

16. The premises are situated in a pedestrianised area of Edmonton Green. The footway in front of the Merkur Slots premises runs generally east to west. Immediately next door and to the east is the Betfred Bookmakers and to the west is a large Lidl Supermarket – Image A1 .
17. Betfred is the only bookmaker premises in the vicinity of Merkur Slots. The Betfred premises trades Monday to Sunday 07:30hrs to 22:00hrs. There are other Bookmakers within Edmonton Shopping Centre but they are some distance away and unlikely to impact on the operation of the Merkur Slots premises.
18. There are no other Adult Gaming Centres at this location and no other premises that operate a similar business model to Merkur Slots premises.
19. There are only a small number of other shops in the vicinity of the Merkur Slots premises which include a Pharmacy, Café , Barbers, Chinese Medical Centre, Opticians, a Clothing Shop and a Western Union Money transfer premises. All of these premises were closed for the period of observations.
20. Opposite the Merkur Slots premises are fast food shops, The Lime Tree Café, Hi Wok take away and the Baraja Bakery. The Hi Wok was open when observations commenced but had closed by 21:30hrs, as had all the other premises.
21. At the eastern end of the pedestrian area is Edmonton Green Market which has numerous market stall premises and leads into Edmonton Green Shopping Centre though all of this area was closed at the time of observations – Image A2, A3, A4.
22. Parking in the surrounding streets is restricted by double yellow lines and residents parking permits. There is a large car park available that serves Edmonton Shopping Centre.
23. The location is well served for public transport with the main bus station only 100 metres from the Merkur premises at Edmonton Green providing transport away from the town centre. Edmonton Rail Station is within 150 metres of the Merkur premises and provides another transport option both locally and with a connection to Central London. During the course of observations numerous licensed taxis / Ubers were seen serving the locality – Image A5, A8.
24. Opposite the Bus Station there is an additional transport option with a 24hr Mini cab office – Image A10, there are also a number of fast food take away / restaurant premises and a mini-supermarket – Image A11.
25. On the roundabout opposite the war memorial at 29 The Concourse is BIMs Burger Shop. This was a focal point for Deliveroo delivery riders to congregate with their motorcycles, though the pavement is wide enough at this point for them not to impact on passing pedestrians – Image A6, A7.
26. Away from the pedestrianised area the location has multiple side streets with privately owned and rented residential accommodation including some tower blocks that overlook the pedestrian area – Image A12.

27. In front of the Lidl Supermarket and near the Merkur Slots premises the paved area extends and a number of benches are located.
28. There are no public houses or bars in the immediate vicinity of the Merkur Slots premises.
29. There are no religious premises or schools in the immediate vicinity of the Merkur Slots premises and no children were seen in the area at the time of these overnight observations.
30. The area is well lit and illuminated from street lighting, lighting from the Bus Station and shop front lights. I had clear and unobstructed views throughout the observations.
31. Photographic images of what was seen were obtained to support my findings. These images are documented in Appendix A.

Covert Observations

32. On Thursday 22nd September at 20:45hrs observations commenced and went through the night until 05:45 hours on Friday 23rd September 2022.
33. The Merkur Slots premises were open as were the adjacent premises, the Betfred Bookmakers and Lidl supermarket. The Merkur premises had a smart corporate and professional looking frontage that was well maintained and clean. There was no evidence of anti-social behaviour – Image A1.
34. From around 21:50hrs I positioned myself in the vicinity of the Betfred Bookmakers as it was closing for the evening. There was no evidence of criminality, additional noise or anti-social behaviour as the premises closed – Image A13.
35. At 22:01hrs 5 customers, 4 men and 1 woman left Merkur Slots premise. They walked past where I was standing and I could hear them talking. There was no disturbance or anti-social behaviour – Image A14.
36. At 22:06hrs the staff from Betfred Bookmakers left the premises, locked the front door and walked away in the direction of the bus station. Again, there was no disturbance or anti-social behaviour – Image A15 .
37. At 22:11hrs a group of young men were seated or standing by the benches outside Lidl Supermarket, some were drinking from what I believed to be beer cans and were occasionally shouting. None of these men were linked to the Betfred Bookmakers or the Merkur Slots premises – Image A16.
38. At 23:24hrs I was in the vicinity of the Merkur Slots premises and surrounding area, there was no evidence of additional noise or anti-social behaviour – Image A17, A18, A19.

39. At 23:25hrs I saw a white male in a blue casual track-suit approach the front door of the Merkur premises. I heard the buzz of the security bell and the man then walked into the premises and out of sight – Image A19.
40. At 00:47hrs I was in the vicinity of the Merkur Slots premises and surrounding area, there was no evidence of additional noise or anti-social behaviour – Image A20, A21, A22.
41. Between 01:00hrs and 01:40hrs I conducted a covert visit to the Merkur Slots premises at 19, The Concourse. As I approached I could see signage on the front door that stated no smoking on the premises, over 18' only, no alcohol and that CCTV was in use.
42. The design of the frontage meant I was unable to see into the premises from the street. The premises were advertised as being open for 24-hrs per day.
43. The front door was locked, there was a CCTV camera to my left with a push button that I pressed. The door was unlocked and opened by a member of security staff who was wearing a blue blazer saying security and had a lanyard around his neck that held an SIA badge. He greeted me and I walked in.
44. Once inside the entrance I saw there was an information board on my right. On this board were Merkur Slots information documents, premises rules, policies and licenses. The documents displayed included:
- i. The premises licence.
 - ii. The company codes of practice.
 - iii. It was a no smoking venue.
 - iv. Think 25 poster.
 - v. GamCare poster.
45. I walked through the premises and could see there was a series of gaming machines going from the front to the back of the premises along both walls. The floor was carpeted providing a lounge style effect and at the rear of the premises was a reception area. Behind a Perspex shield was an area for preparing drinks, this area appeared clean and tidy. Two other members of staff, wearing Merkur liveried black shirts with black trousers were standing there.
46. I walked around the premises looking for a machine to play. There were 3 other customers playing machines, each was about 35 years old, they were all male casually addressed and each appeared to be on their own. I selected a machine along the left-hand wall near the front of the premises and sat down.
47. I began to play a machine when I was approached by a member of staff who I had seen at the rear of the premises. He asked if I would like a drink and I asked what

was available. He explained that there were soft drinks or coffee and I asked for a black coffee. He walked off returning with the coffee a few minutes later.

