BH , Nelson
 Siciliano's Pizza Shop, 43 Prince Of Wales Road Norwich Norfolk NR1 1BL , Thorpe Hamlet
 Silver Road Food And Wine, 164 Silver Road Norwich NR3 4TQ , Sewell
 Silver Stores, 102 Silver Street Norwich Norfolk NR3 4TU , Sewell
 Sir Toby's Beers, Stall 182 Market Place Norwich NR2 1NE , Mancroft

Sisserou Marketing, 120 College Road Norwich NR2 3JB , Nelson
 Sloughbottom Park, Sloughbottom Park Drayton Road Norwich Norfolk , Mile Cross
 Space Studios, 5 Swan Lane Norwich NR2 1HZ , Mancroft
 Spar, 28 St Augustines Gate Waterloo Road Norwich Norfolk NR3 3BE , Mile Cross
 Spice Lounge, 8 - 10 Wensum Street Norwich Norfolk NR3 1HR , Thorpe Hamlet
 Spice Valley, Ground Floor 5 Magdalen Street Norwich NR3 1LE , Mancroft
 Sportspark, UEA, University Of East Anglia University Drive Norwich Norfolk , University
 Sprowston Stores, 484 Sprowston Road Norwich Norfolk NR3 4DY , Catton Grove
 St Andrews Brew House, 39 - 41 St Andrews Street Norwich NR2 4TP , Mancroft
 St Giles Spice, 82 Upper St Giles Street Norwich Norfolk NR2 1LT , Mancroft
 St John's News, 4 St Johns Close Norwich Norfolk NR1 2AD , Town Close
 St Saviours Church, St Saviours Church Magdalen Street Norwich NR3 1AA , Mancroft
 St. Giles House, St Giles House 41 - 45 St Giles Street Norwich Norfolk NR2 1JR , Mancroft
 Stadia, The Office 19 Upper King Street Norwich NR3 1RB , Thorpe Hamlet
 Stall 182, Stall 182 Market Place Norwich NR2 1NE , Mancroft
 Stall 52, Stall 52 Market Place Norwich NR2 1ND , Mancroft
 Star Grill, 291 Aylsham Road Norwich Norfolk NR3 2RY , Catton Grove
 Steam Packet, 39 Crown Road Norwich Norfolk NR1 3DT , Thorpe Hamlet
 Stop Go, 1 Woodgrove Parade Catton Grove Road Norwich NR3 3NS , Catton Grove
 Storage Mart Unit 2304, Vulcan Road North Norwich , Catton Grove
 Stracey Hotel, Stracey House Hotel And Snooker Club 2 Stracey Road Norwich Norfolk NR1
 1EZ , Thorpe Hamlet
 Stuarts Newsagents, Stuarts Newsagents 62 Hall Road Norwich Norfolk NR1 3HP , Town
 Close
 Sugar & Spice, 39 Prince Of Wales Road Norwich NR1 1BG , Thorpe Hamlet
 Sunrise Chinese Market, 84 Colman Road Norwich NR4 7EH , Eaton
 Superbowl UK Norwich, Level 1 Castle Mall Norwich NR1 3DD , Mancroft
 Surrey Tavern, 44 - 46 Surrey Street Norwich NR1 3NY , Mancroft
 Tastebuds, 21 Prince Of Wales Road Norwich Norfolk NR1 1BG , Thorpe Hamlet
 TEJ General Stores, 55 Magdalen Road Norwich Norfolk NR3 4LG , Sewell
 Temple Bar, 2 Unthank Road Norwich Norfolk NR2 2RA , Town Close
 Ten Bells, 74 - 78 St Benedicts Street Norwich Norfolk NR2 4AR , Mancroft
 Tesco Grove Rd Norwich Exp (02665), 79 Grove Road Norwich Norfolk NR1 3RL , Town
 Close
 Tesco Magdalen Rd Nrwh Exp (03069), Tesco Express 40A Magdalen Road Norwich NR3
 4AF , Sewell
 Tesco Norwich Dereham Exp (06200), 131 Dereham Road Norwich NR2 3TA , Wensum
 Tesco Norwich Express, BP Filling Station Earlham Road Norwich Norfolk NR4 7TF ,
 University
 Tesco Norwich Metro (02948), 5 Guildhall Hill Norwich Norfolk NR2 1JH , Mancroft
 Tesco Norwich Wales Road Exp (06105), Active Talk Ltd Britannia House 45 - 53 Prince Of
 Wales Road Norwich NR1 1BL , Thorpe Hamlet
 Tesco Plumstead Rd NRWC Exp (05284), 197 Plumstead Road Norwich Norfolk NR1 4AB ,
 Crome
 Tesco Stores Limited, Aspland Cars 277 - 277A Aylsham Road Norwich NR3 2RE , Catton
 Grove
 Tesco Stores Ltd, 2 - 8 Westlegate Norwich NR1 3LJ , Mancroft
 Tesco Unthank Rd Norwich Exp (05777), 84 Unthank Road Norwich NR2 2RW , Town Close
 TGI Fridays, Unit 5A Wherry Road Norwich NR1 1WX , Thorpe Hamlet
 Thai Kittii, 4 Opie Street Norwich Norfolk NR1 3DN , Mancroft
 Thai Lanna, 24 Bridewell Alley Norwich NR2 1AQ , Mancroft
 The Adam & Eve Public House, 17 Bishopgate Norwich Norfolk NR3 1RZ , Thorpe Hamlet
 The Alley, 20 Bridewell Alley Norwich NR2 1AQ , Mancroft
 The Angel Gardens Public House, 96A Angel Road Norwich Norfolk NR3 3HT , Sewell