48. I continued to play the machine and noted that both staff I had seen at the rear of the premises were cleaning, one with spray, wiping down the machines while the staff member I had spoken to had a hand-held vacuum and was cleaning the carpet in different areas.
49. I paused playing my machine and spoke to the member of staff who had brought my coffee and asked if the toilet was at the rear of the premises. He confirmed that it was but then explained that it was out of order, there had been a leak, a plumber had been to look at it and would be returning in the morning.
50. I returned to playing the machine, neither I or any of the other 3 customers were pressurised or encouraged to spend money and I did not see anyone who was vulnerable or drunk. The staff were friendly and polite and the premises clean and tidy.
51. During the course of my visit no other persons entered the premises. I stood up to leave and as I did so the security guard walked to the front door and unlocked it. I thanked him and walked out of the premises at 01:19hrs. As I went out through the door there was no one loitering outside or looking to gain entry. There was no anti-social behaviour inside or outside in the vicinity of the premises – Image A23.
52. At 01:41hrs I saw an elderly male and female couple standing at the paved area in front of the Lidl Supermarket. The female was shouting at the male who was clearly very drunk. They were joined by another elderly couple and stood by the scaffolding close to Domino's Pizza delivery shop opposite the bus station. None of these people were linked to the Merkur Slots premises and after a short while walked away towards the bus station and out of my sight – Image A24.
53. As the night progressed there was some footfall and local traffic but nothing out of the ordinary. I obtained images from the vicinity of the Merkur Slots premises which demonstrate there was no evidence of any anti-social behaviour or criminality – Image A25, A26, A27, A28, A29, A30, A31.
54. At 05:45hrs I concluded my observations – Image A32.

Summary

55. During the observation periods I found no evidence of anti-social behaviour or criminality at the Merkur Slots premises or linked to it.
56. Early on during my observations at 22:11hrs I witnessed a group of young men at the benches outside Lidl Supermarket, some were drinking from what I believed to be beer cans and were occasionally shouting. None of these men were linked to the Betfred Bookmakers or the Merkur Slots premises.
57. At 01:41hrs I saw the elderly drunk male with his wife and another couple. None of these people were linked to the Merkur Slots premises.

58. During the course of my observations I saw no other evidence of anti-social behaviour, begging, crime and disorder, drug dealing or other groups of youths loitering in the area.
59. People entering the Merkur Slots premises were supervised on entry and whilst on the premises to ensure that anyone heavily intoxicated, juveniles or other vulnerable people didn't gain access.
60. The visit to these premises established that they are well run and that there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.
61. At Merkur Slots premises the demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.
62. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:
- Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.
 - Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.
 - In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.
 - Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.
63. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.
64. In conclusion, from this visit and my visits to other Merkur premises it is my opinion these types of 24-hour gaming premises are well run and do not increase anti-social behaviour, noise or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure or wider local community.

65. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Nick Mason - Consultant
Leveche Associates Limited
23rd September 2022



Appendix A

Observation Images

22nd - 23rd September 2022

Merkur Slots

19 The Concourse
Edmonton Green
N9 0TQ

Leveche Associates Ltd

Nightingale House
46-48 East Street
Epsom
Surrey KT17 1HQ

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A1

20:55hrs

Merkur Slots 19 The Concourse Edmonton Green



Image A2

20:57hrs

Edmonton Green Market

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A3

20:57hrs

Edmonton Green Market looking towards Merkur Slots

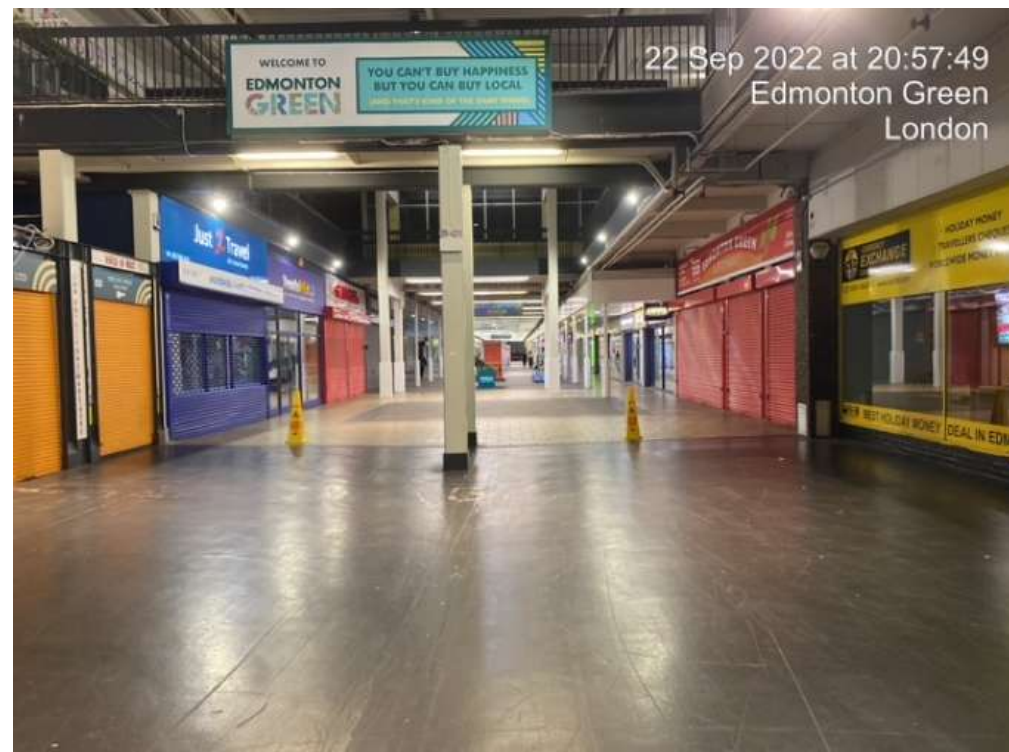


Image A4

20:57hrs

Edmonton Green Market looking towards Shopping Centre

Mercur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A5
21:00hrs
Edmonton Bus Station

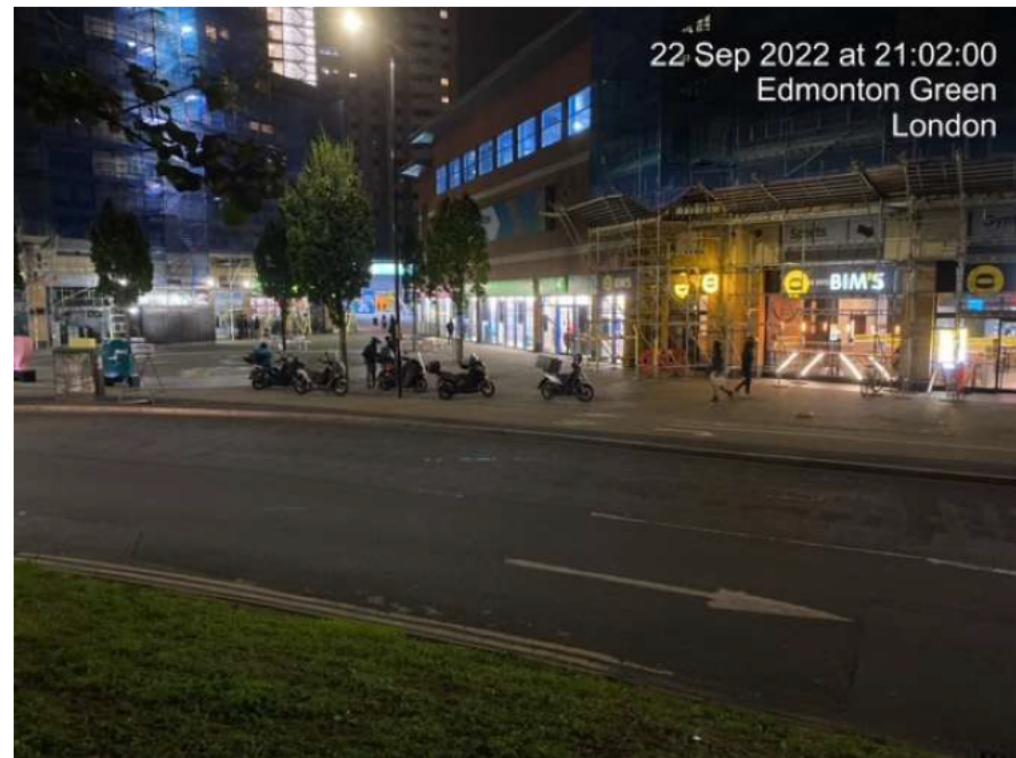


Image A6
21:02hrs
Deliveroo riders outside BIMS Burger shop

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022

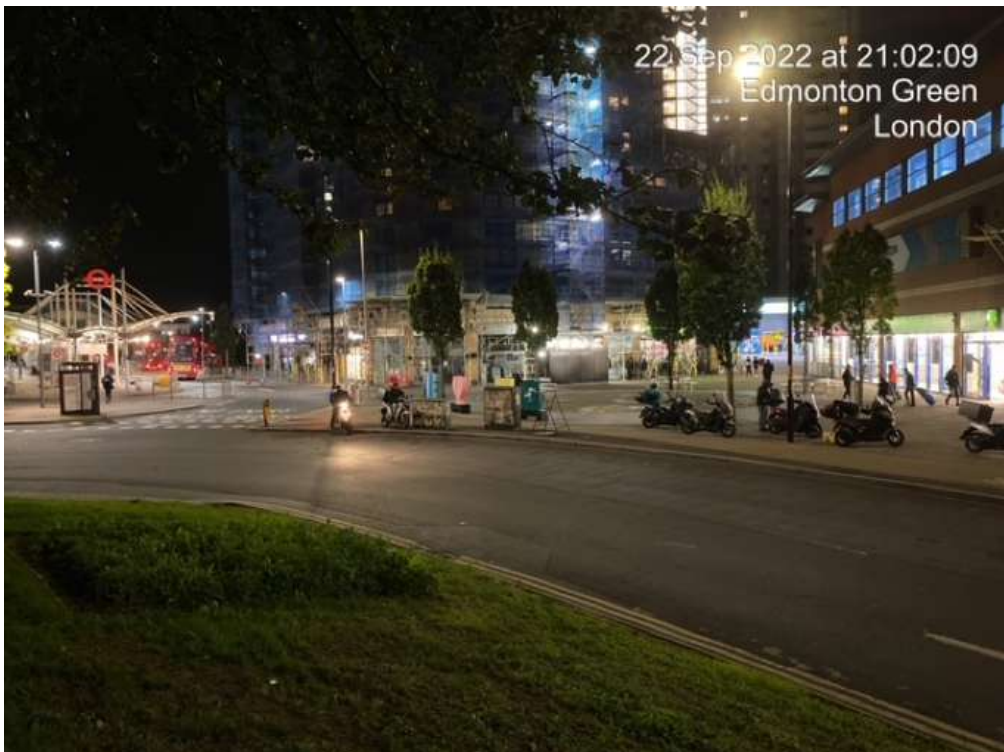


Image A7

21:02hrs

Deliveroo riders outside BIMS Burger shop

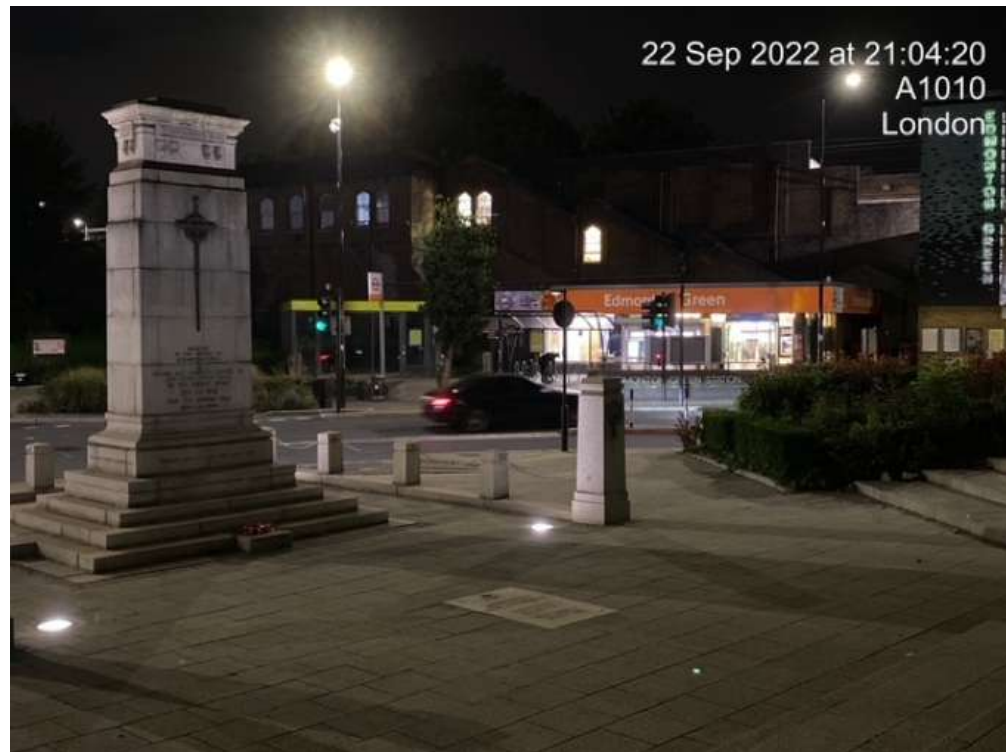


Image A8

21:04hrs

Edmonton Green Rail Station

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ

22nd -23rd September 2022



Image A9

21:08hrs

Merkur Slots 19 The Concourse Edmonton Green



Image A10

21:10hrs

24hr Mini Cabs opposite Bus Station

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022

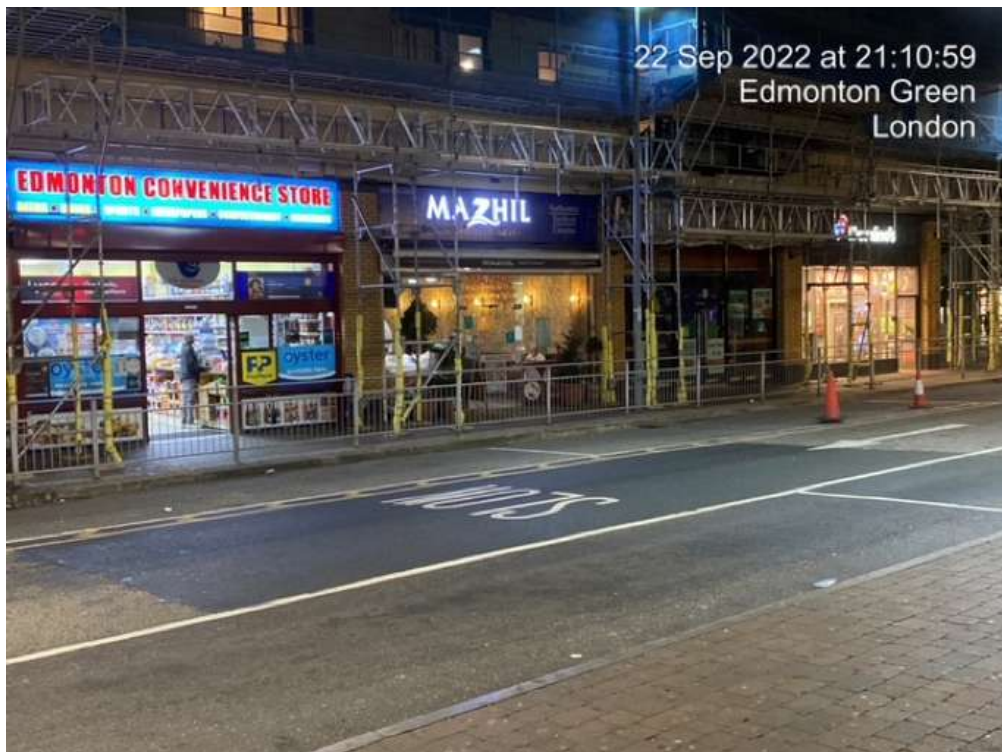


Image A11

21:10hrs

Food premises / Mini Supermarket opposite Bus Station

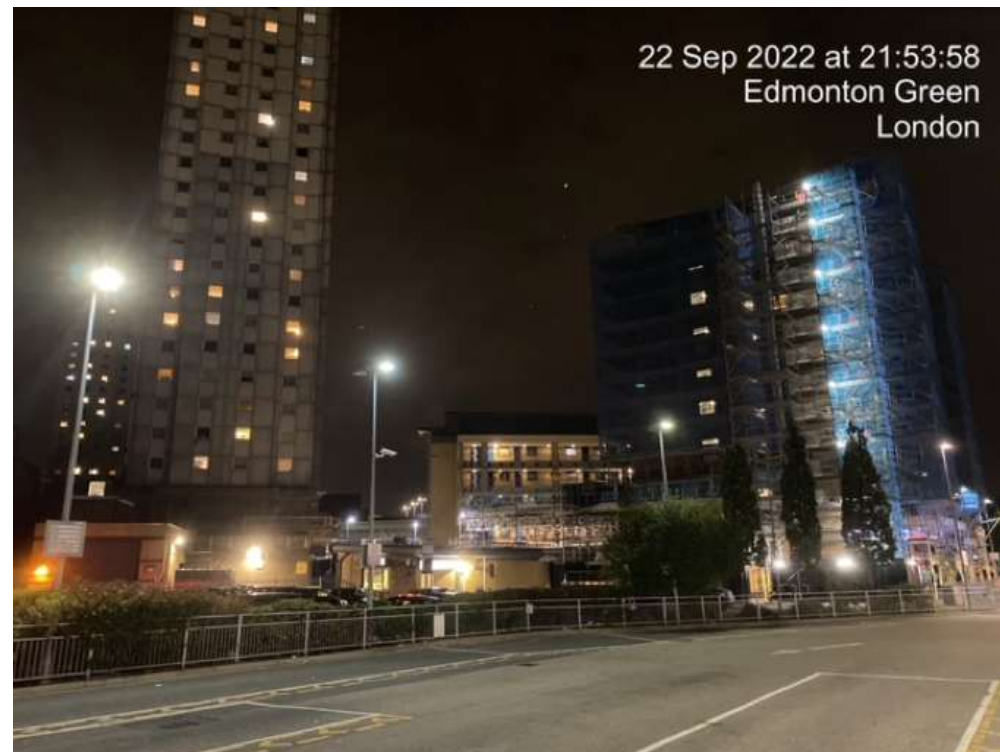


Image A12

21:53hrs

Residential Tower Blocks Edmonton Green

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A13

21:56hrs

Betfred Bookmakers



Image A14

22:01hrs

Customers leave Merkur Slots Edmonton Green

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022