The Assembly House, The Assembly House 12 Theatre Street Norwich Norfolk NR2 1RG , Mancroft

The Belgian Beer Huis Limited, 52 Attelsey Way Norwich NR5 9EP , Bowthorpe

The Bell Hotel, The Bell 5 Orford Hill Norwich Norfolk NR1 3QB , Mancroft

The Bengal Spice, 38 - 40 St Benedicts Street Norwich Norfolk NR2 4AQ , Mancroft

The Best Kebab And Pizza, 69 - 71 Prince Of Wales Road Norwich Norfolk NR1 1DG , Thorpe Hamlet

The Bicycle Shop, 17 St Benedicts Street Norwich Norfolk NR2 4PE , Mancroft

The Birdcage, 23 Pottergate Norwich Norfolk NR2 1DS , Mancroft

The Blueberry Music House, 20 Cowgate Norwich Norfolk NR3 1SY , Mancroft

The Britons Arms Coffee House And Restaurant, 9 Elm Hill Norwich Norfolk NR3 1HN , Thorpe Hamlet

The Brook Hotel Norwich, Quality Hotel 2 Barnard Road Norwich Norfolk NR5 9JB , Bowthorpe

The Butchers Bhoys, 8 - 10 Exchange Street Norwich Norfolk NR2 1AT , Mancroft

The Cafe Club, 41 King Street Norwich NR1 1PH , Thorpe Hamlet

The Castle, The Castle Public House 1 Spitalfields Norwich Norfolk NR1 4EY , Thorpe Hamlet

The Cathedral Of The Holy And Undivided Trinity, The Refectory The Close Norwich NR1 4DH , Thorpe Hamlet

The Cellar House, 2 Eaton Street Norwich Norfolk NR4 7AB , Eaton

The Champion, The Champion 101 Chapel Field Road Norwich Norfolk NR2 1SE , Town Close

The Cottage Public House, 9 Silver Road Norwich Norfolk NR3 4TB , Sewell

The Dog House, 18 St Georges Street Norwich Norfolk NR3 1BA , Mancroft

The Drama Studio And School Of Music, University Plain University Of East Anglia Norwich , University

The Dyers Arms, 2-4 Lawson Road Norwich Norfolk NR3 4LF , Sewell

The Eagle, Eagle Tavern 33 Newmarket Road Norwich Norfolk NR2 2HN , Town Close

The Earlham Arms, 41 Earlham Road Norwich Norfolk NR2 3AD , Nelson

The Enterprise Centre, University Drive University Of East Anglia Norwich , University

The FDC, The FDC Clover Hill Road Norwich Norfolk NR5 9ED , Bowthorpe

The Forge, 118 Philadelphia Lane Norwich Norfolk NR3 3JJ , Catton Grove

The Forum, The Forum Millennium Plain Norwich Norfolk NR2 1TF , Mancroft

The Freemasons Arms, 27 Hall Road Norwich Norfolk NR1 3HQ , Lakenham

The Garage, 14 Chapel Field North Norwich Norfolk NR2 1NY , Mancroft

The Garden House, 1 Pembroke Road Norwich Norfolk NR2 3HD , Nelson

The Gardeners Arms, Gardeners Arms Timberhill Norwich Norfolk NR1 3LB , Mancroft

The Gatehouse Public House, The Gatehouse 391 Dereham Road Norwich Norfolk NR5 8QJ , Wensum