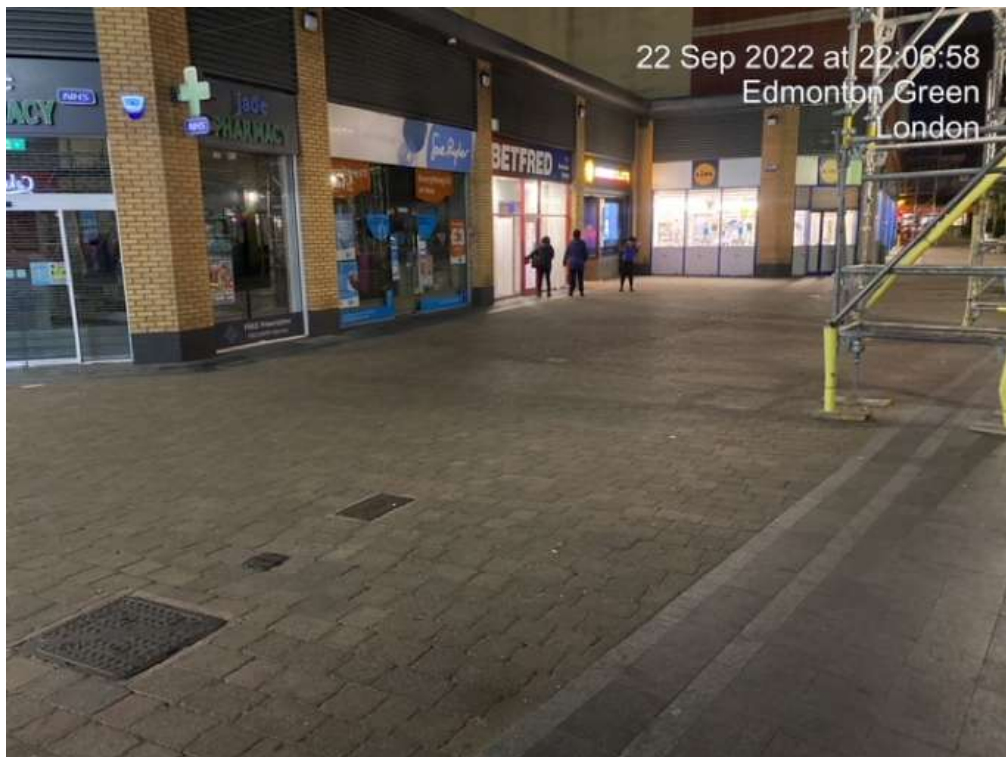


Image A15

22:06hrs

Betfred Bookmakers closing time

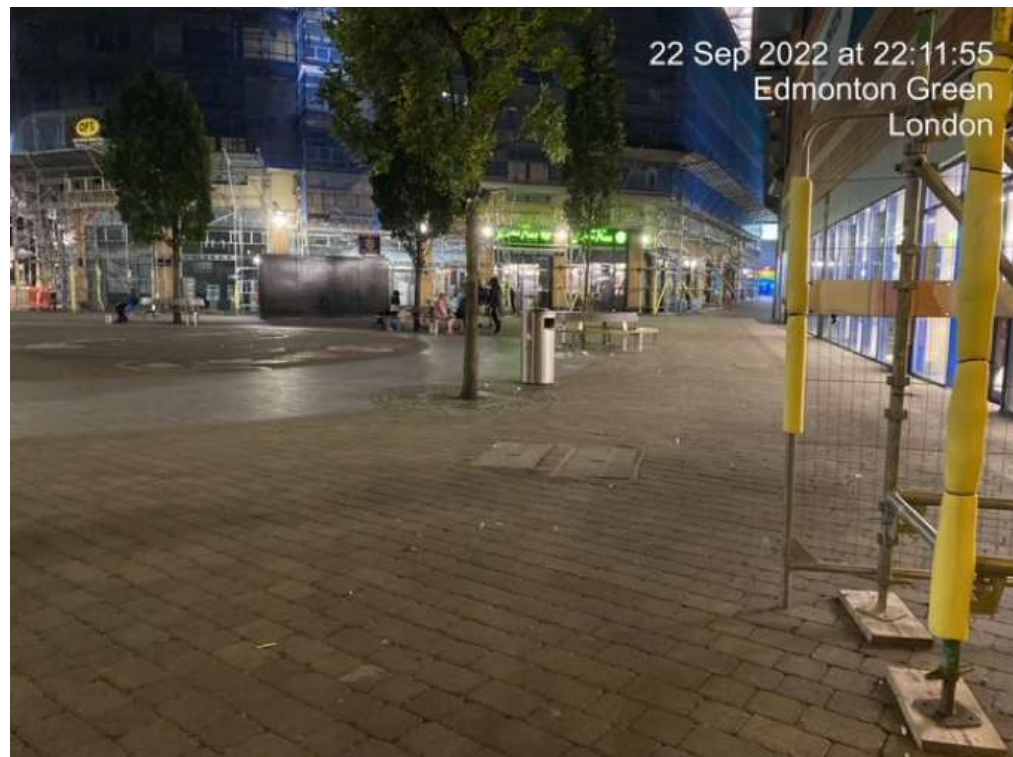


Image A16

22:11hrs

Paved area outside Lidl Supermarket

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A17

23:24hrs

Paved area outside Lidl Supermarket



Image A18

23:24hrs

Edmonton Bus Station

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A19

23:25hrs

Merkur Slots 19 The Concourse Edmonton Green

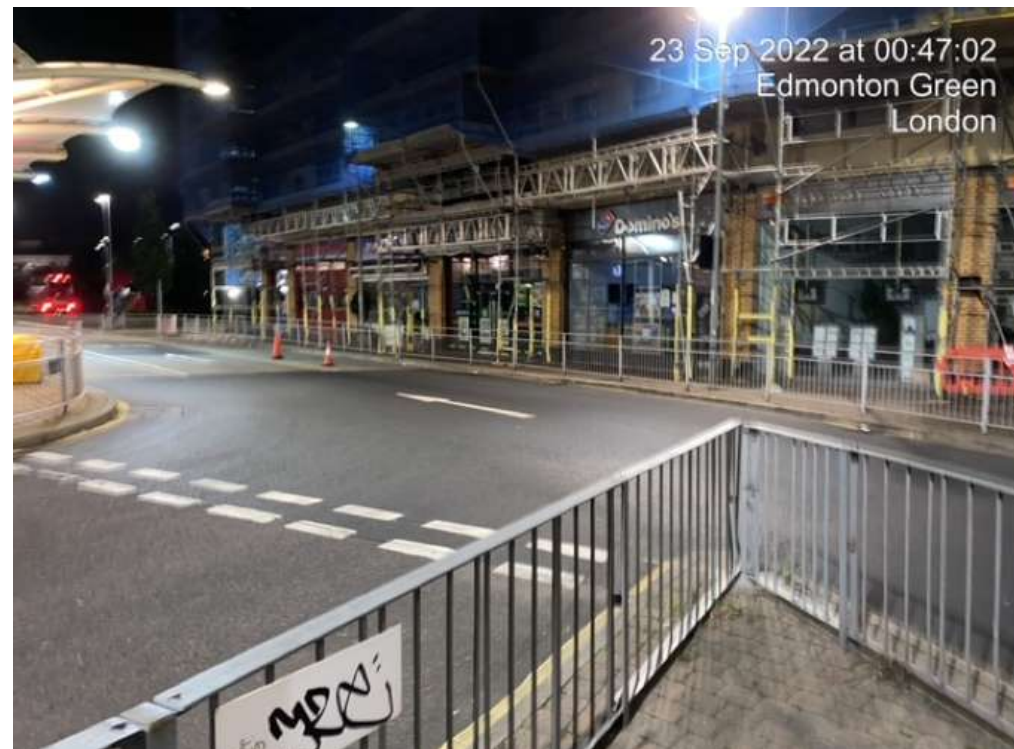


Image A20

00:47hrs

Food premises / Mini Supermarket opposite Bus Station

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022

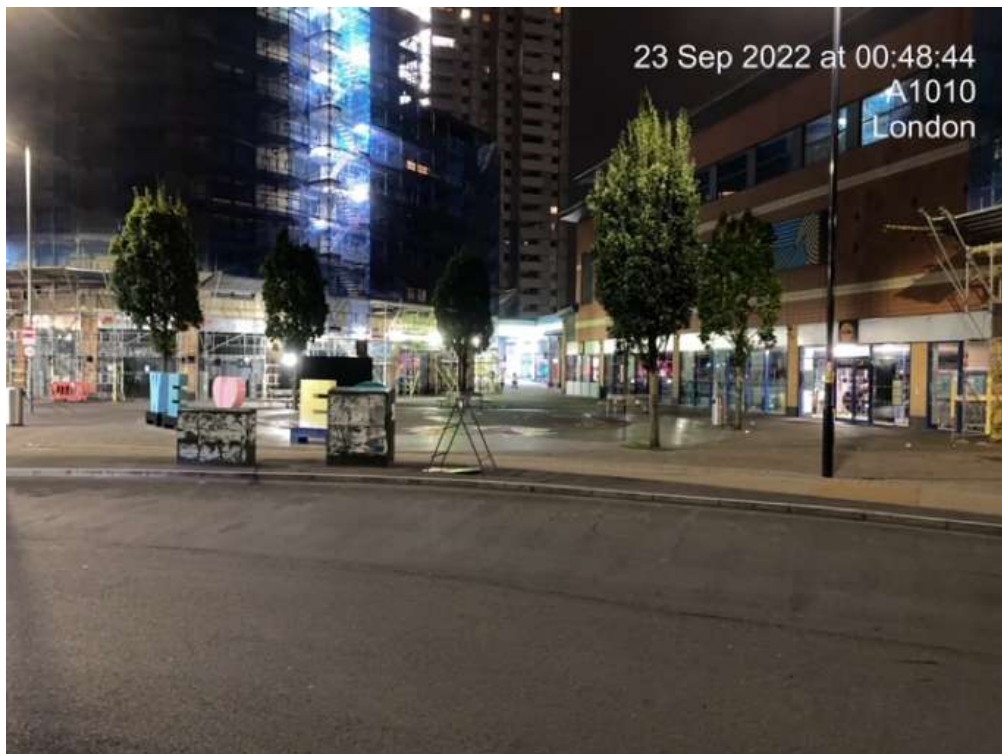


Image A21

00:48hrs

Paved area outside Lidl Supermarket



Image A22

00:52hrs

Merkur Slots 19 The Concourse Edmonton Green

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A23

01:19hrs

Merkur Slots 19 The Concourse Edmonton Green

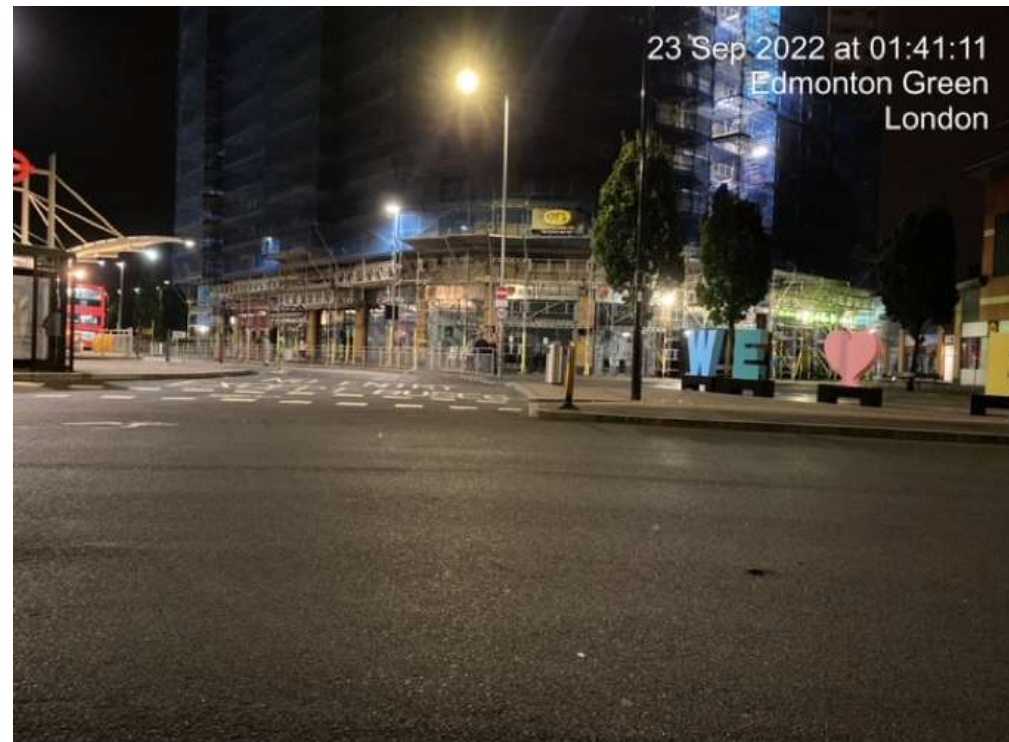


Image A24

01:41hrs

Paved area outside Lidl Supermarket

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A25

02:11hrs

Paved area outside Lidl Supermarket



Image A26

02:11hrs

Merkur Slots 19 The Concourse Edmonton Green

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A27

03:30hrs

Merkur Slots Edmonton Green

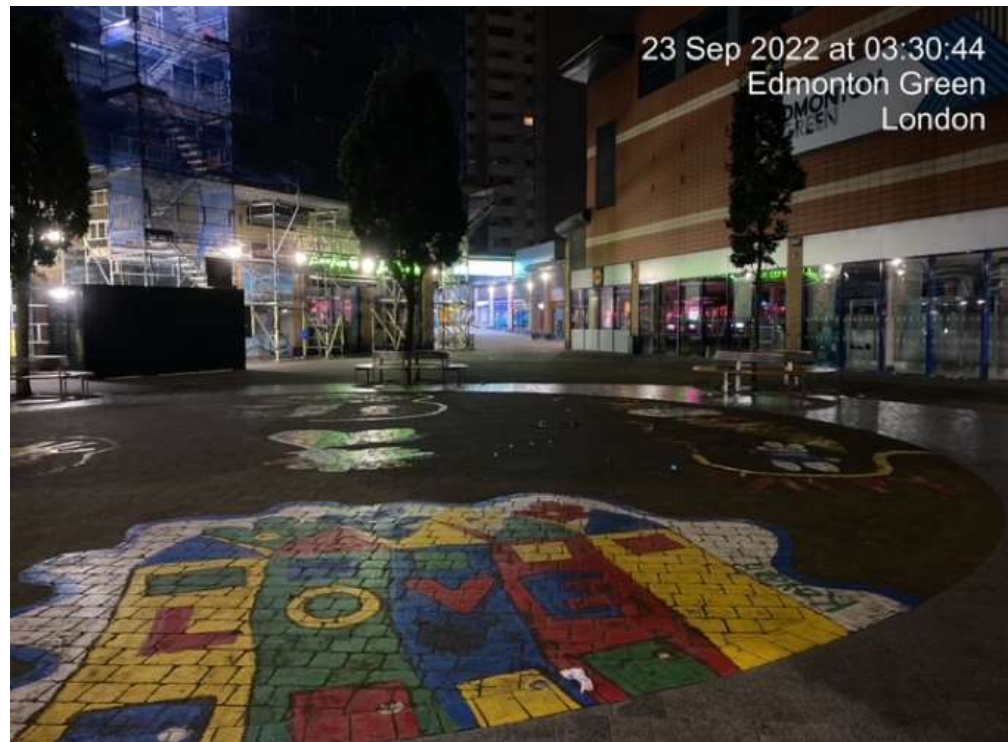


Image A28

03:30hrs

Paved area outside Lidl Supermarket

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A29

04:42hrs

Paved area outside Lidl Supermarket



Image A30

04:42hrs

Merkur Slots Edmonton Green

Merkur Slots
19 The Concourse Edmonton Green N9 0TQ
22nd -23rd September 2022



Image A31

05:44hrs

Merkur Slots Edmonton Green



Image A32

05:44hrs

Paved area outside Lidl Supermarket



Full Observation Report

**Stuart Jenkins – Licensing Consultant
Leveche Associates Limited**

Merkur Slots

33 Town Centre Hatfield AL10 0JX

Executive Summary

1. Observations were conducted on Merkur Slots 33 Town Centre Hatfield AL10 0JX and the surrounding area between 20:00 hours on Wednesday 10th August 2022 and 06:45 hours on Thursday 11th August 2022. One covert visit was made to the site and the surrounding area. The observations showed the premises are in a quiet pedestrianised shopping area in the Town Centre of Hatfield with some residential accommodation above the shops. The covert visit showed the premises to be well run with no issues. There are no other gaming premises with a similar operation to Merkur Slots in the area. From the observations, it is clear that Merkur Slots operating 24-hours a day does not create anti-social behaviour, noise or any other crime and disorder that would have a negative impact on nearby residents, the environment, local infrastructure, or wider local community.

Introduction

2. I have been instructed to conduct independent observations on the Merkur Slots premises at 33 Town Centre Hatfield AL10 0JX and the surrounding area.
3. Merkur Slots UK operate the venue which has a 24-hour licence under the Gambling Act 2005.
4. The premises come under the jurisdiction of the Hatfield Central Ward of Welwyn Hatfield Borough Council.