The Georgian Townhouse, 30 - 34 Unthank Road Norwich NR2 2RB , Town Close

The Glass House, 9 - 13 Wensum Street Norwich Norfolk NR3 1LA , Thorpe Hamlet

The Golden Star, The Golden Star 57 Colegate Norwich Norfolk NR3 1DD , Mancroft

The Great Hospital, The Great Hospital Bishopgate Norwich Norfolk NR1 4EJ , Thorpe Hamlet

The Green Grocers Ltd, Car Park Earlham House Shops Earlham Road Norwich , Nelson

The Greenhouse, 42-46 Bethel Street Norwich Norfolk NR2 1NR , Mancroft

The Guildhall, Caley's Of Norwich Ltd The Guildhall Gaol Hill Norwich Norfolk NR2 1JP , Mancroft

The Halls, St Andrews And Blackfriars Hall St Andrews Hall Plain Norwich Norfolk NR3 1AU , Thorpe Hamlet

The House Thai Restaurant, Ground Floor 2 Queens Road Norwich NR1 3PR , Mancroft

The Iron House, The Iron House 1 St John Maddermarket Norwich NR2 1DN , Mancroft

The Kings Arms, 22 Hall Road Norwich Norfolk NR1 3HQ , Lakenham

The Kings Head, 42 Magdalen Street Norwich Norfolk NR3 1JE , Mancroft

The Lanes Bowlinghouse, 5 - 7 Dereham Road Norwich NR2 4HX , Mancroft
 The Last Wine Bar, 70 - 76 St Georges Street Norwich Norfolk NR3 1AB , Mancroft
 The Leopard, The Leopard PH 98 - 100 Bull Close Road Norwich Norfolk NR3 1NQ , Sewell
 The Library Restaurant And Bar, 4 Guildhall Hill Norwich Norfolk NR2 1JH , Mancroft
 The Marlborough Arms, 43 Spencer Street Norwich Norfolk NR3 4PB , Sewell
 The Marlpit, The Marlpit Hellesdon Road Norwich Norfolk NR6 5EQ , Wensum
 The Marsh Harrier, The Marsh Harrier Ipswich Road Norwich Norfolk NR4 6DX , Lakenham
 The Mash Tun, 16 Charing Cross Norwich Norfolk NR2 4AL , Mancroft
 The Mediterranean, 121 Magdalen Street Norwich NR3 1LN , Mancroft
 The Mitre Public House, The Mitre 131 Earlham Road Norwich Norfolk NR2 3RF , Nelson
 The Moles Rest, Red Roofs Fifers Lane Norwich Norfolk NR6 6EQ , Catton Grove
 The Narthex, Cathedral Of St John The Baptist, Unthank Road Norwich , Nelson
 The Nelson, Nelson Hotel Prince Of Wales Road Norwich Norfolk NR1 1DX , Thorpe Hamlet
 The Nelson Public House, 122 Nelson Street Norwich Norfolk NR2 4DR , Wensum
 The Newsagents, 2 Alexandra Road Norwich Norfolk NR2 3ED , Nelson
 The Norkie, The Norkie Bowthorpe Main Centre Wendene Norwich Norfolk NR5 9HA ,
 Bowthorpe
 The Norwich Kebab And USA Fried Chicken, 4 Aylsham Crescent Norwich NR3 2RZ ,
 Catton Grove
 The Pavilion, The Pavillion Waterloo Park Angel Road Norwich NR3 3HX , Sewell
 The Red Lion, 50 Eaton Street Norwich Norfolk NR4 7LD , Eaton
 The Red Lion, Red Lion Public House 79 Bishopgate Norwich Norfolk NR1 4AA , Thorpe
 Hamlet
 The Reindeer, The Reindeer 10 Dereham Road Norwich Norfolk NR2 4AY , Nelson
 The Ribs Of Beef, The Ribs Of Beef 24 Wensum Street Norwich Norfolk NR3 1HY , Thorpe
 Hamlet
 The Robin Hood Public House, 84 Mousehold Street Norwich Norfolk NR3 1NX , Crome
 The Rose, The Rose 235 Queens Road Norwich Norfolk NR1 3AE , Lakenham
 The Sewell Barn Theatre, Sewell Barn Constitution Hill Norwich Norfolk NR6 7RF , Catton
 Grove
 The Sir Garnet, 36 Market Place Norwich Norfolk NR2 1RD , Mancroft
 The Stanley Arms, The Stanley 33 Magdalen Road Norwich Norfolk NR3 4LG , Sewell
 The Strangers' Club, 22 - 24 Elm Hill Norwich Norfolk NR3 1HG , Thorpe Hamlet
 The Street Cafe And Coffee Bar, The Street Cafe 145 - 147 Magdalen Street Norwich NR3
 1NF , Mancroft
 The Talk, 20 Oak Street Norwich NR3 3BP , Mancroft
 The Tamarind Tree Thai Restaurant, 1 All Saints Street Norwich Norfolk NR1 3LG , Mancroft
 The Topsy Vegan, 68 - 70 St Benedicts Street Norwich Norfolk NR2 4AR , Mancroft
 The Unthank Arms, Unthank Arms 149 Newmarket Street Norwich Norfolk NR2 2DR , Town
 Close
 The Vine, 7 Dove Street Norwich NR2 1DE , Mancroft
 The Waffle House, 39 St Giles Street Norwich Norfolk NR2 1JN , Mancroft
 The Wallow, 36 Exchange Street Norwich NR2 1AX , Mancroft
 The Waterfront, The Waterfront 139-141 King Street Norwich Norfolk NR1 1QH , Mancroft
 The Whalebone, The Whalebone 144 Magdalen Road Norwich Norfolk NR3 4BA , Sewell
 The Whisky Shop, 3 Swan Lane Norwich Norfolk NR2 1HZ , Mancroft
 The White Lion, The White Lion 73 Oak Street Norwich Norfolk NR3 3AQ , Mancroft
 The Wig Pen, 6 St Martin At Palace Plain Norwich Norfolk NR3 1RN , Thorpe Hamlet
 The Windmill Public House, 211 Aylsham Road Norwich Norfolk NR3 2RE , Catton Grove
 The Wine Cellar, Woburn Court 8 Guildhall Hill Norwich , Mancroft
 The Woolpack, 2 Muspole Street Norwich Norfolk NR3 1DJ , Mancroft
 Theatre Royal (Norwich) Trust Ltd, Theatre Royal Theatre Street Norwich Norfolk NR2 1RL ,
 Mancroft
 Top Up Wines, The Norwich Hearing Aid Company 21 St John Maddermarket Norwich NR2
 1DN , Mancroft

Torero, 19 Fye Bridge Street Norwich Norfolk NR3 1LJ , Mancroft
Trafford Arms, 61 Grove Road Norwich Norfolk NR1 3RL , Town Close
Trattoria Rustica, 20 Princes Street Norwich Norfolk NR3 1AE , Thorpe Hamlet
Travelodge, Temple House 8 - 12 St Vedast Street Norwich NR1 1BT , Thorpe Hamlet
Travelodge Norwich, Travelodge Hotel 14 Queens Road Norwich Norfolk NR1 3PR ,
Mancroft
Trinity URC, 1A Unthank Road Norwich NR2 2PA , Nelson
Trowel And Hammer, 25 St Stephens Road Norwich Norfolk NR1 3SP , Town Close
Tuckswood Convenience Store, 20 Sherwood Road Norwich NR4 6AB , Lakenham
Turtle Bay, 8 Swan Lane Norwich NR2 1HZ , Mancroft
UEA Campus, University Drive University Of East Anglia Norwich , University
Uni Booze, Unit 5B Mile Cross Business Centre Mile Cross Road Norwich NR3 2DY , Mile
Cross
Union House/The Shop, University Of East Anglia University Plain Norwich Norfolk NR4 7TJ
, University
University Of East Anglia, University Of East Anglia University Plain Norwich Norfolk NR4
7TJ , University
USA Chicken & Pizza, 216 Queens Road Norwich Norfolk NR1 3HG , Lakenham
Veenoo, Unit 1 The Terrace Castle Mall Norwich NR1 3DD , Mancroft
Viking Self Storage, Turnpike Close Norwich , Wensum
Vine Leaves, 55 Prince Of Wales Road Norwich Norfolk NR1 1BL , Thorpe Hamlet
Vue Cinema, 122-125 Castle Mall Norwich Norwich NR1 3DD , Mancroft
Wagamama, Ground Floor 408 Chapelfield Plain Chapelfield Norwich NR2 1SZ , Mancroft
Waitrose Ltd, Waitrose Ltd Church Lane Norwich Norfolk NR4 6NX , Eaton
Walnut Tree Shades, Walnut Tree Shades Old Post Office Court Norwich Norfolk NR2 1NG ,
Mancroft
Wanfo Pavilion Restaurant And Bar, 22 - 22A Prince Of Wales Road Norwich NR1 1LB ,
Thorpe Hamlet
Warings Life Store, 20 Westlegate Norwich NR1 3LR , Mancroft
Warwick St Social, The Mad Moose 2 Warwick Street Norwich Norfolk NR2 3LD , Nelson
Waterloo Food And Wine Convenience Stores Ltd, 122 Waterloo Road Norwich NR3 3HZ ,
Sewell
Waterloo Park, Waterloo Park Angel Road Norwich Norfolk NR3 3HX , Sewell
Watling Convenience Store, 39A Watling Road Norwich Norfolk NR7 9TL , Crome
Welcome Chinese Takeaway, 105 Bull Close Road Norwich Norfolk NR3 1NY , Sewell
Wensum Community Centre, Wensum Community Centre Hotblack Road Norwich NR2 4HN
, Wensum
Wensum Food And Wine, 27 Wensum Street Norwich NR3 1LA , Thorpe Hamlet
Wensum Park, Wensum Park Drayton Road Norwich Norfolk NR3 2DQ , Mile Cross
West Earlham Community Centre, West Earlham Community Centre Wilberforce Road
Norwich Norfolk NR5 8ND , University
West End Retreat, West End Retreat Browne Street Norwich Norfolk NR2 4QY , Mancroft
Wild Man, 29 Bedford Street Norwich Norfolk NR2 1AG , Mancroft
Wild Stallion Dance Ranch, 193C Plumstead Road Norwich Norfolk NR1 4AB , Crome
Wild Thyme, Fire Station Stables Labour In Vain Yard Norwich Norfolk NR2 1JD , Mancroft
William And Florence, 111 Unthank Road Norwich Norfolk NR2 2PE , Nelson
William IV Inn, 33 Quebec Road Norwich Norfolk NR1 4AU , Thorpe Hamlet
Windmill, The Windmill Public House Knox Road Norwich Norfolk NR1 4LQ , Crome
Woodgrove Cafe, 2 Woodgrove Parade Norwich NR3 3NS , Catton Grove
Woolf And Social Limited, 21 - 23 Nelson Street Norwich NR2 4DW , Wensum
Woolpack, 9 Golden Ball Street Norwich NR1 3EH , Mancroft
Workshop Bar/Cafe, 53 Earlham Road Norwich Norfolk NR2 3AD , Nelson
WOW Pizza, 141 Aylsham Road Norwich NR3 2AD , Mile Cross
Xpress Stores, J F Drake Convenience Store 219 Queens Road Norwich Norfolk NR1 3AE ,
Lakenham