Personal – Stuart Jenkins

5. I am a former Police Officer having retired from the Metropolitan Police after completion of over 30 years exemplary service.
6. Throughout my police career the majority of my service was spent on specialist units engaged on proactive operations :- 1993–1997 Central Territorial Support Group (TSG) - Level 1 Public Order, firearms officer and dedicated surveillance officer; 1997–1998 CO14 Clubs & Vice Unit – test purchase officer and street offences investigations; 1998-2000 Charing Cross Division on promotion – overt and covert licensing operations; 2000-2008 CO14 Clubs & Vice Unit – lead officer for the investigation of serious criminal offences within licensed premises across London, test purchase officer, Pan-London licensing tactical advisor, Licensing Policy Development and Implementation for the Metropolitan Police Service (MPS) and intelligence unit supervisor; 2008-2018 Marine Policing Unit (MPU) – licensing lead for the MPU; licensing tactical advisor Notting Hill Carnival, covert licensing operations and intelligence unit supervisor. Marine intelligence and accreditation lead for the Queens Diamond Jubilee River Pageant and intelligence lead for the London Olympics 2012.
7. I was a Home Office qualified Crime Prevention Design Advisor.
8. I am the holder of the BTEC Level 3 Certificate (Security Industry Authority) – Close Protection Operative in the Private Security Industry.
9. I am the holder of a Personal Licence under the Licensing Act 2003.

Observations

10. I carried out my observations of 33 Town Centre, Hatfield AL10 0JX and the surrounding area between 20:00 hours on Wednesday 10th August 2022 and 06:45 hours on Thursday 11th August 2022.
11. The area felt safe with members of the public going about their business, working, shopping, and socialising.
12. The area is well lit and illuminated from street lighting and shop front lights. I had clear and unobstructed views throughout the observations.

13. During observations I concentrated on the pedestrian footfall, signs of criminality, begging, anti-social behaviour including any additional noise, vulnerable persons, other persons at risk and the general environment.
14. The Merkur Slots premises is situated in the main pedestrianised Town Centre in Hatfield which encompasses pedestrianised shopping streets and a large square. Many of these shops have residential properties above them too. The section of the Town Centre that Merkur Slots is in, runs generally east to west. No vehicular traffic pass the venue but pedestrians can pass the premises in either direction – Image A1.
15. Mainstream shops line the pedestrian Town Centre, Town Square and Market Place.
16. During the observations pedestrian traffic passing the Town Centre and Market Place was varied. Vehicular traffic varied and passed Hatfield Town Centre via the B6426 Bypass, Wellfield Road, The Common and Lemsford Road - Image A2 and A3.
17. East of and next to the premises is Jade Pharmacy 31 Town Centre AL10 0JT. To the west of and next to the premises is an empty shop. Other shops line the Town Centre, Town Centre Square and Market Place.
18. Hatfield Mainline Train Station is a 15-minute walk from the Town Centre.
19. The area of observations is densely populated with many retail premises, that include supermarkets, mini supermarkets, department stores, pubs, nightclubs, cafes, hairdressers, estate agents, charity shops, bookmakers, restaurants, fast-food shops, and pawn brokers which service the transient and residential population alike.
20. The area has a diverse community living together in a mixture of privately owned and rental accommodation.
21. The Town Centre is well served by public transport with a variety of bus routes, mainline rail and taxis. There was ample car parking available in a nearby pay and display car park and restricted parking in the side roads. These transport mediums allow the public to arrive and leave the area safely and quickly.
22. There are three other gambling premises in the Town Centre area, all of which close by 22:00 hours. Namely:
 - i. Betfred 19 Town Centre Hatfield AL10 0JT
 - ii. Bet Zone 88 Town Centre Hatfield AL10 0JT
 - iii. Ladbrokes The Common Hatfield AL10 0LU
23. These premises can be divided into two main types:
 - i. Betting premises not licensed to serve alcohol.

- ii. Gaming premises – Adult Gaming Centres (AGC) and Bingo Premises not licensed to serve alcohol.
24. There are no other gaming venues in Hatfield Town Centre with a similar business model to Merkur Slots UK.
25. There is one public house in the Town Centre called The White Hart, which is advertised as operating Monday, Tuesday and Wednesday 11:00 hours – 23:00 hours, Thursday 11:00 hours – 00:00 hours, Friday and Saturday 11:00 hours – 02:00 hours and Sunday 12:00 hours – 22:00 hours. At the time of my visit, it appeared to be well run and closed on time.
26. Throughout my observations in the Town Centre, Market Place and The Common I saw no begging taking place in the street, no street drinkers, vagrants, or drug dealing around the premises or the area.
27. Photographic images of what was seen during the observations were taken to support my findings and are documented in Appendix A.

Covert Observations

Deployment

28. I conducted my covert observations from 20:00 hours on Wednesday 10th August 2022 to 06:45 hours on Thursday 11th August 2022.
29. At 20:00 hours I arrived in the area of the Merkur Slots premises 33 Town Centre Hatfield and started my observations by monitoring the venue, the immediate area around it and the pedestrian footfall.
30. There was little pedestrian traffic in and around the Town Centre and Market Place. There were only a couple of shops open at the time of my arrival which included a hairdresser shop, large Asda Supermarket and takeaway / eat in premises. All of these remaining closed at various times between 21:00 hours and 00:00 hours. They were well run and had no issues.
31. Between 20:00 hours and 00:00 hours small groups of residents and visitors to the area sat in the Town Centre Square socialising with some using the public table tennis tables in the square. By 01:00 hours pedestrian activity was reduced to single people cycling or walking past Merkur Slots and through the Town Centre Square.
32. Between 00:10 hours and 00:25 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 4 pedestrians passed the venue.

33. Between 02:16 hours and 02:41 hours I conducted a covert visit to the Merkur Slots 33 Town Centre Hatfield.
34. At 02:16 hours I went to the entrance door. Entry was controlled by using a bell security entry system. On the glass of the door, I saw signage stating no under 18's, CCTV in operation, no alcohol and that a time delay lock was in operation.
35. After a short time, the door was opened and I was greeted by a male member of staff who invited me into the premises. This male was wearing a smart corporate clothing – Image A28.
36. He escorted me into the premises. I saw it was on one level which was carpeted and there were gaming machines of various types throughout the premises.
37. There was a reception desk to one side with a female member of staff behind it. She was smartly dressed in corporate clothing.
38. The male staff member asked me if I needed any help with the gaming machines or choosing one to play. I stated I was fine and chose a machine to play, towards the back of the premises.
39. He then asked if I would like a soft drink, water, coffee, or tea. I asked if I could get an alcoholic drink and he explained the premises weren't licensed for alcohol but the non-alcoholic drinks they provided were free for customers. I accepted his offer of a coffee.
40. After a couple of minutes, the male staff member brought over my coffee and stated if I needed any help to ask him or his colleague.
41. The staff member then left me to enjoy playing the machines. I was not pressurised or encouraged to spend money.
42. The hot and soft drinks were prepared at a reception desk area which was clean and tidy. During my visit no other customers came into the venue.
43. Whilst I was in the venue, I saw the staff cleaning, wiping down surfaces and completing a low-profile patrol checking on customers' needs and making sure they weren't underage or vulnerable. I felt safe, I was not pressurised to use the machines or to spend vast sums of money. The staff were friendly, polite, informative and I found the premises clean and tidy.
44. Before leaving I used the toilets which were clean and tidy. The toilets were regularly checked as shown by the toilet check sheet and there were Gamcare leaflets available for customers to take away.
45. At no time during my observations did I see anyone hanging around the premises. Customers arriving went straight into the premises and customers leaving left the area straight away. I left the premises at 02:41 hours – Image A29.