Yo! Sushi, 403 Chapelfield Plain Chapelfield Norwich NR2 1SZ , Mancroft
York Tavern, York Tavern 1 Leicester Street Norwich Norfolk NR2 2AS , Town Close
Yummy Yummy Tasty Food Ltd, 2D Larkman Lane Norwich NR5 8TX , Bowthorpe
Zaks Family Diner, Mousehold Heath Gurney Road Norwich Norfolk NR1 4HW , Catton
Grove
Zaks Waterside Restaurant And Bar, Waterside Barrack Street Norwich Norfolk NR3 1TS ,
Thorpe Hamlet
Zizzi, 25 Tombland Norwich Norfolk NR3 1RF , Thorpe Hamlet



Regulatory Subcommittee

10:00 to 16:15

13 May 2019

Present: Councillors Stutely (chair), Ackroyd, Brociek-Coulton

Apologies: Councillor Thomas (Va)

1. Declarations of Interest

There were no declarations of interest.

2. Highways act 1980: application for licence to place tables and chairs on the highway - Gardeners Arms, 2-8 Timberhill, Norwich, NR1 3LB.

Phil Cutter, the landlord of the Gardeners Arms attended for this item.

The environmental protection, licensing and markets manager presented the report. The application was to place 10 tables and 30 chairs in an area adjacent to the Gardeners Arms on Timberhill, between the hours of 08:00 and 21:00 from March to October. The police had provided a representation detailing a number of suggested conditions to which the applicant agreed.

The applicant, Phil Cutter, landlord of the Gardeners Arms addressed the committee, he had been the landlord for 32 years and highlighted that the Gardeners Arms had an existing tables and chairs licence in place since September 1995. The area in the application was redeveloped by the city council 5 years ago but was underused, it was the location of street drinking and this precluded others from wanting to use the space. The intention was to use the area as an extension of the business's food operation. Local traders he had spoken with were positive about the application.

In response to member questions Mr Cutter said the application did not include umbrellas and that the impact of birds in the area would be monitored. The lectern in the plans would be used to mark an entrance point to the seating area; there would be two dedicated staff for the seating area which would allow one member of staff to bring out food. A bookings system would operate for tables. All food and drink would be served to those seated. The intention was to implement an electronic ordering system if the application was successful.

David Foskett, managing director of Moss and Leakey opticians, asked why no operational plan detailing how the area would work had been included with the application. He had no confidence the area would be adequately staffed.

Mr Cutter said the intention was to serve substantial meals to those in the seating area. Mr Foskett asked how this would be managed, what if friends joined those seated, what stage were meals considered to be finished, would people stay and drink after their meals at the table.

Mr Foskett asserted that there were a number of issues with the operation of the current tables and chairs area that the business already operated.

(The meeting was suspended for ten minutes to allow the committee to take legal advice.)

The environmental protection, licensing and markets manager said that no complaints had been brought to his attention within the last four to five years in reference to the Gardeners Arms current tables and chairs licence. Before that period there had been complaints and these had been dealt with by offering advice to the licensee on the placement of barriers surrounding the area. The committee asked the police licensing officer if she was aware of any complaints in relation to the current licence. She confirmed that there were no complaints this year, there had been one complaint on the day of the Lord Mayor's celebration last year and the licensee had been offered advice in response to this complaint. There had been issues previously but nothing in the last couple of years.

Mr Cutter said in 2012/13 the current licence for tables and chairs was granted, he approached Mr Foskett and asked him if he experienced any issues to contact him directly. Mr Foskett said that they felt their complaints were not listened to and had admitted defeat.

(The committee adjourned for ten minutes to allow order to resume.)

In response to the committee's question Mr Cutter said people turning up at the licence area with a drink in hand wanting to sit down would be directed back to the pub or the current tables and chairs area directly outside the pub. When they finished their meal and were finishing a bottle of wine they would be allowed to remain at the table but not to buy further drinks. In terms of responding to people standing around outside the permitted area, they would be asked to move back up to the pub or the other tables and chairs area. Most people were very reasonable when asked to move on but if any problems they would call the police for assistance. Security staff were employed on the day of big events such as the world cup but the new application did not seek to have tables and chairs out on these days. If people overspill from the current tables and chairs area they were asked to come back into the barriered licenced area.

Mr Foskett stated that the current licenced tables and chairs area was not well managed. They experienced lots of mess outside the business which they attributed to people drinking in the licenced area.

In response to members questions regarding managing those leaving the area to smoke, Mr Cutter said there was adequate seating in the area with three benches and two trees with brick surrounds. The application was for an area of seating on a slope and sturdy furniture would be used to combat any problems with this as it would be cut to sit on the slope adequately. Food would be served until 21:00 with the last food order taken at 19:00.

The police licensing officer said that this application represented a first for Norwich, it was accepted that it would need to be managed closely. The application came from a business operating successfully for number of years which had not received any recent complaints. Concerns relating to crime and disorder could be addressed in the conditions.

Mr Foskett said 16 years ago, he opened his business on Timberhill as a flagship store. Since the smoking ban, smokers had moved out on to the street causing problems with mess, damage to the front of the business, dirty glass, drinks on windowsills, broken glass and this had deterred people from walking along Timberhill. They considered nothing got done when they complained and therefore admitted defeated and stopped complaining.

Mr Foskett raised an earlier tables and chairs application for another business from 2008. The chair took advice from the legal advisor to the committee that it was not relevant to the application being heard in that it was a different application, relating to a different location and did not constitute a precedent for the committee to consider.

He asked Mr Foskett to summarise the points he wished to highlight from the application and these were agreed as:

- Erosion of highway space
- Highway obstruction
- Noise nuisance

Mr Foskett presented his concerns to the committee, he was surprised the application included no environmental report as there was a pigeon and rat problem in the area. He considered that the business and operation plan for the area should have been presented with the application to provide clarity. He was not certain how many staff would be in place and how tables and chairs would work on sloping ground. People would travel between the two tables and chairs areas with glasses in their hands and this would be intimidating and deter people from using Timberhill.

Mr Cutter acknowledged that this had never been done before and said there might be initial problems but these would be worked through with the police and licensing officers.

RESOLVED, unanimously to defer consideration of the application to 10 June 10:15 and ask the applicant to provide a more detailed operational plan to include:

- (1) The conditions suggested by Norfolk Constabulary;
- (2) Maintenance of the area and where the lectern would sit;
- (3) Reference to a guaranteed number of staff;
- (4) How the area would work in practical terms;
 - a) Including how parties with some eating and some not would be managed, what happened when customers tried to enter the area with drinks, and what happened once a meal had finished.