46. Between 02:45 hours and 03:00 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 0 pedestrians passed the venue.
47. Between 04:08 hours and 04:23 hours I counted the pedestrian footfall that passed the Merkur Slots premises in a 15-minute period. On this occasion a total of 0 pedestrians passed the venue – Images A40, A41 and A42.
48. At around 06:00 hours shop traders started to arrive to prepare and open their premises ready for the day ahead – Images A33, A34, A35, A36 and A37.
49. I remained in the area until I completed my observations at 06:45 hours when I left.

Summary

50. I found Merkur Slots Hatfield to have a smart, well-lit, and professional looking frontage. The premises were carpeted, with music playing in the background and the atmosphere was relaxed and welcoming. At the time of my visits to the location, I saw no evidence of crime and disorder, anti-social behaviour, excessive noise, littering, street drinking, drug dealing, begging or groups of youths hanging around.
51. People entering these premises were vetted before being allowed entry to ensure drunken or other vulnerable people didn't gain access to the premises.
52. It is clear the presence of Merkur Slots in the Town Centre does not lead to or result in people, who have been on a night out, staying in the city centre any longer than they had planned to.
53. Merkur Slots UK takes safer gambling seriously. This can be evidenced with the use of safeguarding programs such as:
 - Merkur 360 Program - To achieve higher standards of player protection Merkur have worked with G4 Global Gambling Guidance Group, which focuses on the provision of responsible gambling and has also implemented its own 360 responsible gambling program.
 - Think 25 Policy – Strict Over 18 Policy. All venues operate a Think 25 Policy whereby photographic ID is required to gain entry.
 - In View Tools – Staying in control is a key part of messaging in the Merkur venues. Leafleting and posters such as BeGambleAware and GamCam, can be found in the venues main area and in private places such as toilets.
 - Staff Training – Merkur Slots has developed a detailed training programme for all staff members including its own City and Guilds accredited training developed in partnership with YGAM and Betknowmore.

54. From my visits to many Merkur Slots Premises, I have found professional and attentive staff managing them. The premises are well run and there are clearly defined systems in place to ensure the premises operate in support of the gambling objectives and don't attract or take advantage of juveniles or other vulnerable persons.
55. The demographic is much older and doesn't attract young people or children. The environment is very different to a loud busy arcade, it is a low-key carpeted style lounge with no more than a handful of mature customers in at any one time.
56. Merkur Slots UK and their premises operate in support of the principles of Secured by Design, the company recommended by the Chief Officers of UK Police Forces for Crime Prevention standards.
57. In conclusion, from my visits it is my opinion Merkur Slots UK Limited are well run, and their operation significantly reduces the risk of crime and disorder and vulnerable people being taken advantage of.
58. From my observations it is clear that the Merkur Slots premises do not impact on the environment, infrastructure, or local community.
59. I believe the facts in my report are honest and true. The opinions I have expressed are made in good faith and in my best judgement. The fee for this report is not conditional on the outcome of any future case, application or finding.

Stuart Jenkins
Licensing Consultant
Leveche Associates Limited
20/08/2022



LEVECHE
ASSOCIATES LIMITED

Appendix A

Observation Images
10th August 2022

Merkur Slots

33 Town Centre
Hatfield
AL10 0JX

Leveche Associates Ltd

Nightingale House
46-48 East Street
Epsom
Surrey KT17 1HQ

Merkur Slots
33 Town Centre Hatfield AL10 0JX

Wednesday 10th August 2022



Image A1

20:02hrs

33 Town Centre Hatfield AL10 0JX



Image A2

20:02hrs

Merkur Slots looking east along
Town Centre Pedestrian Street

Merkur Slots
33 Town Centre Hatfield AL10 0JX

Wednesday 10th August 2022



Image A3

20:03hrs

Merkur Slots looking east towards
Town Centre Square



Image A4

20:03hrs

Betfred 19 Town Centre Hatfield AL10 0JT

Wednesday 10th August 2022



Image A5

20:05hrs

Hatfield Town Centre Pedestrian Square



Image A6

20:06hrs

Hatfield Town Centre Pedestrian Square
looking north

Wednesday 10th August 2022



Image A7

20:08hrs

Hatfield Town Centre Pedestrian Square looking west



Image A8

20:08hrs

Hatfield Town Centre looking west
towards Mercur Slots

Merkur Slots
33 Town Centre Hatfield AL10 0JX
Wednesday 10th August 2022



Image A9

20:16hrs

Hatfield Town Centre looking east
towards Merkur Slots



Image A10

20:17hrs

Asda Supermarket Hatfield Town Centre

Merkur Slots
33 Town Centre Hatfield AL10 0JX

Wednesday 10th August 2022



Image A11

20:17hrs

Asda Supermarket Car Park Hatfield Town Centre



Image A12

21:31hrs

Ladbrokes 44 The Common Hatfield AL10 0LU

Wednesday 10th August 2022



Image A13

21:32hrs

The Common looking towards Asda Supermarket



Image A14

21:33hrs

The Common looking towards Asda Car Park

Wednesday 10th August 2022



10 Aug 2022 at 21:55:16
Hatfield, England AL10 0LD

Image A15

21:55hrs

Hatfield Town Centre Square looking west
towards Merkur Slots



10 Aug 2022 at 21:55:23
Hatfield, England AL10 0LD

Image A16

21:55hrs

Hatfield Town Centre Square looking north

Wednesday 10th August 2022



Image A17

21:56hrs

Hatfield Town Centre Square looking south



Image A18

21:56hrs

Shops off Hatfield Town Centre Square
southern end looking south

Merkur Slots
33 Town Centre Hatfield AL10 0JX

Wednesday 10th August 2022



Image A19

21:57hrs

Merkur Slots Hatfield Town Centre



Image A20

21:59hrs

Hatfield Town Centre looking east

Wednesday 10th August 2022



Image A21

23:55hrs

Merkur Slots Hatfield Town Centre



Image A22

23:55hrs

Town Centre Hatfield looking east

Wednesday 10th August 2022



10 Aug 2022 at 23:55:43
Hatfield, England AL10 0JS

Image A23

23:55hrs

Town Centre Hatfield looking west



11 Aug 2022 at 00:08:59
Hatfield, England AL10 0JX

Image A24

00:08hrs

Rear of Merkur Slots Hatfield

Wednesday 10th August 2022



Image A25

00:11hrs

Hatfield Town Centre Square looking north



Image A26

00:20hrs

Hatfield Town Centre Square looking north

Merkur Slots
33 Town Centre Hatfield AL10 0JX

Wednesday 10th August 2022



Image A27

02:14hrs

Hatfield Town Centre looking east



Image A28

02:15hrs

Merkur Slots Hatfield