- b) Details of the furniture to be used and lectern, including how health and safety issues of being on a slope would be resolved;
- c) Details of finish time, set up and where the furniture would go when it was packed away

***3. EXCLUSION OF THE PUBLIC**

RESOLVED to exclude the public from the meeting during consideration of items *4 to *7 below on the grounds contained in paragraphs 1 and 3 of Part 1 of Schedule 12(A) of the Local Government Act 1972, as amended.

***4. Suspension or revocation of Norwich City Council private hire drivers licence number No. 16/01887/HACKD - (Paragraphs 1 and 3)**

The applicant attended with his legal representative and requested an adjournment of the item to a later date. The applicant's legal representative requested more time in order to conduct enquires on his client's behalf.

RESOLVED, unanimously, to adjourn the suspension or revocation of Norwich City Council private hire drivers licence number no. 16/01887/hackd to the next meeting of regulatory subcommittee.

***5. Application for renewal of a hackney carriage drivers licence – application ref: 19/00123 HACKD (Paragraphs 1 and 3)**

The applicant attended and requested an adjournment of the item to a later date. The applicant requested more time in order to seek legal advice.

RESOLVED, unanimously, to adjourn application for renewal of a hackney carriage drivers licence – application ref: 19/00123 hackd to the next meeting of the regulatory subcommittee.

***6. Application for grant private hire drivers licence – application ref: 19/00241 PHDRIV (Paragraphs 1 and 3)**

(The applicant and the environmental protection, licensing and markets manager were admitted to the meeting. The applicant produced his DVLA licence for inspection by the committee. A copy of the report was provided to the applicant at the meeting.)

The applicant explained the circumstances of the allegation against him and confirmed he had no outstanding charges or offences to answer to. He understood he was able to seek legal representation and have a representative attend with him.

(The applicant and the environmental protection, licensing and markets manager left the meeting at this point.)

The subcommittee considered the circumstances surrounding the allegation against the applicant, the committee had reviewed the evidence and did not speculate on information they did not have and considered the applicant passed the fit and proper person test.

RESOLVED, unanimously, to grant private hire drivers licence – application ref: 19/00241 PHDRIV until August 2019.

(The applicant and the environmental protection, licensing and markets manager were admitted to the meeting. The legal advisor informed the applicant of the subcommittee's decision and listed the reasons for this decision as minuted above. The legal advisor advised the applicant that he would receive written notification of the subcommittee's decision. The applicant and the environmental protection, licensing and markets manager then left the meeting.)

***7. Application for grant private hire drivers licence – application ref: 18/01776 PHDRIV (Paragraphs 1 and 3)**

(The applicant and the environmental protection, licensing and markets manager were admitted to the meeting. The applicant produced his DVLA licence for inspection by the committee. A copy of the report was provided to the applicant at the meeting.)

The environmental protection, licensing and markets manager presented the report.

The applicant explained the circumstances of the convictions against him and confirmed he had no outstanding charges or offences to answer to. He understood he was able to seek legal representation and have a representative attend with him.

(The applicant and the environmental protection, licensing and markets manager left the meeting at this point.)

The subcommittee considered the circumstances surrounding the convictions against the applicant and considered the actions were now outside the current character of the applicant, and was a single occurrence over an eight year period which was unlikely to be repeated.

RESOLVED, unanimously, to grant private hire drivers licence – application ref: 18/01776 PHDRIV.

(The applicant and the environmental protection, licensing and markets manager were admitted to the meeting. The legal advisor informed the applicant of the subcommittee's decision and listed the reasons for this decision as minuted above. The legal advisor advised the applicant that he would receive written notification of the subcommittee's decision. The applicant and the environmental protection, licensing and markets manager then left the meeting.)

(The public were readmitted to the meeting at this point)

8. Town Police Clauses Act 1847/ Local Government (Miscellaneous Provisions) Act 1976: application to licence as a hackney carriage a Ford ProCab fitted with 8 passenger seats.

Natasha Morrison of A2B Taxis and Lucy Bradley of Cab Direct attended for this item

Members of the committee inspected the proposed hackney carriage.

The environmental protection, licensing and markets manager presented the report. In response to a member question he said there were no safety concerns with the seats in the vehicle.

Natasha Morrison explained that the business A2B taxis specialised in offering provision to individuals with disabilities. They purchased a Ford Procab as it was very disability friendly, older styles of hackney carriage allowed wheelchairs users to enter in reverse position along running boards and many users expressed anxiety about entering a taxi in this manner. The Procab offered a solid ramp which could be used to enter the taxi face forward by a wheelchair user.

The Procab also offered the ability to separate the front of the cab from the back of the cab, offering two seats in the front as well as the driver's seat. The company operated a number of contracts to taxi disabled children whom were accompanied by a carer or personal assistant to school. This ability to separate passengers enabled them to transport two children with assistants.

RESOLVED, unanimously, to grant a hackney carriage vehicle licence for a maximum of 8 passengers with the current 8 seat configuration and to take no enforcement action under the relevant byelaw as detailed in the report until the byelaws can be altered.

CHAIR



Regulatory Subcommittee

14:00 to 15:45

10 February 2020

Present: Councillors Stutely (chair), Maxwell, McCartney-Gray, Oliver (item *4 onwards) and Schmierer

1. Declarations of Interest

There were no declarations of interest.

***2. Exclusion of the Public**

RESOLVED to exclude the public from the meeting during consideration of items *3 and *4 below on the grounds contained in paragraphs 1 and 3 of Part 1 of Schedule 12(A) of the Local Government Act 1972, as amended.

***3. Application for renewal of a private hire drivers licence: case numbers 19/01617/PHDRIV**

(The applicant, the licensing assistant and the public protection team leader were admitted to the meeting. The applicant produced his DVLA licence for inspection by the committee. A copy of the report was provided to the applicant at the meeting.)

The applicant explained the circumstances of the endorsements against him and answered member's questions. He understood he was able to seek legal representation and have a representative attend with him. The applicant advised he had no pending matters outstanding.

The legal advisor noted that the report stated the applicant had failed to declare his convictions to the council but that he had no convictions which required declaring within the Green Book rules.

(The applicant, the licensing assistant and the public protection team leader left the meeting at this point.)

The subcommittee considered the circumstances surrounding the endorsements against the applicant. The committee reviewed the evidence and did not speculate on information they did not have.

RESOLVED, unanimously, to renew private hire driver's licence: case number 19/01617/PHDRIV

(The applicant, the licensing assistant and the public protection team leader were admitted to the meeting. The chair informed the applicant of the subcommittee's decision and listed the reasons for the decision as minuted above. The legal advisor advised the applicant that he would receive written notification of the subcommittee's decision. The applicant, the licensing assistant and the public protection team leader then left the meeting.)

(Councillor Oliver joined the meeting at this point)

***4. Application for renewal of a hackney carriage driver's licence – application ref: 19/01465/HACKD**

(The applicant, the licensing assistant and the public protection team leader were admitted to the meeting. The applicant produced his DVLA licence for inspection by the committee. A copy of the report was provided to the applicant at the meeting.)

The applicant explained the circumstances of the convictions against him and answered member's questions. He understood he was able to seek legal representation and have a representative attend with him. The applicant advised he had no pending matters outstanding.

The chair asked the applicant why he had failed to disclose his convictions to the council as he was obliged to. The applicant stated that he had emailed and produced a screen shot print out of an email. The licensing assistant advised there was no record of an email being received.

It was noted that the applicant had been before committee on 10 June 2019 and members had reviewed the report and minutes of that meeting. It was noted that the caution relating to this incident was still shown on the applicant's full disclosure list. The applicant advised in June that the caution was not valid and would be removed. The applicant advised that he did not know that he was required to do anything in order to have the caution removed. The chair advised he recalled the discussion from June's committee and the applicant had advised that this would be actioned.

Regarding the applicant's convictions the legal adviser asked if he pleaded guilty at court and the applicant confirmed he had, the legal adviser asked if he accepted he had not notified the council of his convictions or his change of address within the required seven day period which the applicant accepted he had not.

(The applicant, the licensing assistant and the public protection team leader left the meeting at this point.)

The committee considered the applicant had not declared his two convictions to the council as required to by his licence. The committee considered the council's conviction policy and took account of the committee report and minutes from the June 2019 committee.

The subcommittee considered the circumstances surrounding the convictions against the applicant. The committee reviewed the evidence and did not speculate on information they did not have.

RESOLVED, unanimously, to refuse the renewal of Hackney Carriage driver's licence to the applicant (application reference 19/01465/HACKD) as the committee considered that the applicant did not satisfy the test of being a fit and proper person to hold such a licence under s51 LG(MP)Act 1976.

(The applicant, the licensing assistant and the public protection team leader were readmitted to the meeting. The chair informed the applicant of the subcommittee's decision. The legal adviser advised the applicant that he would receive written notification of the subcommittee's decision and of his right to appeal to the Magistrates' court within 21 days of receipt of the written notification. If the applicant chose not to appeal, he could apply again for a licence in the future).

(On being told of the decision the applicant shouted at members of the committee, he said his treatment by the committee was "double standards" and shouted "shame" repeatedly at members. The committee officer asked the applicant to leave and he left still shouting.)

CHAIR

